

RASNZ ANNUAL REPORT 2020



Our People

Patron

Helen Clark

Board of Trustees

James Hassall - Chair

Ben Trieu

James Usmar

Jay Marlowe

Jenni Broom

Judith Mukakayange

Penny Hartill

Theresa Stratton

Dr Tony Wansbrough

Leadership Team

Dr Ann Hood - CEO

Aklilu Hibit - Cultural Director

Annette Mortensen - Research & Training Manager

Joyce Wei Liu - Business Manager

Kate Brady Kean - Clinical Director

Mackenzie Koppel - Fundraising & Communications Manager

Independent Auditor

UHY Haines Norton (Auckland) Limited Chartered Accountants

Contact Information

Mangere

251 Massey Road

Mangere East, Auckland 2024

+64 9 270 0870

Community Clinical

Level 2, 173 Captain Springs Road

Onehunga, Auckland 1061

+64 9 620 2252

RASNZ Youth

1222A Dominion Road

Mt Roskill, Auckland 1041

Our Purpose

Mission

People from refugee backgrounds will have access to quality, culturally responsive mental health and wellbeing support to assist positive resettlement in New Zealand.

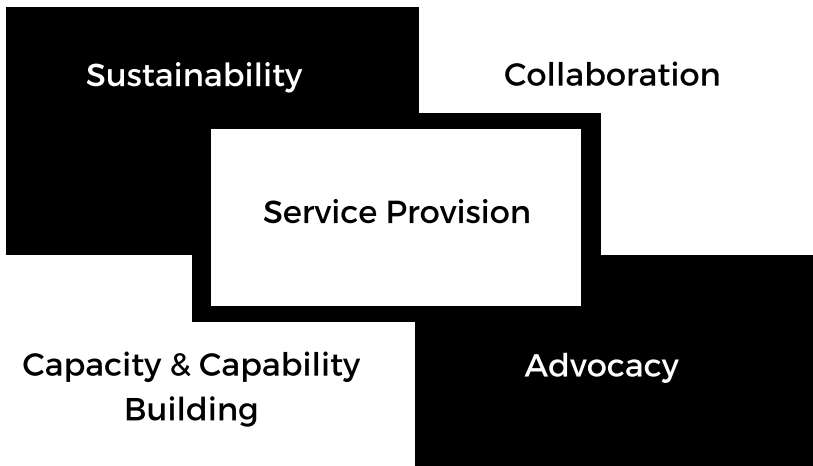
Values

Integrity Compassion Respect Responsibility

Strategic Objectives

- To provide specialist mental health support for all quota refugees at Mangere Refugee Resettlement Centre
- To provide specialist mental health and community support for people from a refugee background in Auckland
- To provide training and consultation nationally
- To advocate for refugee rights

Strategic Priorities



Chair's Report

Numbers can be deceiving! At the beginning of the year, I had looked to 2020 being nicely balanced and providing me with perfect vision. In many respects that has not turned out to be the case. Writing now towards the end of the year, I cannot help but mention COVID-19 and reflect on the disruption it has created for so many people.

Dealing with the effects of COVID-19 has been challenging enough for those with long established support networks around them. It is difficult to begin to imagine the challenges faced by people in the communities of former refugees in New Zealand which RASNZ serves. The suddenness of decisions being made, the detailed control of lives and the uncertainty of the job market will have added to the strain of being in a new country. Also, the limitation in international travel will, no doubt, have made New Zealand, already a long way from the rest of the world, seem even more remote especially as the flow of people being resettled to New Zealand has dried to a trickle.

RASNZ itself has not escaped the disruption. The work usually undertaken by the staff of RASNZ has either not been able to be undertaken or has had to be done in different ways.

I want to acknowledge the efforts made by Ann Hood and her teams to support each other through these times and to come up with creative ways to continue to support the communities of former refugees in New Zealand.

Our funders have continued to support RASNZ and for that I am grateful.

My fellow board members and I have continued to meet including through Zoom. Their support has been invaluable.

Perhaps the most challenging matter we have dealt with as a board is the resignation of Ann as our CEO. Enough cannot be said to recognise the hugely positive impact Ann has had on RASNZ. While she is highly regarded among RASNZ's stakeholders, it is her combination of dedication and determination over more than 5 years that has created a step-change in the way RASNZ operates and the recognition it has in the wider community. Ann leaves RASNZ with the gratitude and best wishes of the board. She will be missed.

Following Ann's resignation, the board conducted a search for a CEO to succeed Ann. We are pleased that Sharron Ward will be joining the organisation early in 2021. As well as a strong clinical background and significant work with communities in Sri Lanka affected by the 2004 Boxing Day tsunami, Sharron was a clinical manager at RASNZ in the early 2000s. The board looks forward to working with her.

While 2020 has not turned out the way I had hoped, it has, in its own way, given me some perfect vision. Despite New Zealand becoming more and more diverse, this year has shown me that as a nation we can put aside many of our differences and work towards a common goal evidenced by the fact we remain largely free from COVID-19. As a nation, we can and should all work together to play our role in the international community in making refugees welcome here in Aotearoa New Zealand.

James Hassall
RASNZ Chairman



CEO's Report

2020 marks RASNZ's 25th anniversary. While world events overshadowed celebrations, the year has epitomised our proud history of serving society's most vulnerable, yet most resilient, communities. No one could have foretold that it would be a year marked by a worldwide pandemic, closed borders, lockdowns, unprecedented political turbulence and racial unrest, manifested in the Black Lives Matter campaigns.

While the impact of Covid-19 in New Zealand is significant, the impact on refugees around the world is devastating. Resettlement programmes are on hold and opportunities to seek safety through asylum are closed. New Zealand welcomed only two intakes before we went into lockdown and it was not until late October that a very small number of UNHCR emergency cases began arriving.

RASNZ continued as an essential service throughout all alert levels. I am incredibly proud of and full of respect for the spirit and willingness of all staff to prioritise the needs of clients and communities during these difficult months. All teams embraced the challenge of online service delivery and quickly adapted to providing psychosocial support via Viber, WhatsApp, Facetime and telephone calls. Not to mention zoom meetings!

We have seen a significant increase in referrals to our Community Clinical Team. Many of our clients have experienced increased anxiety, trauma related memories and symptoms triggered by lockdown, fears for family and loved ones overseas and concerns about the erosion of human rights in their home countries. Ongoing hardship and increased marginalisation have contributed to the need for intensive social work support.

While we could not celebrate our 25th anniversary as planned, we have held a range of great events. RASNZ was chosen as a charity partner for the Ports of Auckland Round the Bays run in March. A big shout out to all those who joined the fun and ran for RAS. Three events were timed to coincide with the increase in the national refugee quota on July 1st. Despite the quota being on hold, we created a video featuring well-known New Zealanders, "Kiwis Welcome"; we partnered with Colmar Brunton to produce the first ever national survey of New Zealanders' Perceptions of Refugees and held a hugely successful online symposium highlighting key resettlement issues.

Collaboration is vital to all aspects of our work. RASNZ works closely with other sector services to advocate for equitable resettlement support for all refugee categories; to bring about positive change in the refugee status determination process and to address the short fall in social work support for resettled communities.

The Labour Government has made some welcome decisions for the resettlement sector. In addition to increasing the annual refugee quota from 1000 to 1500, the number of people who can come to New Zealand under the Family Support Category will increase from 300 to 600, and 150 people will be resettled over a 3-year period under the Community Sponsorship Scheme. The number of regional resettlement areas has increased from 8 to 13.

But while the border is closed, these changes are not possible. RASNZ strongly supports the resumption of a humanitarian quota as soon as possible.

Sadly, this will be my last annual report for RASNZ. It has been an honour and a privilege to work as a part of the RASNZ team over the last 5 years. I arrived in mid-2015 as the Global Refugee Crisis was reaching its peak and I am leaving as we continue to face a global pandemic plaguing every corner of the world.

RASNZ is a whanau, bound by compassion, passion and dedication to making a difference in the lives of people seeking safety and a new start in Aotearoa. To all staff - thank you for your friendship, your unwavering support and loyalty, and your enthusiasm and energy for work that is complex, challenging and unrelenting. To the Board of Trustees - thank you for supporting and guiding me on this wonderful journey. Your commitment and encouragement of our service, your skills and expertise are greatly appreciated.

I am delighted that Sharron Ward has been appointed as the new CEO. Sharron is a psychotherapist with a strong background of working with people from refugee backgrounds. I know RASNZ will be in excellent hands. I wish Sharron and RASNZ every success in the years ahead.

On behalf of RASNZ I would like to acknowledge and thank the many individuals, organizations, donors and volunteers who make our work possible. Thank you for your belief in us and for the contribution you make to the lives of people from refugee backgrounds.

Arohanui

Dr Ann Hood
RASNZ CEO



MANGERE



422
clients



25
ethnicities



84%
received
clinical mental
health support



47%
received body
therapy

The RASNZ Mangere Team is a specialist team of clinical mental health professionals based at the Mangere Refugee Resettlement Centre. The team is supported by interpreters and cross-cultural facilitators to provide initial assessment, brief therapeutic interventions and group psychoeducation to all refugees arriving in New Zealand through the national quota programme. Support is also provided for asylum seekers who are detained at MRRC.

2020 Highlights

- Covid-19 significantly impacted service delivery at MRRC.
- Only 2 intakes arrived in New Zealand due to border closures.
- Therapeutic support was provided by 3-way telephone conversations during lockdown.
- A reduced programme was provided for residents following lockdown.
- From July, clinicians moved to work in the Community Clinical Team providing support for resettled families in Auckland.

"Personally and professionally this work is in alignment with my values and especially my humanitarian interests. I love supporting clients and the work feels like a really good match for me and the use of my skills."

COMMUNITY CLINICAL



512

hours on the road
visiting clients



100%

received psychology/
counselling support



26%

received
psychiatry
support



33%

received
body
therapy

The RASNZ Community Clinical Team provides specialist mental health and wellbeing support to people from refugee backgrounds throughout Auckland. This free service offers one-to-one counselling, psychiatry, body therapy and social work support for people at any stage of their resettlement journey.

RASNZ operated as an essential service during lockdown providing remote therapy online and by telephone. Clinicians also provided consultation for other resettlement regions to support the mental health needs of former refugees.

2020 has seen a significant increase in

- The complexity of clients' needs
- The number of referrals received
- The number of sessions provided
- Requests for social work support
- Waiting list numbers

"RASNZ can be proud of the mind body duality philosophy espoused and the aim to offer a holistic service."

PARENTING PROGRAMME



33

parenting
discussion groups



266

discussion
group attendees



11

ethnicities

The Parenting Programme works with parents, grandparents and wider whānau from a refugee background, offering parenting discussion groups, wrap around family support and liaison with social and education services.

The Parenting Programme is based on a community empowerment model whereby local facilitators run groups for their own community.

2020 Highlights

- Delivered Triple P Primary Care and Teens Parenting Programmes within Afghan, Arabic, Burmese, Central African, Eritrean, Iranian Pakistani, Rohingya, Sri Lankan and mixed ethnic communities.
- Worked on establishing and continuing to promote this model for other resettlement regions, including Christchurch, Dunedin Invercargill and Palmerston North

"This group has helped me understand that all parents have challenges with their kids, I am not alone and my response to my children can make a difference."

- Gewa*

COMMUNITY EMPOWERMENT



73

empowerment
group sessions



14

Computer in Homes
graduates

RASNZ's Cross-Cultural Facilitators (CCFs) represent Afghan, Arabic, Assyrian, Burmese, Burundian, Colombian, Eritrean, Somali, Sri Lankan and Rohingya communities.

CCFs work alongside clinical staff, providing cultural advice and support. At MRRC they facilitate health workshops for newly arrived families.

In the community, the team facilitates empowerment groups for adults from their respective communities.

2020 Highlights

Our Cross-Cultural Facilitators

- Contacted their communities via social media during lockdown
- Served as a vital link between their communities and all RASNZ teams
- Translated dozens of resources about Covid-19 and wellbeing
- Supported families to register to vote and facilitated discussions about the election and the referendum

"The only time I get out of my house and feel good about myself is when it is Friday and I meet my group and we have a meal together."

*- Amina**



RASNZ YOUTH



250 youth
engaged



5 - 25 age
range of
youth



22
ethnicities



40 sports
sessions

RASYouth supports and empowers young people from refugee backgrounds to thrive in New Zealand. The dedicated team facilitates free school holiday programmes for children and teens every term, weekly sporting activities, a ponder group to discuss issues affecting young people, family events and an annual youth leadership forum.

2020 Highlights

- 3 new youth leaders welcomed
- Created a Youth Consortium to work collaboratively with other youth services

- 18 young people attended the Leadership Forum in Ohakune in February
- Reached a record number of young people online during lockdown
- Facebook posts received within a single month was 7714 and Instagram was 3579
- Co-designed an antiracism project featuring a youth produced, animated video "Tamil's Story".

"One thing I really appreciated about the Forum was that for 3 days refugee background youth had the opportunity to learn in a safe environment, that encouraged cultural and self-expression. This made the experience comfortable and encouraged bonding to the point that, if a stranger had walked into that setting, the assumption would be that we all knew each other."

ADVOCACY & ENGAGEMENT



16

public events &
speaking
engagements



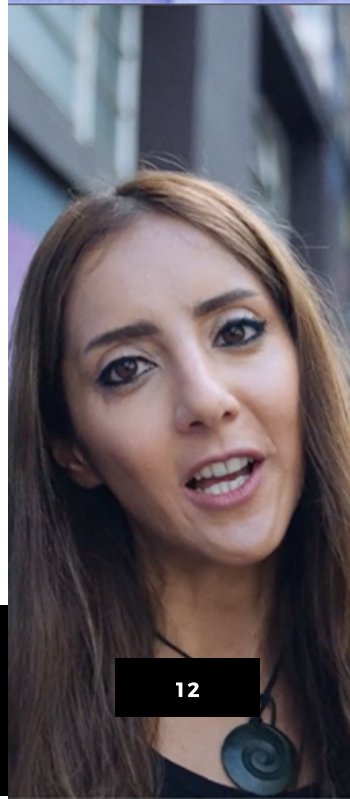
8,000+

followers on
social media



9

interviews across
radio, TV, print
media & online



RASNZ highlights issues and promotes stories about refugee background kiwis that inspire, inform and challenge negative stereotypes. This work is enhanced through our Engagement Programme which creates opportunities for our refugee background community members and mainstream kiwis to connect.

2020 Highlights

- 16 speaking engagements in schools, businesses and tertiary institutions with an estimated total of 1500 children and adults
- Training sessions for community-based services
- Collaboration with
 - Prints for Good created by Adel Salmanzadeh, a former refugee
 - APO, Creative Fibre, Make Give Live and Applied Theatre Company to bring wellbeing activities to Mangere
 - Great Potentials Foundation to extend their mentoring programme to young people from refugee backgrounds
 - Manukau United Football Club to participate in football tournaments
 - Rainbow Path New Zealand
 - Hungerball NZ
- Ports of Auckland Round the Bays Charity partner - \$20,000 donation to our community programmes
- Partnered with Colmar Brunton to conduct a national survey exploring kiwi perceptions of refugees
- Partnered with creative agency VMLY&R to produce a video featuring well-known kiwis sharing a message of manaakitanga towards refugees. The video was viewed upwards of 1.4 million times

"I think we can agree that the knitting sessions have gone better than we could have imagined. All the ladies from Make Give Live that have joined in have got so much from the experience and can't wait to go back - so thank you for the opportunity for our makers to be exposed to such a wonderful environment."

RESEARCH & TRAINING



700+ attendees



8 cities nation-wide

RASNZ supports the development of culturally appropriate, trauma informed health and wellbeing services in all refugee resettlement regions in New Zealand. Through training and research, we are building the capacity and capability of health, education and social services to provide responsive services for clients and families from refugee backgrounds. We are delighted to welcome Annette Mortensen as our Research and Training Manager.

2020 Highlights

- The RASNZ Symposium “Refugee Resettlement in a Time of International Change” involved 7 online open access webinars during August. 824 people attended live sessions and 1393 have accessed through our webpage since.

- Service Provision for Resettled Families – an Auckland based scoping exercise in the time of Covid.
- RASNZ’s Response to COVID-19 - impact on clients and service provision.
- External Evaluation of RASNZ’s philanthropically funded community programmes.
- Community Pillars – development of a programme to de-stigmatise mental health within resettled communities.
- Training provided to the Ministry of Education, a range of university courses, conferences, Red Cross volunteers and NGOs.

Full reports are available on the RASNZ website www.rasnz.co.nz

“I found the RASNZ webinars really useful and thought provoking. The best thing was that these were open, online webinars so we could access them easily at no cost. It was fantastic to have the opportunity to listen to well facilitated discussions by experts in each topic/field, without the usual constraints of budget, travel and time that often reduce our ability to attend training and professional development opportunities”.

ROBERT JONES SCHOLARSHIP



65

scholarship recipients
currently studying



11

New Zealand
tertiary institutions

The Robert Jones Refugee Daughters' Scholarship is awarded to approximately 20 young women from refugee backgrounds annually. The scholarship covers tertiary tuition fees through to graduation. This year we are very proud of the students graduating in fields as diverse as Architecture, Anthropology, Creative Technologies, Law, Politics and International Relations, and (Health) Sciences.

2020 Highlights

- 65 active scholars around Aotearoa
- 6 undertaking post graduate studies
- 21 scholars will complete undergraduate study this year
- 30 volunteer mentors
- A webinar training for new mentors was developed and delivered during COVID-19 lockdown

"What a crazy year 2020 has been. Despite all the events that have occurred I have managed to finish my degree, which I am so proud of. I am so thankful for the Sir Robert Jones scholarship support throughout my degree both financially and emotionally. I couldn't have had done it without your support."
AUT student

OUR SUPPORTERS



1,400
registered
donors



8,604
social media
followers



18
funding
partners

RASNZ's work would not be possible without the generosity and support of the wider community.

This year marked a 36% growth in the number of people registered on our donor database, as well as the addition of 1,188 new followers on social media.

Prior to COVID-19, RASNZ actively engaged with local primary, intermediate and secondary schools in record numbers.

A key component of this has included student-led fundraisers, as well as students designing "welcome" cards for families arriving at the Mangere Refugee Resettlement Centre.

Thank you to everyone who has supported RASNZ's work with refugee background whānau in 2020!

OUR FUNDERS

CONTRACT FUNDING

Counties Manukau District
Health Board
Ministry of Education
Ministry of Health

GRANT FUNDING

Foundation North
The Auckland Foundation
Basil Bellhouse Charitable Trust
Dragon Community Trust
The Lion Foundation
JR McKenzie Trust
Lottery Grants Board
The Office of Ethnic Communities
The Trusts Community
Foundation
UNHCR

SPONSORSHIP

RJH
Greg and Janie Loveridge

PRO-BONO SUPPORT

Fairfax (Ports of Auckland
Round the Bays)
Kantar (Colmar-Brunton)
Simpson Grierson
VMLY&R
Mangere Floral Studio



BUSINESS DIRECTORY

FOR THE YEAR ENDED 30 JUNE 2020

ADDRESS

- Mangere: 251 Massey Rd, Mangere East
- Community Clinical: Level 2, 173 Captain Springs Rd, Onehunga
- RASNZ Youth: 1222A Dominion Rd, Mt Roskill

PRINCIPAL BUSINESS

Providing people from refugee backgrounds with quality, holistic, culturally responsive mental health and wellbeing services to assist with positive resettlement in New Zealand

BANKER

BNZ

AUDITOR

UHY Haines Norton (Auckland) Ltd

CHARITIES COMMISSION REGISTRATION NUMBER

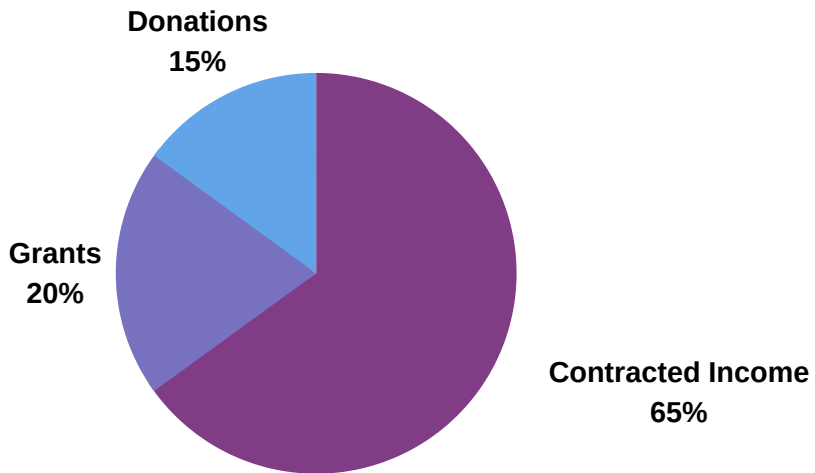
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SUMMARY FINANCIAL STATEMENTS

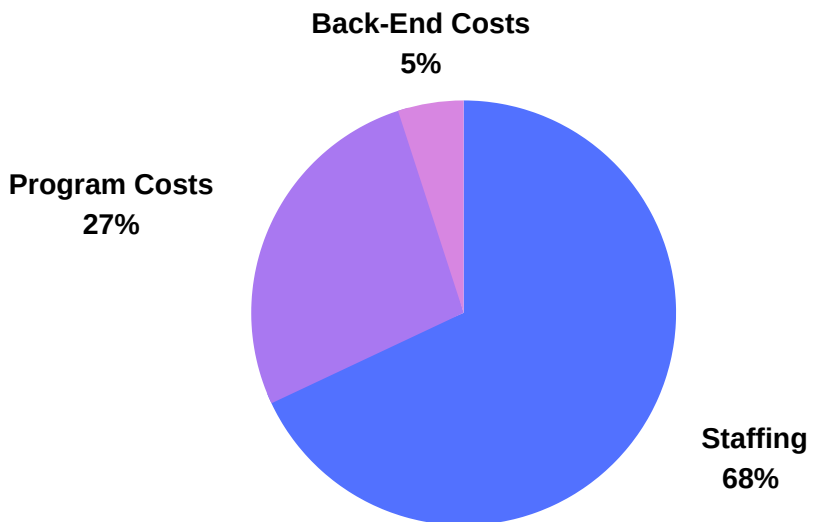
FOR THE YEAR ENDED 30 JUNE 2020

The following financial statements are RASNZ Trust's summary financial statements. Our full financial statements are filed with Charity Services and will be made available at the 2020 Annual General Meeting.

INCOME



EXPENDITURE



SUMMARY OF COMPREHENSIVE REVENUE AND EXPENSES FOR THE YEAR ENDED JUNE 30 2020

REVENUE

Group	2020 \$	2019 \$
Contracts for service	2,065,873	2,010,554
Grants	657,890	540,955
Donations	489,659	457,421
Revenue from exchange transactions (interest, dividends, rents, and training programme)	31,677	61,537
Total revenue	3,245,099	3,070,467

EXPENDITURE

Group	2020 \$	2019 \$
Employee costs	2,228,506	1,962,500
Facilities and Technology expenses	152,407	156,365
Social enterprise & scholarship expenses	544,451	482,127
Service delivery expenses	194,654	210,944
Depreciation expense	49,339	46,979
(Profit) / Loss on disposal of assets	2,050	(3,344)
Travel and vehicle expenses	16,999	28,733
General expenses	32,572	34,454
Organisation and management expenses	62,681	66,264
Fundraising expenses	16,215	12,242
Total expenditure	3,299,874	2,997,264

SUMMARY OF FINANCIAL POSITION

AS AT 30 JUNE 2020

ASSETS	2020 \$	2019 \$
Current Assets		
Cash at bank	512,797	523,001
Short term deposits	908,076	1,037,575
Receivables from non-exchange transactions	221,184	235,387
Sundry Debtors	2,813	4,398
Total Current Assets	1,644,870	1,800,361
Non-current Assets		
Property, plant, and equipment	120,150	125,729
Total Non-current Assets	120,150	125,729
Total Assets	1,765,020	1,926,090

SUMMARY OF FINANCIAL POSITION CONT.

LIABILITIES	2020 \$	2019 \$
Current Liabilities		
Deferred Income	122,259	263,442
Employee entitlements	255,761	194,345
Trade and other payables	153,371	179,899
Total Liabilities	531,391	637,686
Net Assets	1,233,629	1,288,404
EQUITY		
Retained Surplus	1,233,629	1,288,404
Total Equity	1,233,629	1,288,404

SUMMARY OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2020

Group	Retained Surplus	Total Equity
Balance at 1 July 2018	1,215,201	1,215,201
Surplus For The Year	73,203	73,203
Balance at 30 June 2019	1,288,404	1,288,404
Balance at 1 July 2019	1,288,404	1,288,404
Deficit For The Year	(54,775)	(54,775)
Balance at 30 June 2020	1,233,629	1,233,629

INDEPENDENT AUDITOR'S REPORT

To the Board of Trustees of Refugees As Survivors New Zealand Trust

Opinion

We have audited the financial statements of Refugees As Survivors New Zealand Trust ("the Trust") on pages 4 to 14, which comprises the statement of financial position as at 30 June 2020 and the statement of comprehensive revenue and expenses, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Trust as at 30 June 2020 and its financial performance and its cash flows for the year then ended, in accordance with Public Benefit Entity International Public Sector Accounting Standards (Not For Profit) Reduced Disclosure Regime issued by the New Zealand Accounting Standards Board.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)). Our responsibilities under those standards are further described below in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Trust in accordance with Professional and Ethical Standard 1 (Revised) *Code of Ethics for Assurance Practitioners* issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor we have also performed a compliance audit relating to the United Nations Voluntary Fund for Victims of Torture. We have no other relationships with, or interests in the Trust.

Emphasis of Matter – Going Concern

Without modifying our opinion, we draw attention to Note 14 of the financial statements which describe the uncertainty related to the going concern assumption. The financial statements is prepared on a going concern basis, the validity of which depends on the continued financial support from Counties Manukau DHB. Our opinion is not qualified in respect of this matter.

Emphasis of Matter – COVID-19

Without modifying our opinion, we draw attention to the disclosures in Note 15 to the the financial statements which outline the possible effects of the Alert Level 3 lockdown as a result of the COVID-19 pandemic.

Restriction on Responsibility

This report is made solely to the Board of Trustees in accordance with section 42F of Charities Act 2005, as a collective body. Our audit work has been undertaken so that we might state to the Board of trustees those matters we are required to state to them in an auditor's report and for no other purpose.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Board of trustees, as a collective body, for our audit work, for this report, or for the opinions we have formed.

Board of Trustees' Responsibility for the Financial Statements

The Board of Trustees are responsible on behalf of the Trust for the preparation and fair presentation of the financial statements in accordance with Public Benefit Entity International Public Sector Accounting Standards (PBE IPSAS) Reduced Disclosure Regime and for such internal control as the Board of Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Board of Trustees are responsible on behalf of the Trust for assessing the Trust's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Board of Trustees either intend to liquidate the Trust or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of the auditor's responsibilities for the audit of the financial statements is located at the XRB's website at <http://www.xrb.govt.nz/standards-for-assurance-practitioners/auditors-responsibilities/audit-report-8/>

UHY Haines Norton (Auckland) Ltd

UHY Haines Norton (Auckland) Limited
Chartered Accountants
Auckland, New Zealand

12th November 2020

Date

Denise Scott

March 1962 - March 2020



*"We didn't know we were making memories.
We just knew we were having fun."*

Winnie the Pooh

www.rashnz.co.nz

