



*Successful refugee  
resettlement needs active  
engagement and  
leadership from former  
refugees and their  
communities*

# **ANNUAL REPORT**

## **1 July 2009 - 30 June 2010**



*Women share popcorn at the Women's Festival, Wellington, October 2009*



## **Table of Contents**

<b>BOARD CHAIR'S REPORT</b> .....	<b>1</b>
<b>GENERAL MANAGER'S REPORT</b> .....	<b>3</b>
<b>OUR WORK – HIGHLIGHTS</b> .....	<b>4</b>
<b>RESEARCH</b> .....	<b>4</b>
<b>COMMUNITY DEVELOPMENT</b> .....	<b>6</b>
ECONOMIC INDEPENDENCE .....	6
WOMEN .....	7
HUTT VALLEY .....	8
YOUTH.....	9
BUILDING STRONG FAMILIES PROJECT.....	11
REFUGEE HEALTH AND WELLBEING ACTION PLAN .....	11
<b>CHANGEMAKERS STAFF</b> .....	<b>12</b>
<b>ACKNOWLEDGEMENTS</b> .....	<b>13</b>
<b>FINANCIAL STATEMENT – AUDIT REPORT</b>	



## BOARD CHAIR'S REPORT

---



Salaam alakum. Chhom reap suor. Minga la ba. Amakuru. Mhoroi. Osiibye otya nno. And kia ora koutou. I greet you in the languages of our ChangeMakers' communities and, of course, in te reo Māori, the language of the original people of this land we now call home.

I am pleased to be presenting this Annual Report, our fourth, for the year 1 July 2009 to 30 June 2010.

### **Governance Changes**

The year has been both a very rewarding and challenging one. At a governance level the AGM approved several changes to the ChangeMakers' Constitution. The most significant of these was the separation of governance from operations. As a result of this change, the Board approved the recruitment and selection process for a General Manager. In June, 2010 Tim O'Donovan was appointed as ChangeMakers' General Manager. We look forward to working with Tim and supporting him to achieve ChangeMakers' vision and key outcomes.

Changes to the Constitution also resulted in the formation of the Leaders Council which provides an advisory role to the Board. The Council is made up of elected representatives from across refugee-background communities.

### **Building Governance Capacity**

The AGM saw a number of new representatives elected to the Board. Since then the Board has met on a number of occasions and completed governance training provided by the Ministry of Social Development (MSD).

We are currently going through a process to identify other areas where we can support Board members to

further develop their governance expertise. As part of this work we intend to partake in additional training that the MSD is providing throughout 2010-11.



*Back row, left to right: Awad Hagos, Ibrahim Omer Ibrahim, Adam Awad, Emile Pacifique. Front row (left to right): Amaal Rasheed, Fungisai Foto, Maureen Zaya. Absent: Fahima Haidari, Dagaga Gammachu*

## **The Challenges**

During the year, ChangeMakers widened its work, with funding secured for research and advocacy and for work with at-risk youth. With expansion comes challenges and these challenges were compounded by uncertainty over whether we had sufficient funding to honour all of our commitments, and what the separation of governance and operations meant in practice. To address these challenges the Board worked closely with the General Manager and we are pleased to have finished the year with an unqualified audit and only a small financial deficit. We also gained agreement between the Board and staff on how we can work together to achieve positive outcomes for all communities.

ChangeMakers continues to be a member of the National Refugee Network and to advocate for changes to policy and service delivery at a national level. As secretary of the National Network, I have the privilege of ensuring that the work that ChangeMakers does at a local level is reflected in the changes that the Network is striving to achieve across the country.

## **Acknowledgements**

I would like to thank my fellow Board members and the Leaders Council for the time and commitment that they make to the organisation. I am fortunate to govern and work with a group of passionate individuals who represent all Wellington based refugee-background communities. The organisation has also benefited from the advice and support provided by the Advisory Group and I would like to thank them for the time and effort that they have devoted to ChangeMakers.

I would also like to acknowledge Sue Driver, former Operations Manager, and Karla Gunby, former Acting General Manager, for their part in the development of the organisation and wish them well in their future endeavours.

At its essence, ChangeMakers is a community based, driven and governed organisation. We value the support we have received from funders, NGOs, communities and individuals who all recognise the importance of this and the work that we do. We look forward to working with you all in the near future.

**Adam Awad**

**Chairperson, ChangeMakers Refugee Forum Board**

## GENERAL MANAGER'S REPORT

---



Tēnā koutou katoa.

One of the highlights of my short time as General Manager (since June 2010) has been the opportunity to meet leaders and people from across the various refugee-background communities. These discussions have enabled me to gain a better understanding of the successes that have been achieved and the challenges that communities are facing.

### **Connection with communities**

The connection between ChangeMakers as an organisation and the communities that ChangeMakers is part of and represents, is a crucial one. A strong relationship means that the work that we do will result in better outcomes for all communities and help us achieve our vision: New Zealanders from refugee-backgrounds participating fully in New Zealand life.

Another highlight has been the opportunity to work with people, both at a governance and operational level, striving for tino rangatiratanga or self determination. This annual report provides a snapshot of the work that ChangeMakers has done in order to support the creation of self sustaining refugee-background communities; communities that are at the centre of determining what their own development looks like.

Our expansion into research during the year was an important step in ensuring that we can provide evidence-based advocacy that is crucial in bringing about change. Our work with women, Refugees into Business, youth and in coordinating the Wellington Regional Health and Wellbeing Action Plan are other examples of community driven processes that are helping create change.

### **Thanks**

I would like to thank Sue Driver, former Operations Manager, Karla Gunby, former Acting General Manager, and Tessa Johnstone, former Youth Development Coordinator, for the work that they did in helping create an organisation that I am proud to be part of.

I look forward to working with the Board and staff to continue to build upon the many achievements that ChangeMakers is recognised for.

Nā mihi nui.

**Tim O'Donovan**  
**General Manager**

## OUR WORK - HIGHLIGHTS

---

A major success of the year was securing funding from the Tindall Foundation to employ a Research Coordinator and Research Advocate. Support from other funders enabled us to continue our work with women, youth, our Hutt Valley community development work and our work supporting refugee communities to achieve economic independence.

### RESEARCH

---



Alia Bloom (left), Research Coordinator, and Rahwa Hagos (below), Research Advocate, have been working on a number of projects over the last year to further ChangeMakers' goal of strengthening refugee-background communities.

The work that we have been involved in has reiterated our belief that refugee-background communities are more than ready to effect change in their communities, and are articulate and determined in identifying what they need to support their resettlement and development. Traditional 'scoping' research methodologies have not been widely utilised, rather we have focussed on research processes that involve former refugees as the drivers in their own research and development.



### RESEARCH PROJECTS

**Research directory:** We've connected with other researchers and organisations to identify refugee-related research conducted throughout Aotearoa New Zealand, and created an online directory of New Zealand-based refugee research. You can access it via our website – [www.crf.org.nz](http://www.crf.org.nz).

The directory highlights the important work already done by researchers in New Zealand, and provides an opportunity to share resources to achieve an even stronger outcome for refugee-background communities. The directory will help inform our community development efforts and provides a foundation for further research activities.

**Community Learning Centre:** One of our research priorities is to actively engage refugee-background communities in research that affects them. One project has engaged former refugees in the Hutt Valley, who conducted needs assessments among eight Lower Hutt-based refugee-

background communities to determine the design and content of a Community Learning Centre.

This research was community-driven, with a strong community development goal. We worked in partnership with Robert Byer, ChangeMakers' Hutt Valley Community Development Worker. Research gathered by community researchers has led to a detailed project plan and the establishment of a Trust comprising refugee-background and host communities. Hutt Valley refugee-background communities have been fully engaged in this project from its inception.

**Rights-based approaches to mental health work with former refugees:** Wellington Refugees As Survivors Trust (WN RAS) asked ChangeMakers to conduct a review of international literature around rights-based approaches to mental health service provision with former refugees.

Because one of ChangeMakers' key priorities is advocating for rights-based approaches to resettlement (which includes mental health service provision), this has been a good opportunity to provide a resource that will be of use to mental health practitioners working with former refugees. This resource will be available on our website.

**Victoria University partnership:** We are working in close contact with Victoria University of Wellington Development Studies staff and students. Current collaboration includes providing supervision for a post-graduate Masters Research thesis focusing on refugee-background Burmese women and resettlement in Aotearoa New Zealand.

**Family reunification:** Over the last two years, we have worked in partnership with WNRAS, the Wellington Community Law Centre, and the Family Reunification Trust to draft a discussion document on Family Reunification, which is now informing advocacy and activities with Immigration New Zealand.

Advocacy outcomes currently include changes to practice, organising workshops held by Immigration NZ with refugee communities, and working with the Wellington Community Law Centre on reunification issues.

**Rights-based approach to refugee resettlement:** We have drafted a position paper that proposes rights-based approaches to resettlement, which is awaiting ratification by staff and Board. This paper is based on a collaborative process with Refugee Services, Wellington Refugees as Survivors Trust, and Christchurch Resettlement Services. The paper is the first stage of introducing and aligning our work within a rights-based framework.

## COMMUNITY DEVELOPMENT

---

### ECONOMIC INDEPENDENCE



Zerai Mewos, our Community Development Worker has been overseeing projects that support refugee-background communities achieve economic independence. This work includes:

**Refugees into Business (RiB):** We continued to provide information and support for former refugees who are in business and to those who want to set up a business. RiB enables a refugee-background person to present their business idea to a panel made up of volunteers with business experience. The panel recommends areas in which the idea can be improved and works with the person to strengthen areas that are crucial to the development of the idea into a successful business. We also arrange for another volunteer to work with the person to help develop a business plan.

During the year we supported 12 refugee-background people who are striving to develop business ideas into successful businesses and supported two people who have established businesses and are seeking to expand.

**Pathways to Employment:** Our work with Work and Income, ESOL Assessment and Access Specialist Service, MCLaSS, RAS and Refugee Services continued with the aim of creating a seamless service that former refugees can use to help them gain durable and meaningful employment. This initiative has now been adopted by Refugee Services who are looking at how this service could be provided nationally. We will continue to be involved in the establishment of this service in Wellington.

During the year we also worked with over 60 clients facilitating career planning, job seeking, and training opportunities to support their transition to economic independence.

## COMMUNITY DEVELOPMENT

---

### WOMEN

Naomi Tocher, our Community Development Worker with a focus on women, continued her work with women from across refugee-background communities in order to meet their goal of:



*Women who are happy, fulfilled and connected with other women, are able to support their families, their community, and to reach their own potential.*

**Women's Steering Group:** We worked with the Steering Group to identify ways to build a strong network of women and from this developed a 2009-10 Women's Action Plan.

**Women's Festival:** Top of the women's list was to get to know one another's cultures. The Women's Festival was held in November where more than 250 women from ten communities across the region came together, and shared their dance, food, and national dress. We are hopeful that this event can be held annually.



*Lhak Futti Sherpa weaves bamboo at the Lower Hutt women's craft day in April*

Women also came together in Lower Hutt, Upper Hutt and Porirua to show their traditional crafts (the Wellington one will take place in early July). These events were very popular and each group asked to continue them on a regular basis.

**Recreation:** Participating in recreational activities was another key item identified in the

Women's Action Plan. Many women are keen to participate at gyms or swimming pools but require women's only sessions for cultural reasons. Meetings were held with staff from Hutt and Wellington city councils. Cheap gym fees have been negotiated with the Naenae gym who will institute women's only sessions if enough women apply. No progress has been made to date in Wellington or Porirua.

**Health education:** It was suggested we organise health sessions on a range of subjects. Regional Public Health and BreastScreen Aotearoa provided workshops on healthy food choices for Eritrean women and breast health for Sudanese women, and the Red Cross tutored basic First Aid courses in Porirua, Hutt Valley and Wellington.

## COMMUNITY DEVELOPMENT

---

**Computer skills:** These were also a high priority for women. Two beginners' courses were held in Wellington thanks to Wellington High School Adult Community Education funding and Smart Newtown. The tutor, Emma Roylance, taught a range of first-step skills to women with minimal English language from six communities. The women developed skills, confidence and a thirst to learn more if funding is available.

### HUTT VALLEY



The year was the second of three years' work funded by the Department of Internal Affairs and carried out by Robert Byer, our Hutt Valley Community Development Worker. This work included:

**Hutt Valley Advisory Group:** The Hutt Valley Advisory Group provided a vehicle for cross-community involvement and engagement in our community development work and also encouraged collaboration between Hutt Valley refugee-backgrounds communities. The Advisory Group continued its role of mentoring community leaders and providing leadership training and skills to the refugee communities in the Hutt Valley.

**Hutt Valley Youth Network:** The Hutt Valley Youth Network was established in February 2009 with the aim of supporting young people from refugee-backgrounds to reach their potential, voice and address their needs, contribute to their communities' work, and to help support youth leaders. The Youth Network Steering Committee worked with youth from across Hutt Valley communities to achieve their objectives and to encourage their families' involvement in development of career pathways for youth. Several members of the Network are also involved in ChangeMakers Wellington Region Youth Network.

**Hutt Valley Community Learning Centre:** Hutt Valley communities identified the need for a learning centre to address the issue of refugee-background children underachieving at school. We worked with Hutt Valley communities to determine what services the centre would provide. Community feedback indicated that the Learning Centre will be composed of three main components:

- Tutoring (helping children with their homework and related school support)
- Counselling support (crisis intervention, peer support, career advice)
- Parent/caregiver education

## COMMUNITY DEVELOPMENT

---

Establishing a Hutt Valley refugee learning centre is dream for families from across the nine refugee communities in the Hutt Valley area and ChangeMakers is proud to be part of this initiative. A Trust will be established towards the end of 2010 and we aim to run a pilot programme for primary and secondary school children and their parents in December.

**Hutt Valley Community Capacity Building:** We continued our work supporting and empowering refugee-background communities in the Hutt Valley through facilitating training and seminars to build their leadership skills and ability to run a successful community organisation. Courses included governance and financial management, project management, funding seminars, building research skills and a child rights workshop.

## YOUTH



Tessa Johnstone and Soul Naisali-Ramese formed our youth development team until Tessa moved from her role as our Youth Development Coordinator to the Ministry of Youth Development in June.



She was replaced by Marieke Jasperse. Our youth work includes:

**Youth Media Project:** The biggest ChangeMakers youth project completed during the year was a collaborative effort with Wellington Refugees As Survivors and involved 20 media workshops run by experienced volunteers over 20 weeks. The initiative introduced seven youth from the Sudanese, Afghan, Burmese and Somali communities to the different forms of media (such as journalism, photography, film making, radio and blogging) and enabled them to connect with one another, express themselves and build their confidence. The project wrapped up in December 2009 and left a lasting impression on everyone who participated.

**Young ChangeMakers Network:** To keep youth connected and informed about youth events and services, including opportunities to be involved in ChangeMakers' activities, we have continued our youth network called 'The YC Wire'. We now have over 1500 young people on the network and maintained contact via a monthly newsletter, social networking sites and texting.

## COMMUNITY DEVELOPMENT

---

**Youth Advisory Group:** The youth advisory group, named 'Youth Making Change' or YMCs, was set up in April 2009 and consisted of nine young people from seven different communities. Throughout the course

of the year, they provided invaluable advice on the direction of ChangeMakers' youth activities, in addition to developing their own youth advocacy project which included collaborating with Refugee Services to run a recreational fun day for new youth arrivals in Lower Hutt and a short film sharing their initial experiences as new arrivals to New Zealand.

**Youth Leadership Project:**

The youth leadership project aims to harness the energy and motivation of active and committed young people in refugee-background communities by providing training and support in their development as young leaders. It involves nine young people from the



Young leaders on the project during a training day in May with volunteer mentors and Tessa Johnstone, ChangeMakers' Youth Development Coordinator at that time

Afghan, Burmese, Oromo, Rwandan, Sudanese and Zimbabwean communities who have been encouraged to develop and run youth projects within their own community. Each young leader is supported by a 'kiwi' mentor who will walk them through every step of the process whilst the youth attend training which teaches them how to work effectively and build on their leadership skills. The project will run until December 2010.

**Young Men:** In November 2009 we facilitated a meeting to discuss at-risk young men and how organisations, communities and ChangeMakers could work together to address the challenges that these young people face.

As a result of this discussion, we employed Youth Worker Soul Naisali-Ramese to work with communities, NGOs and government agencies to develop two programmes to address the needs of at-risk refugee-background youth.

Soul has established a number of key contacts and will be running two workshops later this year to get feedback from the young men on the content and format of the programmes. He is also identifying a suitable

## COMMUNITY DEVELOPMENT

---

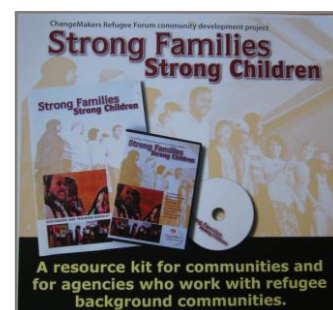
organisation that would be willing to implement the programmes once they have been developed.

**Refugee Youth Action Group:** ChangeMakers initiated the Refugee Youth Action Group (Wellington), a group of agencies passionate about promoting action on refugee-background issues and advocating for real change. The other agencies involved include Refugee Services, Wellington Refugees As Survivors, Ministry of Youth Development, Office of Ethnic Affairs, Wellington and Hutt City Councils, Police and the District Health Board. The process of engaging with youth and identifying the key issues is currently underway.

## BUILDING STRONG FAMILIES PROJECT

The DVD and training booklet for the Strong Families Strong Children drama has been widely promoted to agencies working with refugee-background communities around the country.

The kit was launched by Ann Dysart from Family and Community Services (Ministry of Social Development) at the Refugee Resettlement Conference in Auckland in November. At the conference, Zerai Mewos from the project steering group, and Maureen Zaya one of the actors, a steering group member and now a ChangeMakers Board member, presented a paper on the making of this community-led drama.



Planning is underway for holding DVD showings and discussion workshops in communities.

## REFUGEE HEALTH AND WELLBEING ACTION PLAN

ChangeMakers had the role of creating the Action Plan document for 2010-11 following the Regional Refugee Resettlement Forum in February. Around 100 people attended the Forum which is a unique collaboration of members of refugee-background communities and the government and non governmental agencies that are involved in refugee resettlement. Groups identified the resettlement priorities for the region relating to economic independence, education and training, family reunification, health, housing, safety and security, strengthening communities and youth. The Refugee Health and Wellbeing Action Plan contains more than 60 actions to be achieved in partnership across the region in these eight areas of resettlement.

The 2010-11 Action Plan is available on our website – [www.crf.org.nz](http://www.crf.org.nz).

## **CHANGEMAKERS STAFF**

---

### **Staff members as at 30 June 2010 were:**

Tim O'Donovan – General Manager

Zerai Mewos – Community Development Worker (Economic)

Robert Byer – Community Development Worker (Hutt Valley)

Naomi Tocher - Community Development Worker (Women)

Soul Naisali-Ramese – Youth Development Worker

Marieke Jasperse – Youth Development Worker

Alia Bloom – Research Coordinator

Rahwa Hagos – Research Advocate

Annie Coates – Office Administrator

Glenda McCallum – Communications Adviser

Sharon Hillock – Financial Officer

## ACKNOWLEDGEMENTS

We would like to thank the following organisations and people for their very generous support.

<p><b>GRANTS</b></p> <p>Bear Charitable Trust Community Trust of Wellington G Trust Housing NZ Corporation JR McKenzie Trust Ministry of Social Development (MSD): Work &amp; Income NZ Lotteries Grant Board</p>	<p>Presbyterian Support Services Sisters of Mercy, Upper Hutt St Andrews on The Terrace Tindall Foundation Regional Public Health Wellington City Council</p>	<p><b>CONTRACTS</b></p> <p>Dept of Internal Affairs Dept of Labour: Settlement Division Family &amp; Community Services (MSD) Settling In (MSD) UNHCR Regional Office - Australia</p>
<p><b>COLLABORATION</b></p> <p>Wellington Community Law Centre Wellington Refugees as Survivors</p>	<p>Multicultural Services Centre Refugee Family Reunification Trust</p>	<p>Wellington People's Centre</p>
<p><b>VOLUNTEERS</b></p> <p>Hany Abo Elniel – Data input Jessica Maccagno – photography</p>	<p>Harvey Buchman – IT Support</p>	<p>Ron Beernink - IT Advisor</p>
<p><b>ADVISORY GROUP</b></p> <p>Len Cook Dick Fernyhough Pam Fleming</p>	<p>Kate Frykberg Kitty Hilton Sara Kindon</p>	<p>Mel McKenzie Kathy Olsen Anushiya Ponniah</p>

<b>BUSINESS PANEL</b>		
Thomasin Bollinger Diana Crossan Charlie Howe Richard Hudson	John Lumsden Graeme Mitchell Sam Ng Kathy Olsen	Neale Pitches Selo Soylemezoglu Richard Stone
<b>BUSINESS MENTORS</b>		
Nadlene Hawley Carolien Hoogenboom David Layburn Jenny Murray	Sue Nielson Peter Roberts John Schiff Ruchi Srivartava	Bala Thirupukkuzhi Dhiru Vanisa Golden Lotus Restaurant

<b>ACTION PLAN PARTICIPANTS</b>	
We are grateful to our Action Plan partners for ongoing commitment and support, and in particular to our section facilitators.	
Family Reunification - <b>Colin Ross</b> (Wgtn Community Law Centre); <b>Amanda Calder</b> (Refugee Family Reunification Trust)	Education & Training - <b>Judi McCallum</b> (ESOL Assessment & Access Specialist Service)
Economic Wellbeing - <b>Renee Martin</b> (Work & Income, Regional Office)	Health - <b>Koos Ali, Melanie Larin</b> (Regional Public Health)
Housing - <b>Corwin Wallens</b> (Housing NZ Corporation, National Office)	Safety & Security - <b>Nicola Auckett</b> (Police, Wellington)
Strengthening Communities - <b>Naomi Tocher</b> (ChangeMakers)	Youth – <b>Youth Development Coordinator</b> (ChangeMakers)