

**2018 ANNUAL REPORT**

**Inclusive welcoming Aotearoa**



**A.R.M.S.**

Auckland Regional Migrant Services Charitable Trust









# KIA ORA KOUTOU



**Rahul Watson Govindan**  
**ARMS TRUST CHAIRPERSON**

It is my pleasure to write my first report as the Chairperson of ARMS. It is an honour to be a Trustee of an organisation that delivers rich and meaningful life-changing programmes to thousands of new Kiwis across Auckland.

It's a golden bookmark year for the organisation as we reset the strategic direction, moved our offices for the first time to Eden Terrace, and introduced our exciting new brand name at the Annual Public Meeting at the end of the year. It is also the year we said goodbye and thank you to our longest serving Trustee, Bruce Bryant, who served as Chair over many years and oversaw the evolution of ARMS through some challenging times. It is because of Bruce's commitment, loyalty and drive, that we navigated through those waters and allowed me as incoming Chair to be able to steer the organisation through the enormous amount of strategy work we have done this year. Thank you Bruce, and I'm sure of your ongoing support of the work we do, due to your passion for the wellbeing of newcomers, their relationship with Tangata Whenua and sense of belonging in Aotearoa.

I want to acknowledge the excellent work of our CE, Rochana during a year of change and acknowledge her leadership through the year. There have been numerous challenges thrown in Rochana's direction, and she has equipped herself in a way that has done ARMS proud and built upon the highly valued work of her predecessor and founding CE Dr Mary Dawson – big shoes to fill. No leader succeeds without great people – and ARMS continues to attract and be staffed by wonderful people with both aroha and passion for the work they do and the communities they work with.

Lastly, thank you to my fellow Trustees on the Board for all your hard work, inspiration, guidance and insight over the year. I feel privileged to lead such a high quality Board such as we have at ARMS, and very humbled by your support of my leadership.

Have a wonderful holiday break, and I am very much looking forward to launching into our work in 2019 under a new name, brand and strategy.

A handwritten signature in blue ink that reads "Rahul W Govindan".

## **ARMS Board Trustees:**

*Rahul Govindan (Trust Chair), Tracey Moore (Deputy Chair),  
Dr. Bruce Bryant (Treasurer),  
Dr. Elizabeth Fitton-Higgins, Eric Chuah, Maretha Smit, Naoe  
Hashimoto, Paul S. Bryant, Taufil Omar and Helen Kemp.*



# TĒNĀ KOUTOU KATOĀ



**Rochana Sheward**

**ARMS CHIEF EXECUTIVE**

This is my first full year at ARMS Trust and this past year has been an adventure, getting to know the migrant and former refugee sector, establishing relationships and fostering ARMS existing relationships and generally gaining a deeper understanding of ARMS programmes and projects.

It's also been the first year that ARMS has no long-term government contracts. This has given us an opportunity to pause and reflect, and for the past six months work on what kind of organisation should we be to meet the needs of the future newcomers to Auckland; thinking about how can we facilitate a positive, liveable Auckland where everyone feels that they belong.

Sometimes when we are in the midst of work it seems like we are not achieving as much as we would like to achieve. However when I look at all the work we have done these past 12 months it's been an awesome ride thanks to the team at ARMS. We opened our fourth Safari playgroup this year and WISE hub opened in two more locations in Auckland, Panmure and Northcote, working in partnership with De Paul House. We have also run four short community engagement/ consultations on behalf of Auckland Council and Central Government. Our International Women's Day event saw over 220 diverse women from across Auckland gather to hear from inspiring diverse women, we trialled some new community participation initiatives and we have worked hard at reaching more people through WISE catering with a 20% increase in orders.

So all in all we have had a full year and are excited about this coming year. I would like to extend a heartfelt thanks to ARMS staff and volunteer team and in particular to those staff who left us this year to take up new challenges of motherhood and career growth; without your work we would not have achieved all that we have.

*Rochana Sheward*



# VISION

An inclusive, welcoming Aotearoa/New Zealand for migrants and resettled families and communities to achieve equality, access and full participation in every aspect of their lives.



*"I feel I am at my home"*



*"I've become part of a community, learnt to network and become more "Kiwi" to understand the New Zealand culture"*



## MISSION

Enabling and supporting the full integration of newcomer and resettled communities in Aotearoa/New Zealand.



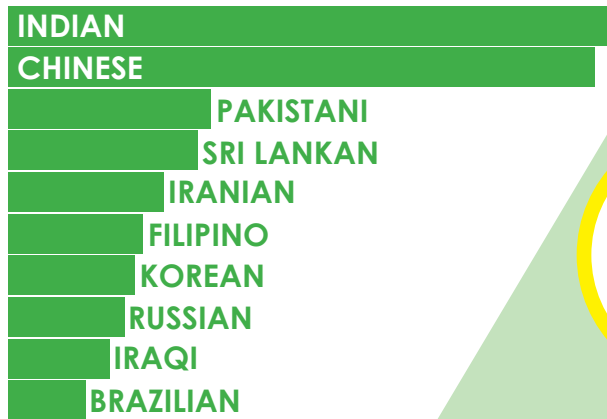
# OUR WORK

# 1,530

newcomer, migrant and resettled individuals helped



## Top 10 ethnicities supported



## AUCKLAND SNAPSHOT\*

# 1.65m

2m by 2033

**POPULATION:** Over half of Pacific, Asian and MELAA\*\* population of NZ live in Auckland.

**39%** of Auckland population born overseas and of total resident population 8% have been living in NZ for less than 5 years.

speaking multiple languages **29%**

Ranked **4th** most diverse city in the world

Most ethnically diverse city in NZ and fastest growing

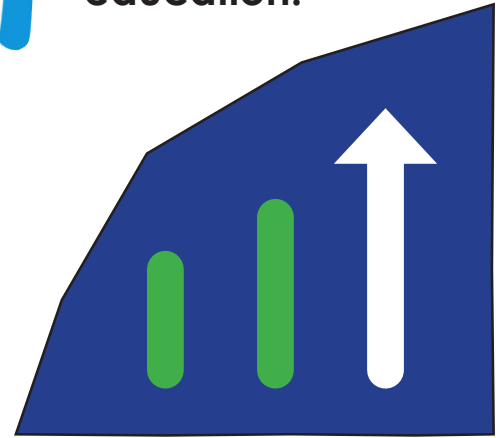
Significant population growth in Asian and MELAA group, with 3% child population in Auckland (other -2%)



# OUR WORK

## EMPLOYED. ENTERPRISE. EDUCATION

OVER 30 MIGRANT AND RESETTLED WOMEN have found employment; with 9 self-employed and 17 going on to further education.



## INCREASE WELLBEING

being reported by women participating in our projects.



CATERING ORDERS received for WISE Catering.

# 500+

MIGRANT AND RESETTLED WOMEN empowered through our projects

## Over 200



service provided that we've collaborated and worked with.



New WISE Hubs opened in Panmure and Northcote to address needs of local community.

# OUR STORIES

## WISE PROJECT



My name is Nasra. I'm originally from Somalia but was born and raised in the United Emirates. I chose to apply as an asylum seeker when I fell pregnant with my second child. My first child was unable to access any support services and I didn't want my second child to face the same struggles so I applied to come to New Zealand; a safe place where you have a right to live.

After being accepted I made the hard decision to temporarily leave my 2 year old son so there would be a future for my both my children. I arrived in NZ and not long after had my second child. Whilst others reached out to support me initially, I was very much alone. With health complications since my second birth, refugee friends leaving to other countries, a 4 year delay with my first child's immigration, and the pressures of looking after a new-born, I was very depressed.

I was really isolated and unhappy but that all changed when I joined WISE. I was visiting my lawyer when I decided to check it out and have loved it ever since. I feel like I am alive now.

Thanks to WISE I was given an employment opportunity as an interpreter. Currently I'm working on becoming a licensed interpreter and starting up an aerobics class for women like me in my community whose health has taken a toll from similar situations.

Being a part of WISE I've gained so much. My mind is clearer as I'm able to hear and share with others my struggles, learn new things, gain new friends and support, gain opportunities and more importantly slowly make my way back to my old self. I'm happy and confident and stepping outside my comfort shell to continue learning and give the support I didn't receive to others in the community.

Although I had many struggles getting to and starting life in NZ, thanks to WISE I can now not only see a bright future for my children but also for myself.



# OUR IMPACT

## SAFARI PROJECT



Amani is a Syrian mother of two who regularly attended the Safari Project with her youngest son. Arabic is her first language and she didn't speak any English. At Safari whilst her children played and socialised, she would take part in the English classes offered free as well as the other information sessions available.

At first she would only talk Arabic sticking to staff that could speak Arabic, but throughout the term, she began to sit and try to communicate with the other mothers at Safari in English. She was getting more confident as her English language skills improved which meant she became more social, even telling the staff member who could speak Arabic to only communicate to her in English so she could practice the language even further. Both Amani and her child were developing skills, knowledge and social connections at Safari.

Amani is now considering going to tertiary study to improve her language skills and is more active in her community. Something important to Amani is that she is now able to participate and able to communicate with key organisations in the lives of her family. For example, she is now confident to go to her older sons school parent teacher interviews and ask questions about her sons education and learning in class; something she wasn't able to take part in before.

## AMARTE PROJECT, COMMUNITY WORKSHOPS, PROGRAMMES AND CLINICS

***"It was a great opportunity to gain experience in a Kiwi office environment and customer service. Personally for me it was a big step in improving my interpersonal communication skills"*** Olga was a part of ARMS Volunteer Workplace Experience Placement programme at ARMS for three months before securing a job as Assistant Accountant at Alpha Recruitment

***"The workshop provided me with useful insights and very detailed information that is very helpful, especially CV and cover letter. It's also very positive and motivating. I loved the workbook and all the information in it. Very organised and consistent information."*** Attendee to the employment workshop as part of the Migrant Employment Assistance Programme.



***"I learnt to Kiwi style baking, now I bake with my children and they are so proud of me!"*** Women who was part of The Auckland Migrant and Refugee Training Enterprise Project (AMARTE).

# HIGHLIGHTS

## #PRESSFORPROGRESS

On Friday 8th March at the War Memorial Hall, over 200 women from different ethnicities and all walks of life, gathered to celebrate International Women's Day with the theme this year being 'Press for Progress'.

### TOGETHER WE ADVOCATED FOR

- Valuing women's contribution in the labour market through equal employment opportunities
- Increasing women's representation in leadership through grassroots training, education, and mentoring opportunities
- Improving the lives of women in employment through equal pay
- Increasing the safety of women and girls by taking a proactive advocacy and response approach to violence

The International Women's Day celebration was a great success due to community coming together. Led by ARMS and funded by Office of Ethnic Communities, different organisations partnered together and a range of women leaders as guest speakers from the community each played an important part in making the event a success.

Over 15 different ethnicities were represented at the event, showing a true representation of Auckland and its diversity. It was very empowering to see women, children and some men of various age and ethnic background supporting this event and the issues above - each signing their support which was delivered to the Ministry of Women; requesting them to #PressforProgress

The day provided the opportunity to reflect on the importance of gender equality, celebrate the successes of women, and to acknowledge the work that is still left to be done.



***“As we are celebrating the 125th anniversary of women's suffrage in New Zealand, which gave all women in New Zealand the right to vote, there is a lot more which needs to be done in order for our women to progress, socially, economically and politically, “***

ARMS Chief Executive, Rochana Sheward



# HIGHLIGHTS

# CELEBRATING OUR DIVERSITY

**Internationally on the 18th December 2017 we celebrated International Migrant Day where we recognised the value and beauty of our diversity and celebrated it.**

New Zealand is one of the super diverse countries in the world thanks to migrants so International Migrant Day is an important day to celebrate.

In recognition of the day Auckland Regional Migrant Services (ARMS) hosted a morning tea with the new migrant communities in Auckland that gave migrants an opportunity to connect with others and share their stories.

Migrants have contributed to the rapid growth and development of Auckland, adding value and diversity across industries and sectors. It's evident in sports and social clubs, in schools, and among our workforce. In addition skilled migrants make up 60 per cent of total immigrants. With these new arrivals come new business, new investment and new connections with key export markets.

Despite this, Auckland needs to strengthen engagement with ethnic communities, within their neighbourhoods and local communities. We need to embrace this diversity and work towards better integration platforms, through sharing ethnic food, participating in ethnic festivals such as Lantern festival or Diwali and by also recruiting more diverse workforce, and treating everyone with equal respect.

The day helps us celebrate our diversity whilst also bringing to light the issues migrants face.

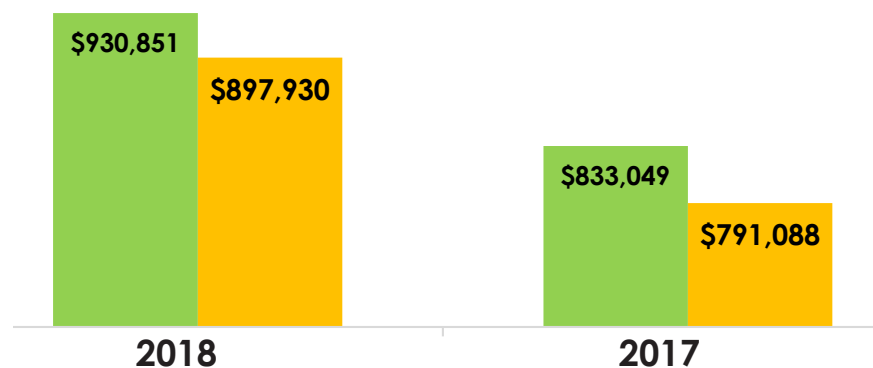


# FINANCIALS

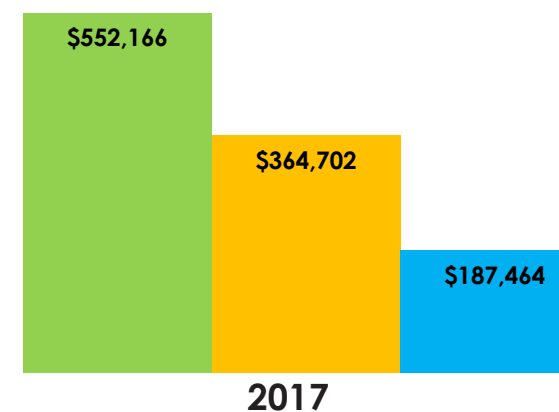
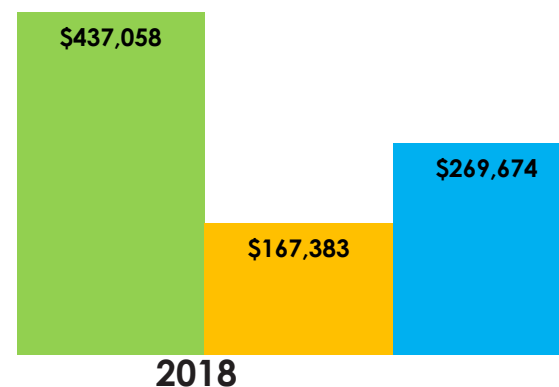
For year ended 30 June 2018  
Full financial statement is available on ARMS website

■ INCOME/ASSETS     
 ■ EXPENSES/LIABILITIES     
 ■ NET ASSETS

## Financial Performance



## Financial Position



PERFORMANCE	2018	2017
Operating Surplus	\$59,271	\$41,961
Depreciation & Amortisation	\$26,350	\$30,889
<b>Net Surplus</b>	<b>\$32,921</b>	<b>\$11,072</b>

POSITION	2018	2017
Current Assets	\$426,588	\$515,412
Non-Current Assets	\$10,470	\$36,754
Current Liabilities	\$167,383	\$364,702
Non-Current Liabilities	\$0	\$0
<b>Total Equity</b>	<b>\$269,674</b>	<b>\$187,464</b>



# ACKNOWLEDGEMENTS

Our achievements this past year would not have been possible without the support of the following organisations who help us make a difference in our community.

## Nga mihi nui ki a koe

- Auckland Airport Community Trust
  - Auckland Council
    - Puketapapa Local Board
    - Maungakiekie-Tamaki Local Board
    - Kaipatiki Local Board
    - Henderson-Massey Local Board
    - Waitemata Local Board
    - Albert-Eden Local Board
  - Census NZ
  - Department of Internal Affairs:
    - COGS
    - Office of Ethnic Communities
  - Dragon Trust
  - Electoral office
  - Foundation North
  - Four Winds Foundation
  - Hugh Green Foundation
  - Ministry of Education
  - New Zealand lottery Grants Board
  - Onehunga High School
  - Pub Charity
  - Skycity Community Trust
  - The Trusts Community Foundation
- 
- Auckland Resettled Community Coalition
  - Bharitya Samaj Charitable Trust
  - Multi-educational Support and Services
  - NZ Ethnic Women's Network Inc.
  - NZ Red Cross
  - Positive Women Inc.
  - Shanti Niwas



# CONTACT US

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