



# ANNUAL REPORT

2022 - 2023



**Belong**  
Aotearoa

Inclusion • Connection • Wellbeing

Tuia ki te rangi,  
Tuia ki te papa,  
Tuia ki te moana,  
Tuia ki te ira tangata,  
E rongo te pō,  
E rongo te ao,  
Haumie, Hui e, Tāiki e!

**HE  
KARAKIA  
TAWHITO**

Bind the sky,  
Bind the land,  
Bind the sea,  
Bind mankind,  
Heard by those who have passed  
Heard by those of this world  
Gather & Progress!

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# MESSAGE FROM THE CHAIR

## Tracey Moore

Tēnā koutou katoa,

As I reflect on the past year, and my tenure as Board Chair comes to a close, I have been thinking about the challenges confronting all New Zealanders in this "post-pandemic" period which are amplified for the migrant communities supported by Belong Aotearoa. This means that Belong's focus on changing systems and shifting the conditions that hold inequity in place is more important than ever.

The most important thing to acknowledge, as demonstrated by this annual report, is the success of the Belong team in continuing to drive innovative approaches, especially in the context of these challenges.

One example that is close to my heart is when I joined the Board of ARMS, we needed to immediately take on the running of a community night market, to provide a place for the women of the WISE Collective to sell their incredible food.

Fast-forward nine years, and as I prepare to leave the Board, WISE Catering has moved from market stalls to running the Museum of Transport and Technology Auckland (MOTAT) cafe. To me, this journey demonstrates the commitment of Belong to the wonderful people, particularly women, who have engaged with us over the years. It shows the resilience of the organisation, and the communities we serve, to keep trying new ideas, because we know there is huge value in our collective offering. It demonstrates the Belong team's enormous skill in building trusting relationships with partners like MOTAT, government ministries and the sector to create opportunities for real change.

I would like to acknowledge the contributions of Maretha and Elizabeth, our Chair of Finance, both of them had instrumental leadership roles in the strategic shift from ARMs to Belong and supported the CE to build the influential and effective organisation that Belong is today.

I would also like to extend a warm welcome to Ron, who brings his experience and expertise to the governance of Belong, having been a key player in supporting the extraordinary leap that the team has made with WISE taking on the cafe at MOTAT.

I'm grateful for the extraordinary growth Belong Aotearoa has afforded me, and the pleasure it has given me in being part of something that inspires hope in the face of so much adversity.

Ngā mihi nui ki a koe Tayyaba Khan, as Deputy Chair, not only for your mahi and support, but for your kind questioning that has prompted me to think about what I hope to leave in place for Belong Aotearoa when I make space for a new trustee in 2024.

More than anything, I hope that I have had a role in driving the curiosity and commitment of Belong Aotearoa to ensure that Tauwiwi see ourselves as Tāngata Tiriti, where we acknowledge the mana of all people in this place we call home.





# CHIEF EXECUTIVE REVIEW

## Rochana Sheward

Tēnā koutou katoa, Ni hao, Assalamu'alaikum, Namaste, Ayubowan, Silaw, Mingalabar, Salam and greetings to all.

Welcome to the Belong Aotearoa Annual Report 2022-2023. As this year draws to a close, this report is an opportunity to reflect on the work we've delivered, what we've learnt and how we're progressing towards our vision of improving inclusion, belonging and wellbeing for refugee and migrant communities in Aotearoa New Zealand.

Earlier this year, many of our communities were hit by Cyclone Gabrielle, which left a wake of devastation in its path. In particular, our migrant and refugee communities felt this keenly – with many families displaced and facing hardship. I am proud to say our Community Connector service worked tirelessly to help support whānau through these challenges, from meeting their immediate needs through to providing temporary housing, food and medicines, to linking families to essential support and services to address medium- and long-term needs. Originally established as a response to the Covid-19 pandemic, the service has continued to evolve to meet the changing needs of our communities.

Our Safari Multicultural Playgroups have continued to evolve and thrive, including returning to face-to-face sessions after Covid-19 had forced us to move online. Now in six locations around Auckland and delivering multiple sessions per week, the playgroups continue to provide safe and engaging environments for children to learn and play while giving mothers and caregivers the opportunity to connect. A particular highlight this year has been the inclusion of the Playgroup as the first participant in Otago University's Engage Programme, which aims to help children develop emotional, cognitive, and behavioural skills. Our inclusion is a great recognition of the incredible environment created at Safari Playgroups across Tāmaki Makaurau.

This year we've continued to focus on forging and strengthening connections with stakeholders and decision-makers across the political spectrum. Taking a strategic approach, we have developed and built deeper relationships with Ministers and MPs, enabling us to amplify the voices of our communities and more effectively advocate for change. As a result, we are in a strong position to continue our advocacy work with the new Government in 2024.

Lastly, I wanted to extend a heartfelt thank you to our staff and trustees. Your vision, skills and experience enable us to continue to work towards realising our vision of an inclusive, connected Aotearoa New Zealand. A particular thank you to Tracey Moore as she concludes her term as Chair. Your support and guidance has been invaluable.

Thank you also to our supporters and the communities who continue to trust us to help affect change and create an Aotearoa New Zealand where we can all thrive and prosper.



# OUR SYSTEMS CHANGE STRATEGY

## VISION:

An inclusive, connected Aotearoa New Zealand, where refugee-background and migrant communities enjoy and contribute towards collective wellbeing

“ Programmatic work is helping people beat the odds; systems work is about changing the odds. ”  
— Tamarack Institute

## THE CONTEXT OF OUR WORK

### UPSTREAM CONDITIONS

- Societal and institutional racism, discrimination, bias
- Colonial/western-centric policies and decision-making models

### DOWNSTREAM CONDITIONS

- Inadequate, inappropriate and inaccessible services
- Funding centred on services/agencies rather than community responses

### DOWNSTREAM IMPACTS

- Exclusion from:
  - Opportunities to achieve wellbeing
  - Communities of support
  - Income



# HOW DO WE AFFECT CHANGE?

**MISSION:** Driving innovation to improve newcomer settlement and integration



## INFLUENCE AND ADVISE

- Identify opportunities to influence attitude, policy and practice that benefits newcomer communities
- Advising to scale-up effective solutions



## AMPLIFY

- Use our skills and connections to amplify migrant and former refugee voices and best practice to key changemakers



## LEARN

- Gather views and evidence through primary and secondary research and sector collaboration to develop new and innovative approaches to long-standing challenges

## OUR PRIORITIES



LIFTING  
INCOMES



WELLBEING  
OF WOMEN



TE TIRITI O  
WAITANGI



CHANGING  
ATTITUDES



REFLECTIVE  
PRACTICE

LONG-TERM  
UPSTREAM CHANGES

Inclusive policies, services,  
attitudes and behaviours



LONG-TERM DOWNSTREAM  
CHANGES

Equitable access and resourcing  
towards wellbeing

# CONNECTING THROUGH PLAY

*Our Safari Multicultural Playgroups provide a safe, culturally appropriate space for migrant and former refugee families to not only play, but also connect and learn.*

With over six locations across Auckland, our playgroups run multiple times a week. For many families, Safari Multicultural Playgroups provide not only an engaging place for children to play and learn but also an opportunity to connect and discuss some of the wider challenges faced with settling in Aotearoa.

This year, a specific challenge raised by mothers and caregivers attending our playgroup was how to improve their English skills in order to pass the theory tests and obtain a driving license. As a result, we provided English language classes to mothers in a safe and supportive space while their children played.

In 2021, we moved our playgroups online to help support our parents and caregivers during the Covid-19 lockdowns. However, over the past year, the team have worked diligently to transition the playgroups back to in-person sessions.

438 kids enrolled

We delivered 684 Safari Playgroup sessions this year







## 124 Safari parents have enrolled in English class

“

I love coming to Safari [with] pick-up and drop-off transport. I love meeting and socialising with other mums, learning to read in English and practice my writing and speaking.

My children are also very happy playing with different toys and activities. I particularly like music time and dancing. ”

— F. Safari Central Mum from Afghanistan

“

I love coming to Safari Playgroup. [It is] like my second home. I get to learn a lot, like English classes, driving classes and sometimes cooking classes as well.

I get to learn a lot from other mums as well. Everyone's language is different but we understand each other and that's the beauty of this playgroup. My daughter is also learning here.

Last but not the least thanks Gayas and Shahla, you guys are amazing. Because of you two I am always excited to come. ”

— N. Safari West





# SERVING UP OPPORTUNITIES

*WISE Catering has been a platform for women from migrant and former refugee backgrounds to utilise their cooking and baking skills as an avenue into employment and enterprise.*



*This year we expanded that opportunity through the opening of the WISE Café at Museum of Transport and Technology (MOTAT).*

After seeing the positive impact WISE Catering was having in the community and how it allowed former migrant and refugee women to share their passion and skills for their local cuisine, MOTAT approached the WISE team to partner on running the museum's cafe.



In June, after many weeks of planning, the WISE team opened the café doors, providing delicious coffee and sweet and savoury treats to patrons - as well as arguably the best baklava in Auckland!

Not only a place to share fantastic food and culture, the café has enabled the employment of 11 migrant and former refugee women. Over time it's intended that the cafe remains a space where women from migrant and refugee backgrounds can connect, share and learn.



Like earlier iterations of WISE Catering, the café provides a stepping stone for women settling in Auckland before their next step into employment and/or education.

We want to extend a thank you to MOTAT for their partnership in making this endeavour possible and sharing our kaupapa to join the journey towards creating better outcomes through change.



“ I learned to cook from my aunty, mum, and grandma. My dream is to have my own cafe... Now I feel like I'm on the right path. WISE helped me gain my FCP to pursue this dream. ”  
— Brenda, WISE Catering





# COMMUNITY CONNECTORS

*Since its establishment as a response to the Covid-19 pandemic and evolution during the Cyclone Gabrielle flooding, our Community Connector Service has provided tailored support to families in times of hardship, meeting immediate needs and linking them with ongoing services and support.*

Supporting a family through a difficult time often exposes underlying or ongoing issues. This was illustrated in the stress for one of our families, who struggled to seek employment due to issues managing both ongoing health issues and housing insecurity. With our support and through linking them to other services, the whānau was able to secure emergency and long-term housing and furniture. Helping to remove these barriers has enabled family members to begin job hunting.

From situations of disconnection and displacement, our Community Connector service has provided services to individuals and families from across New Zealand. Over the past year, we have:

- Provided financial hardship assistance/support with outstanding payments,
- Provided culturally appropriate food,
- Supported those in isolation to access over-the-counter medicine and essentials,
- Referred families to relevant ongoing services in relation to housing, employment and wellbeing.

Community connectors supported 1,874 families this year

Thank you for all your support in keeping our family in our home. I can't believe you guys literally saved us! I'm blown away... Thank you, thank you, thank you!!!!

We received financial support to rebuild our lives after losing everything to the floods. We are so grateful. Without this support it would have been a very long road back to some kind of normality. I also found it very empowering being able to decide where these funds were used best to meet our immediate needs without feeling embarrassed.



# MIGRANT EXPLOITATION

**Many migrants come to New Zealand with the promise of a better life for themselves and their families. However, for some, getting here is the easy part, with migrant exploitation continuing to be a real issue in Aotearoa.**

**Along with others, *Belong Aotearoa* is working to raise awareness of the issues, the rights migrants should expect here, and the available support.**

In 2021, research carried out by Kantar Public into temporary migrant workers confirmed many of the issues we were already aware of, including:

- That many migrants downplayed the challenges they experienced, including pay equity, racism and underpayment.
- With little familial or community support, many migrants are fearful of speaking out and lack knowledge about their employment rights.
- Migrants seeking information and support needed communication channels which reflected their varying levels of English language capacity.
- Employers noted the lack of support for them to learn and follow the rights and regulations, alongside immigration law changes from the government and general resources.

In collaboration with Migrant Action Trust and Migrant Careers Support Trust and with funding support from the Ministry of Business, Innovation and Employment (MBIE), *Belong Aotearoa* delivered a range of online and in-person workshops to refugees and migrants, aimed at increasing their knowledge of employment rights.

These workshops were delivered by community members who had received training from Employment NZ staff. Workshop participants heard from Immigration Lawyers, Immigration NZ staff, employers, employment experts and other community organisations.

Over the past year, we delivered workshops to 80 attendees, with feedback positively reflecting how useful participants had found them.

The workshops provided a key avenue to share and gather information, collect insights, and develop new connections. This helps to inform our broader work in employment and identify and develop future initiatives.



# TŪHONO HONO DIVERSITY & CONNECTED COMMUNITIES

*Over the past year, we have run many initiatives in the Henderson Massey Community. These initiatives have focussed on bringing our refugee and migrant communities together to foster support, learning and provide a platform for their voices.*

## Morning Connect

Our Morning Connect events create opportunities to bring together individuals and groups from diverse backgrounds, cultures and ethnicities to help foster and build positive relationships. The events have provided a platform for organisations and businesses to showcase their work and build partnerships with other community groups. Participants have reported feeling more connected to the community and have developed new friendships and professional relationships.

## #PasstheMic

Our successful #PasstheMic (#PTM) creative initiative allows our diverse communities voices to be heard. As well as having a national focus, this year, in collaboration with Henderson Massey Community Libraries, we helped to curate an exhibition for the multicultural World of Cultures festival, celebrating local Henderson Massey migrant and refugee stories.



## Te Tiriti o Waitangi Facilitation workshops

Belong Aotearoa has worked closely with Tangata Tiriti – Treaty People for several years, supporting the delivery of Treaty of Waitangi workshops for migrant and former refugee communities. Over the past year, with support from the Henderson-Massey Local Board, together with Tangata Tiriti, we provided facilitator training specifically aimed towards ethnic community leaders. These workshops have helped to equip ethnic community leaders with the skills and resources to then deliver their own treaty workshops to their communities.



# STATEMENT OF SERVICE PERFORMANCE

FOR THE YEAR ENDED  
30 JUN 2023

The Belong Aotearoa Charitable Trust works to achieve the following outcomes:

- Create an inclusive and hospitable Aotearoa New Zealand for migrants, resettled families, and communities, ensuring they attain quality, accessibility, and full participation in all facets of their lives.
- Support migrants and their families to settle quickly and successfully, enabling them to secure employment suitable for their experience and qualifications.
- Foster a sense of belonging among former refugees, empowering them to contribute meaningfully to broader society through initiatives that educate, empower, and guarantee equitable access to services.

The following table shows how we have worked to achieve these outcomes over 2023.

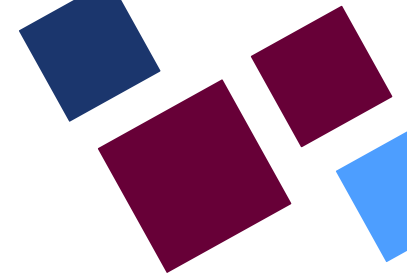
Account	2023	2022
Description and Quantification of the Entity's Outputs		
Children enrolled with Safari Playgroups	438	329
Safari Playgroup sessions	684*	908
Safari parents enrolled with Safari English Class	124	0
Families supported through Community Connections	1,874	235
Treaty of Waitangi workshops	2	8
Attendees at Treaty of Waitangi workshops	40	258
Treaty Facilitator Training sessions	5	0
Attendees at Treaty Facilitator Training workshops	13	0
#PassTheMic workshops/codesign	6	33
Women engaged with Catering Training courses	21	42
Short initiatives attendance (Consultations, education)	7	169
Collaborations	40	23
Convening - Hui	8	4
People engaged on our social media channels	7,795	3,970
People visiting our website	35,496	23,952
Newsletters/panui sent out	82	65

Please note the reduced numbers in 'short initiatives', as well as the catering, is due to reducing classes as part of our WISE catering refresh after the Covid-19 lockdowns, and focusing on the development of #PassTheMic, as well as other initiatives.

Safari numbers are now broken down into English classes and Safari sessions.

# FINANCES

FOR THE YEAR ENDED  
30 JUN 2023



## FINANCIAL PERFORMANCE

2022 TOTAL			2023 TOTAL		
REVENUE	EXPENSES	SURPLUS FOR YEAR	REVENUE	EXPENSES	SURPLUS FOR YEAR
\$930,162	\$926,707	\$3,455	\$2,047,665	\$1,920,198	\$127,467

## FINANCIAL POSITION

2022 TOTAL			2023 TOTAL		
ASSETS	LIABILITIES	ACCUMULATED FUNDS	ASSETS	LIABILITIES	ACCUMULATED FUNDS
\$1,650,836	\$1,321,654	\$329,182	\$1,724,909	\$1,268,259	\$465,650

# BELONG AOTEAROA TEAM

## BOARD

Tracey Moore  
Javeed Ali  
Tayyaba Khan  
Maretha Smit  
Taufil Omar

Lynette Adams  
Rami Alrudaini  
Deborah James  
Dr Elizabeth Fitton-Higgins

## STAFF

Rochana Sheward  
Malu Malo-Fuiava  
Sally Chu  
Charlotte Gordon  
Melanie Hornby  
Rifna Mohamed Rizwan  
China González

Swati Walimbe  
Ruthie Nielsen  
Gayas Fathima  
Gary Stewart  
Leita Hassan  
Divya Karanam  
Gatluak Chuol  
Shabnam Nisha  
Nazmin Bhikoo  
Anisa Said  
Rashmitha Kamaraj  
Jameila Abdul Rahim  
Tsehainesh Hibtit  
Vekata Lakshmi Viyyapu  
Iswarya Balamurugan  
Juventus Toailoa  
Dilini Fernando Warnakulasooriya  
Gulghulas Attayee



# THANK YOU

*We are fortunate enough to have people and organisations that believe in and support our mahi. We appreciate you and can't thank you enough.*

Anglican Trust for Women and Children

Aro Solutions

Asian Family Services

Asian Health Services

Asian Healthline

Auckland Council

Auckland Libraries

Auckland Local Boards

- Albert-Eden
- Henderson-Massey
- Maungakiekie-Tāmaki
- Ōtara-Papatoetoe
- Puketāpapa
- Waitematā

Auckland Transport

Auckland Zoo

Bellyful

BlueSky Community Trust

ButtaBean Movement

Citizens Advice Bureau

Community Organisation Grant Scheme  
(COGS)

ESOL Trust Auckland

Ethics Community Development Fund

Foundation North

Good Bitches Baking (GBB) - Central East

Good Bitches Baking (GBB) - West

JR McKenzie Trust

Kahui Tu Kaha

Kai Collective Project

Littlemore

Littlemore Migrant Action Trust

Ministry of Business, Innovation and  
Employment (MBIE)

Ministry of Education

Ministry of Social Development

Museum of Transport and Technology  
(MOTAT)

New Settlers Family and  
Community Trust (NFACT)

NZ Ethnic Women's Trust

NZ Community Trust

NZ Lottery Grants

Plunket

Refugees as Survivors NZ

Redcross Pathways to Employment team

St Johns

Taonga Trust

The Asian Network Incorporated (TANI)

The Tindall Foundation

Te Kotuku Ki te Rangi Trust

UMMA Trust

Walsh Trust







# ANNUAL REPORT

2022-2023



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