



**ChangeMakers**  
Resettlement Forum

# Annual Report

2022/23



## ChangeMakers Resettlement Forum

**20**  
Member  
Communities

**200+**  
Volunteers

**13**  
Staff

**9**  
Board  
members

### Mission / Vision

To facilitate New Zealanders of refugee background participating fully in life in Aotearoa New Zealand, through community development, advocacy and research.

### Purpose

1. To create opportunities for new settlers from refugee backgrounds to enable them to lead independent fulfilling lives, raise happy health families, and to participate, engage in, and contribute to every area of New Zealand society.
2. To undertake advocacy work and projects which are strength-based and action oriented. We will focus on empowering new settlers from refugee backgrounds to develop the skills and capacity to positively participate in New Zealand society.
3. To forge positive relationships between New Zealanders from refugee backgrounds and the wider community, as well as advocating for support and programmes to assist in the settlement process.
4. To encourage new settlers from refugee backgrounds to maintain pride in their own identity, culture, religion, and history, while helping the to make the most of all that New Zealand has to offer.

<b>contents</b>	<b>page</b>
ChangeMakers Board Chair and General Managers report	2
Driving Programmes	3
Advocacy	6
Community Development	9
Volunteering	15
Financial report	18



The current CRF team, *L to R*: Nadia, Lucia, Kate, Jacqs, Gini, Demeysa, Susan and Luiz.  
*Inset below L to R*: Betty, Catherine, Mylene and Judah.

## ChangeMakers Board Chair and General Managers Report



It's been another fantastic year of increasing our connections and increasing our work output, through hearing more about what people of refugee background need... from members of refugee background communities themselves.

One of the big changes we have put in place over the past year has been to reduce transport barriers to participation as large numbers of our member communities live outside Wellington Central. We are now carrying out more work in the areas of Porirua and Hutt, and have also started working in Masterton with a pilot driving programme, while still continuing our work in Wellington. It was great to be able to hold our two big events out of Wellington this year; holding the annual picnic at Avalon Park and to celebrating World Refugee Day out in Porirua. Planning for increased activities and connection in the areas of Hutt and Porirua takes time, but has been carried out and youth/family/holiday activities have been spread across all three cities, and sports activities and women's activities are coming up.

With a vision of facilitating full participation, our role is to empower people of refugee background to be able to participate fully, independently, and meaningfully. We work on this with everything we do, from driving programmes to standing alongside people dealing with agencies and services, through providing skill and knowledge building activities to advocating and carrying out research where there are gaps. ChangeMakers Refugee Forum (CRF) has become more visible over the past year, with increased media commentary, with government agencies and ministries, and we are more active in roles of advocacy on a national scale. This is giving us, and therefore refugee background communities from the Wellington region, a stronger voice, which is where the greatest change will come from... change at the structural level.

As times are changing, with increased demand on our support, and the financial crises, we have been working on an increased volunteer base, from which to support some of our work. The leader's council and governance board are roles carried out voluntarily, there have always been a large number of volunteers working on the driving programmes, and we now have some activities being facilitated by volunteers. We look forward to the continual increase in volunteers working alongside us and refugee background communities and wish to acknowledge the hours carried out by volunteers... thank you.

Thanks also to the team, who all carry out their work with passion and care, and all work beyond what is asked or expected; thanks to our volunteers including the board for supporting our mahi; thanks to our partners for continuing to work alongside us in a variety of ways; thanks to our funders and donors for their ongoing support of the work we carry out and the drive to see people of refugee background achieve equality in their own terms in Aotearoa New Zealand, and most importantly thanks to the refugee background communities we work with for your input, your trust, and the kindnesses you show us.

**Mardiya Abdulaziz – Board Chair**

**Jacqueline (Jacqs) Wilton – General Manager**

# Driving Programmes

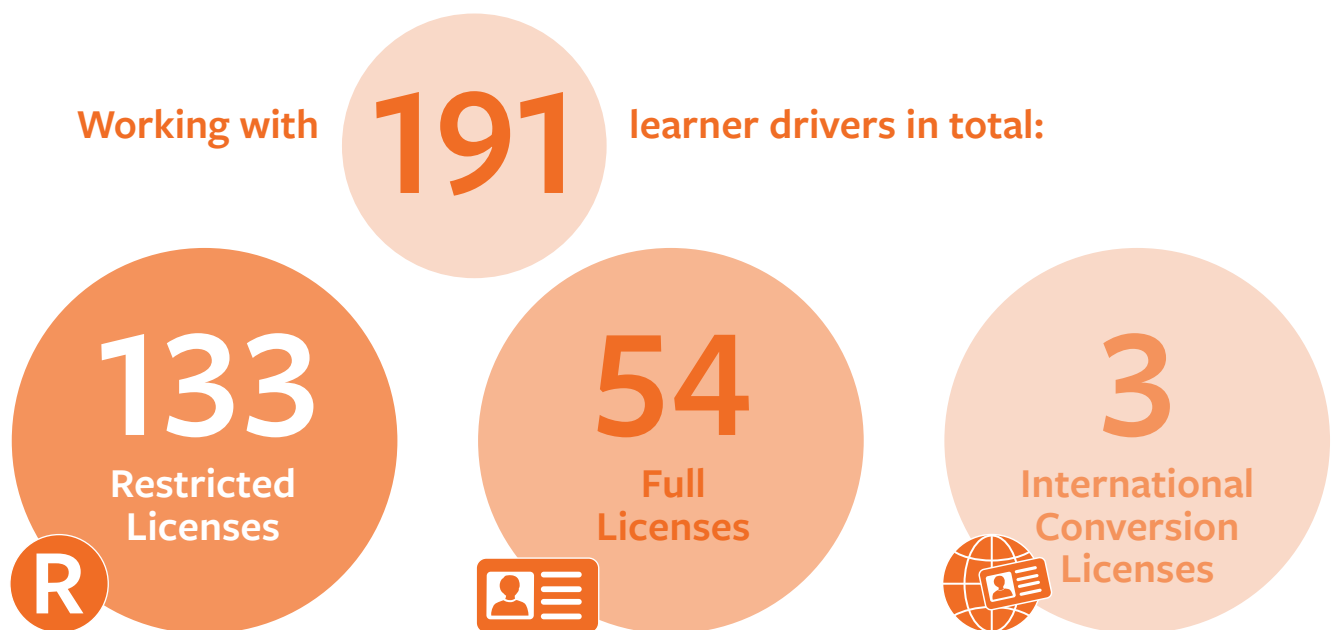
Open Road / Turning The Curve / Driving For Inclusion



## Open Road Driving Programme Funding Ends

Open Road, an established nationwide driving programme for men and women of refugee background, ended on June 30, 2023 due to funding cuts. We are devastated to see the programme end as we know how amazing it has been, not only in Wellington but around New Zealand.

ChangeMakers has delivered the programme since 2017 with a committed team of volunteer driving mentors, a practice navigator Nadia and incredible Driving Instructor George. In six years as a team, we have achieved:



It has been wonderful to meet the many learners and volunteers on our programme and to share the joy of so many who achieved their goal of learning to drive.

CRF are working to get a replacement programme up and running here in Wellington, and in the meantime Turning The Curve, our women's driving programme, continues and Driving For Inclusion, our Masterton driving programme is increasing from pilot to a full programme.

*“I am truly grateful to the Open Road programme for their invaluable assistance in obtaining my driver's license. This achievement holds immense significance in my life as it now allows me to travel to my work placements located outside of town. Being raised by a single parent who cannot drive, I am now capable of providing my mother with transportation to visit family and friends. The program's support has been a life-changing opportunity for me, as I couldn't have afforded private driving lessons otherwise. I cannot thank them enough for the positive impact they have made on my life.”*

Zainab. Open Road driver, Wellington.

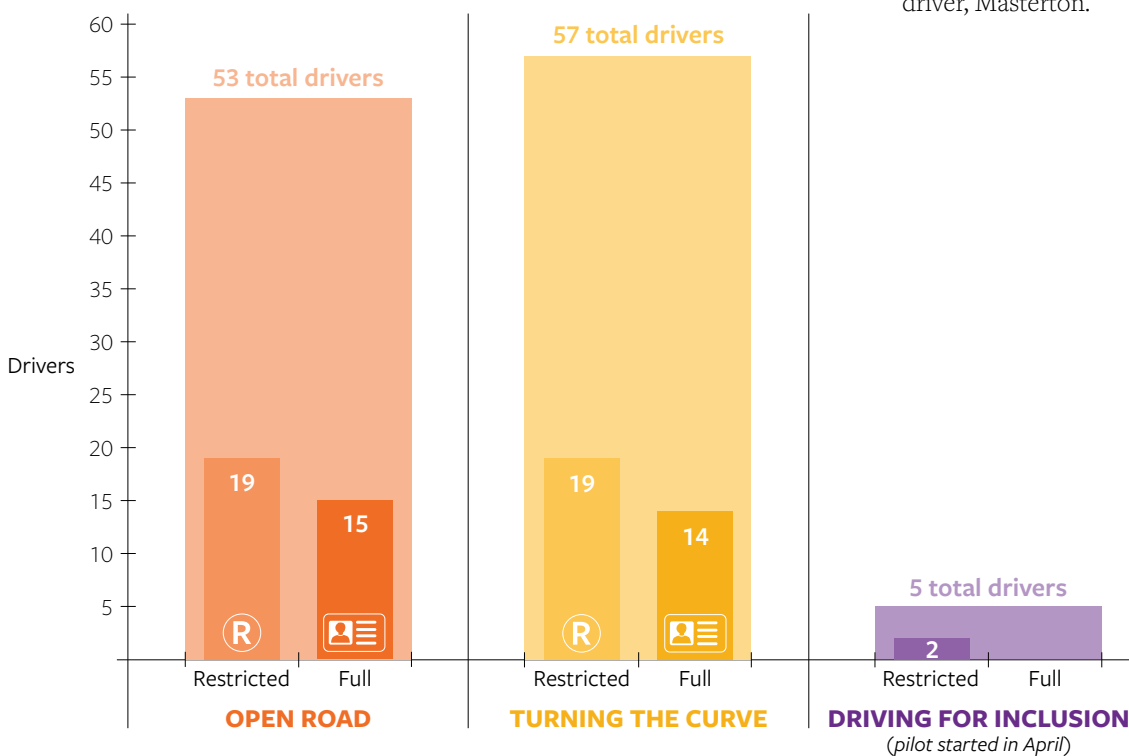


*“I would like to thank Changemakers for their help. I was needed to drive to go to school and work and pick up my daughter from school. After getting the license my life became easier I can go anywhere. Thanks you very much.”*

Turning The Curve driver,  
Women’s Driving Programme,  
Wellington Region.

*“I am feeling so happy and excited to tell you both that I have passed my restricted driving test early this morning. Thank you so much for your lovely driving program and your amazing support which means a lot for me. It wasn’t possible without the support of lovely Jackie my instructor. Thank you all for being there for me and for your lovely support once again.”*

Tooba. Driving For Inclusion  
driver, Masterton.



Drivers licence qualifications achieved through CRF driving programmes.

# Advocacy

Projects / Meetings / Submissions



Change The Narrative exhibition.





*“This exhibition was very moving. A lot of emotions. My perspective has changed about refugees and life – thank you.”*

CRF carries out a large amount of advocacy and that comes in many different forms.

The majority is in supporting individuals or families in dealings with government agencies or social service providers. We also carry out a lot of advocacy behind the scenes, writing letters/emails to agencies and MPs, making submissions around policy, collaborating with other organisations, largely refugee led, to share the voices of people of refugee background.

Over the last year our media representation has increased, and we have shared messages around policy and changing the narrative, as well as some stories around challenges people experience. Change The Narrative has been hugely successful, with the exhibition feedback showing that the work really is changing the narrative. Here are some quotes from the visitors book at the exhibition:

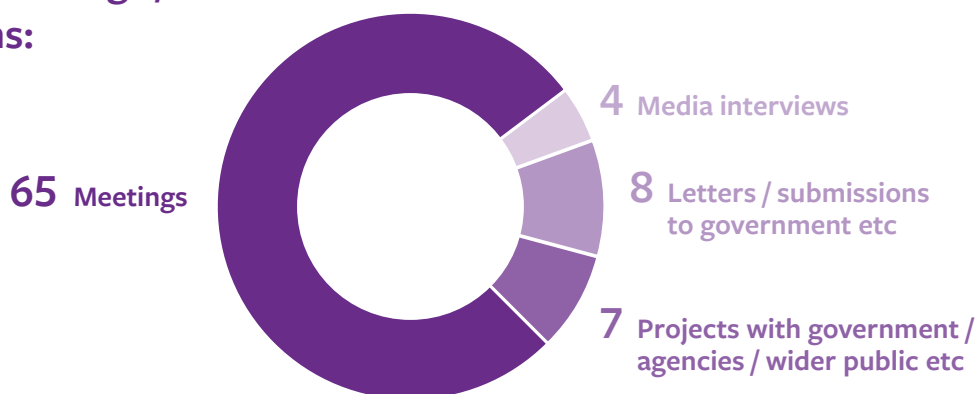
*“A wonderful record of manaakitanga.”*

*“Superb work. I walked in here not expecting to leave in tears.”*



At the policy level, a lot of work has been carried out alongside the Ministry of Justice, the Office of the Children’s Commissioner, the Productivity Commission, Immigration New Zealand, Ministry of Social Development as well as independent agencies such as the Human Rights Commission.

## Projects / meetings / submissions:



Youth consultation.

Links	Media articles
<p><b>UNHCR: the right to a decent home</b>  <a href="https://tikatangata.org.nz/our-work/inquiry-into-the-right-to-a-decent-home">https://tikatangata.org.nz/our-work/inquiry-into-the-right-to-a-decent-home</a></p>	<p><b>Challenge after losing paperwork</b>  <a href="https://www.stuff.co.nz/national/132063010/former-refugee-who-escaped-fatal-fire-fears-crucial-visa-paperwork-is-lost">https://www.stuff.co.nz/national/132063010/former-refugee-who-escaped-fatal-fire-fears-crucial-visa-paperwork-is-lost</a></p>
<p><b>Productivity Commission: A Fair Chance For All – breaking the cycle of persistent disadvantage</b>            Productivity Commission   Foreword</p>	<p><b>Challenges in the social sector</b>  <a href="https://pressreader.com/article/281539410252115">https://pressreader.com/article/281539410252115</a></p>
<p><b>Ministry of Justice: National Action Plan Against Racism</b>  <a href="https://www.justice.govt.nz/justice-sector-policy/key-initiatives/national-action-plan-against-racism/">https://www.justice.govt.nz/justice-sector-policy/key-initiatives/national-action-plan-against-racism/</a></p>	<p><b>Housing</b>  <a href="https://www.stuff.co.nz/national/131732465/awful-to-be-there-former-refugees-struggle-in-notorious-emergency-housing">https://www.stuff.co.nz/national/131732465/awful-to-be-there-former-refugees-struggle-in-notorious-emergency-housing</a></p>
	<p><b>Change The Narrative</b>  <a href="https://www.thepost.co.nz/a/life-culture/350010912/it-doesn-t-define-them-the-new-lives-of-former-refugees-in-pictures">https://www.thepost.co.nz/a/life-culture/350010912/it-doesn-t-define-them-the-new-lives-of-former-refugees-in-pictures</a></p>

# Community Development

Navigation / Connection / Social Work / Skill Development



Kids swimming.

*“The swimming program is a great chance for me and my son to meet other women and kids. We can learn vital swimming skills without the worries about payment. It is such a great time every Sunday afternoon to swim and relax.”*

Van.

We had the following numbers of participants in our activity groups:



## Regular activities

Activity	Number of participants
Zumba	58
Futsal – Wellington*	30
Men’s Volleyball – Wellington	27
Women’s Volleyball – Hutt	21
Women’s swimming	16
Kids swimming	20
Befriender programme	6
Men’s swimming	8



\*Football Connect from Whats App group / Demeysa

*“I absolutely love the weekly volleyball sessions! It’s an incredible opportunity to bond with fellow participants, and I’ve had the chance to meet amazing people from diverse ethnic communities. The games strike a perfect balance between friendliness and competitiveness, making them so much fun. It’s incredible to see members joining from places like Upper Hutt, Porirua, Wainuiomata, and Lower Hutt just to be a part of these sessions. They truly bring people together and are thoroughly enjoyed by everyone.”*

Mustenser.



*“I can’t say enough positive things about the weekly football sessions! It’s an incredible opportunity to connect with people from diverse ethnic backgrounds. Even though language barriers can sometimes limit communication, sports like football transcend these obstacles, allowing us to bond effortlessly. These sessions are truly a blessing, offering a perfect mix of fun and competition. They’ve become immensely popular, which is fantastic, but it does mean that we often find ourselves waiting on the sidelines for our turn to play. To improve the experience, it might be a good idea to explore options like more pitches or multiple bookings at different locations to accommodate the growing interest. Regardless, these football sessions are an absolute highlight of the week!”*

## Occasional activities

Sports passes	Number of participants
Phoenix season tickets	130
Phoenix Kick Off passes	58
International football passes	90
Cricket Wellington	14

292



Women specific activities	Number of participants
Women's nights	175
Women's group meetings/activities	25

200



*“The trip to Staglands was amazing. My entire family enjoyed the trip because this may be the only opportunity that we had to visit it. Thanks to ChangeMakers for organising.”*

Youth and family activities	Number of participants
Weta Studio tour	17
Zoo passes	426
Staglands	119
Zealandia (family passes)	16
Circus tickets – from Rotary	70
Space Place trip	35
Junglerama	50
Poetry Workshop	6
Go karting – for youth	8
VR games	17
Skating	21
Mini golf	32
Bowling	22
Movie tickets – for school holidays	6

845



### Wellington Zoo

As with many of the activities that we run; we could not do it alone without partners. Wellington Zoo has been an outstanding partner and we are thrilled to work with them. This financial year 426 community members enjoyed the Zoo.

*“This past weekend, we seized the opportunity to celebrate Father’s Day by visiting the zoo, and it turned out to be an unforgettable family outing.”*

Workshop / learning activities	Number of participants
Micro business development workshops	16
Census engagement (office and two hubs)	27
Community Learning Hub*	52

95

\*32 adults (koha forms) – 20 children from report



ChangeMakers events	Number of participants
World Refugee Day	500 (estimated)
Annual picnic	300 (estimated)
Youth Week - Paintball event plus	26
Leaders Council dinner*	54
Change The Narrative launch	50

930

\*from registrations/sign in sheets

Community feedback on the Changemakers paintball event:

*“It was fun, and I really enjoyed it.”*

*“I had a lot of fun meeting new people and implementing team-work skills.”*

*“I think it was organised well and was very fun and inclusive.”*





World Refugee Day.

## Individual / Family Support activities including navigation and advocacy

This is the largest component of our community development work. It is the invisible part but ultimately has the greatest impact.

*“Thank you for always being there for us... you make us feel like we actually do matter.”*

Activity	Number of participants
General support / Navigation / Social work	381
Housing	44
MBIE – INZ and MSD	84
Education	16
Employment	23
Health	7



## Micro Enterprise Business and Employment Training

This year, CRF in partnership with New Zealand Business Association hosted two micro-enterprise business and employment training workshops on 27th and 30th July.

The workshop content focused on the following areas:

- Small business development and operation
- Business compliance
- Taxation
- Digital marketing
- Website development
- Job search support.

In total, sixteen entrepreneurs and small businesses from diverse refugee background and ethnic migrant communities attended the workshops. Some of the workshop attendees are benefiting from ongoing business mentoring from NZBA.



Self Employment Business Workshop.

## Covid-19

Covid isolation response was manic over the year, with most team members involved in food delivery. This has quietened down as Covid is currently manageable in community.

We delivered

**800**  
boxes of  
food

to

**1299**  
people



# Volunteering

## Connection / Serving with Heart



Turning The Curve volunteer mentors and drivers.

*“I get a lot of satisfaction helping people, in this small way, settle into Aotearoa New Zealand. The smiles when the driving licence tester says ‘Congratulations you passed your test’ are fantastic.*

*I have travelled and worked in many of the places our learners come from and appreciate the challenges they have faced getting here. I want to be part of a country that provides a welcoming new home for them, and driving is so important for work, childcare, shopping and, of course, taking a great New Zealand road trip with their families one day!”*

Arron Baker, driving volunteer.

*“I started driving with Changemakers as I had just finished getting my daughters through their driving tests and realised it was something I could do, something very useful! I like that it is so practical. And I like the trust that develops very quickly between us when we’re driving.”*

Penelope Trought, driving volunteer.

This year we worked with

275

volunteers for

6,216  
hours

Activity	Description	Number of volunteers	Hours	Annual hours
AGM	Leaders and community members	100	2	200
Leaders Council Hui	Attending to provide input. (The Leaders Council Hui doesn't capture the hours community leaders do working alongside CRF for their communities beyond the Hui's... responding to meetings, meeting one-on-one, workshops, sharing information, etc)	53	2	106
Board meeting	Bi-monthly board meeting	9	2.5	99
Board governance	Board governance activities between meetings – as provided by four board members	9		212
Driving mentors	On driving programmes	83		5,227.5
Befrienders	Befriender Programme	8		60
Youth futsal	Weekly facilitation from 22 June 2023. One session plus preparation and connection	1	2	4
Youth/Men's volleyball	Weekly facilitation from June 2023. One session plus preparation and connection	1	2	8
Men's swimming	Begin2Swim – with James	1	180	180
Women's volleyball	Weekly facilitation from 3 June 2023. One session plus preparation and connection	1	2	8
Women's swimming	Weekly facilitation from 30 July 2023. One session plus connection (for a 36 week term)	1	1.5	72
World Refugee Day	A number of people from partner organisations CSS, Host, RC, Te Whatu Ora	8	5	40

Volunteer work comes in all shapes and sizes, but one thing the volunteers have in common is their desire to give their time and energy to helping others. They are all heroes. Nearly everything we do has a volunteer involved in one way or the other. We are currently developing a broader volunteer programme to help support us in a greater variety of ways, such as writing the newsletter, for our driving programme in Masterton, and to support people at straight forward appointments (freeing the team up).

We sincerely thank all those who have volunteered with CRF in any way over the year for their time, care, and support.

## Introducing James Holder

James started Begin2Swim because he came across a statistic about the high numbers of drownings amongst adults that have immigrated to New Zealand.

James has been a swimmer his whole life and realised he could potentially help reduce the numbers in these statistics. He had been coached by volunteers when he was a kid so thought this was a good chance to give back. James really enjoys helping people to improve their confidence and skills in the water so he is happy to pass on his knowledge.

As soon as he had the idea, James enrolled on a teacher of swimming and water safety course. A year later James had the qualification as well as his own methods he has developed from being a competitive swimmer, so felt ready to launch Begin2Swim in 2020.

James states:

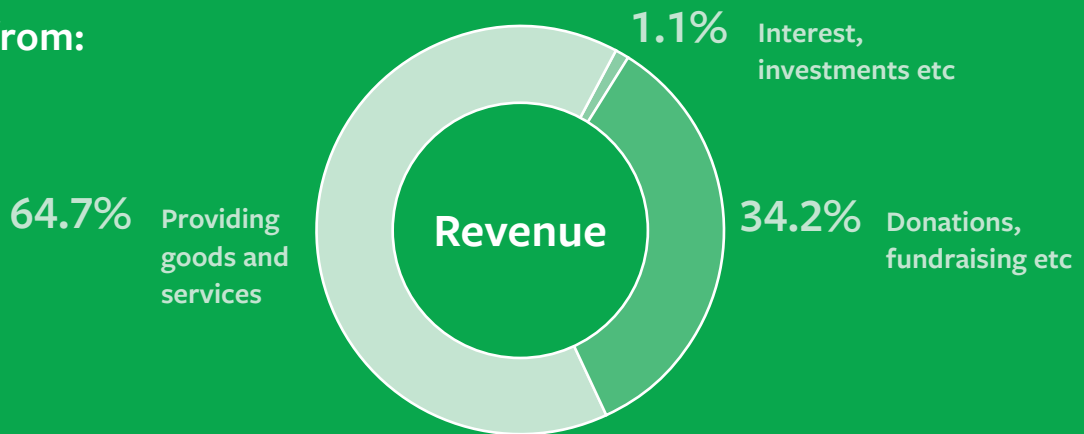
*“I really enjoy meeting new people and I always have fun working with the CRF community. I want as many people as possible to be safe and feel comfortable in the water, as well as being able to experience the freedom, fun and health benefits that swimming can bring.”*

Thanks James, you are one of our heroes.

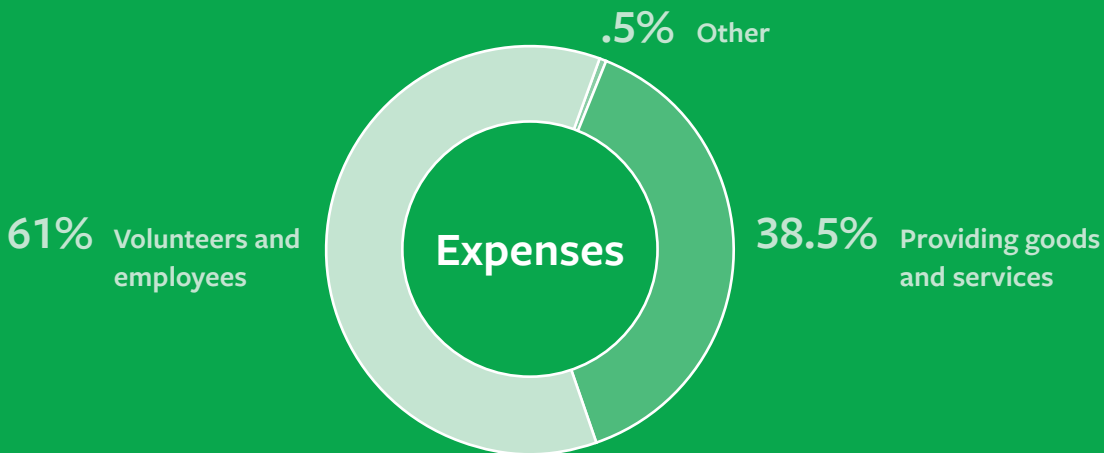


# Financial Report

This year we received revenue from:



and paid expenses for:



## Statement of Service Performance

"What did we do?", "When did we do it?"  
For the 12 months ended 30 June 2023

### Description of Entity's Outcomes

The ChangeMakers Resettlement Forum seeks to achieve its mission by running or participating in a range of activities centred around advocacy, community development and research.

Description and Quantification (to the extent practicable) of the Entity's Outputs	Actual This Year		Actual This Year
Community Development: participation in occasional held/ supported: <i>includes workshops/training, community events picnic, World Refugee Day, youth activities and womens activities</i>	2,365	Participants	517
Community Development: regular activities for participation: <i>includes various sports activities for men, women, children, swimming lessons, youth and family activities</i>	186	Participants	30
Individual support for individuals/families: <i>includes each participation/meeting for advocacy, community development, social work, employment support, general support</i>	553	Individuals	426
Advocacy activities/projects: <i>includes letters to MP's, meeting, media postings, and bigger pieces of project work</i>	87	Engagements	47
Research activities: <i>contributed to, supporting and our own research of two projects</i>	11	Actions	10
Driving programmes: <i>Open Road, Turning The Curve, Driving For Inclusion (Masterton)</i>	115	Learners	125
Connection with stakeholders: <i>includes collaboration and engagement</i>	383	Engagements	246
Cultural group preservation and celebration: <i>support to individuals and groups – attendance at cultural events, support to hold cultural events, mother language classes and cultural tradition learning</i>	44	Activities	33
Volunteers contribution/participation in activities	6, 216.5	Hours	

### Additional Output Measures

COVID deliveries: 481 this year; 415 last year. Not listed as we are not doing this going forward.

### Additional Information

Volunteer hours have not been captured in the CRF reporting before and, therefore, there is no data from prior years to be included.

ChangeMakers Resettlement Forum Incorporated

UNAUDITED

## Statement of Financial Performance

"How was it funded?", "What did it cost?"  
For the 12 months ended 30 June 2023

	Note	Actual This Year \$	Actual Last Year \$
<b>Revenue</b>	1		
Donations, fundraising and other similar revenue		411,473	230,580
Revenue from providing goods or services		776,904	804,654
Interest, dividends and other investment revenue		12,449	2,374
<b>Total Revenue</b>		<b>1,200,826</b>	<b>1,037,608</b>
<b>Expenses</b>	2		
Volunteer and employee related costs		770,702	633,645
Costs related to providing goods or services		487,021	375,510
Other expenses		6,136	7,465
<b>Total Expenses</b>		<b>1,263,859</b>	<b>1,016,620</b>
<b>Surplus/(Deficit) for the Year</b>		<b>(63,034)</b>	<b>20,988</b>

To be read in conjunction with the accompanying notes.

The full financial report is available at [www.crf.org.nz](http://www.crf.org.nz)

ChangeMakers Resettlement Forum Incorporated

UNAUDITED

## Statement of Financial Position

"What the entity owns?", "What the entity owes?"  
As at 30 June 2023

	Note	Actual This Year \$	Actual Last Year \$
<b>Assets</b>			
<b>Current Assets</b>	3		
Bank accounts and cash		432,908	820,071
Debtors and prepayments		1,546	14,648
Other current assets		57,321	55,726
<b>Total Current Assets</b>		<b>491,775</b>	<b>890,445</b>
<b>Non-Current Assets</b>	4		
Plant and equipment		3,021	9,157
<b>Total Non-Current Assets</b>		<b>3,021</b>	<b>9,157</b>
<b>Total Assets</b>		<b>494,796</b>	<b>899,603</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>	3		
Creditors and accrued expenses		37,933	69,451
Employee costs payable		66,436	49,321
Unused donations and grants with conditions		276,828	604,198
<b>Total Current Liabilities</b>		<b>381,196</b>	<b>722,969</b>
<b>Total Liabilities</b>		<b>381,196</b>	<b>722,969</b>
<b>Total Assets less Total Liabilities (Net Assets)</b>		<b>113,600</b>	<b>176,634</b>
<b>Accumulated Funds</b>	5		
Accumulated surpluses or (deficits)		113,600	176,634
<b>Total Accumulated Funds</b>		<b>113,600</b>	<b>176,634</b>

To be read in conjunction with the accompanying notes.

The full financial report is available at [www.crf.org.nz](http://www.crf.org.nz)

---

**Funders:**

---

Ara Taiohi

---

Betty Campbell

---

COGS (Community Organisation Grants Scheme)

---

Creative Communities Scheme – Porirua City Council

---

HMS Trust

---

Hutt City Council

---

Hutt Mana Charitable Trust

---

Individual sponsors of Turning The Curve

---

JR McKenzie Trust

---

Lottery Grants Board

---

Manatu Wahine | Ministry for Women

---

Ministry of Business, Innovation and Employment

---

Ministry of Social Development

---

Nuku Ora

---

Nikau Foundation

---

Porirua City Council – Pataka Art + Museum

---

Sockadoodle

---

TG Macarthy Trust

---

Trusthouse Foundation

---

Up Foundation

---

Waka Kotahi | NZ Transport Agency

---

Wellington City Council

---

Wellington Community Fund | Te Upoko o te Ika

---

Z Energy – Good in the Hood

---

---

**Partners:**

---

Begin2Swim

---

Football For All – Capital Football and Wellington Phoenix

---

Sisters of Compassion

---

Wairarapa Road Safety Council

---

Wellington Zoo

---

Zealandia

---



**ChangeMakers**  
Resettlement Forum

---

**+64 4 801 5812**

**info@crf.org.nz**

**crf.org.nz**

---

**Level 4, 39 Webb Street, Mount Cook, Wellington**

---

Office hours: **Monday – Friday, 9:00am – 4:30pm**

---