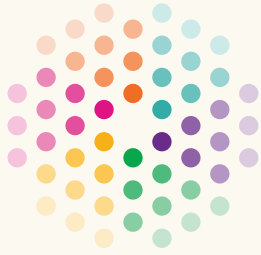


ChangeMakers
Resettlement Forum

Annual Report

2023/24



ChangeMakers Resettlement Forum

20
Member
Communities

200+
Volunteers

12
Staff

10
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.

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The current CRF team.

Top to bottom rows, L to R: Betty, Demeysa, Lucia, Kate, Catherine, Mylene, Judah, Champika, Saw John, Gini, Susan and Jennie.

ChangeMakers Board Chair and General Managers Report

This year, despite facing reduced funding and rising demand for advocacy and support, we have achieved remarkable progress. Our commitment to collaboration within the regional stakeholder network and active engagement with former refugee communities we work with, has remained strong. Our community development/navigation team has worked diligently to support individuals and families in accessing housing, social services, employment, and community development programs. Notably, we've continued offering activities such as women's Zumba in Wellington and Porirua, a women's craft group, and various sporting activities for both men and women.

The key part of CRF's work is to help remove the barriers that often prevent former refugees from fully and meaningfully participating in Aotearoa New Zealand societal life. This has involved providing transportation to families without access to vehicles, particularly new arrivals, and bringing services directly to communities outside Wellington (including Porirua, the Hutt Valley, Masterton, and Levin). For World Refugee Day, held in Naenae this year, we organised transportation from Wellington, Levin, and Masterton, ensuring wider community participation.

One of the highlights of this year is securing the Driving for Inclusion (DFI) driver training programme, now running in Wellington, Hutt Valley, Levin, and Palmerston North. Additionally, the Turning the Curve initiative will continue in Wellington. These programmes will continue to former refugees to attain drivers' licences which is an essential aspect of self-sufficiency.

Another equally important highlight is the introduction of the Meaningful Refugee Participation (MRP) initiative by the Ministry of Business, Innovation and Employment (MBIE) and Immigration New Zealand (INZ) earlier this year. CRF, in partnership with HOST International, is leading this program for the Wellington region, fully aligning with our mission of fostering full and meaningful participation for former refugees in Aotearoa New Zealand. To advance the MRP, we have established a steering group entirely led by former refugees. Beginning in February 2025, we will offer a six-month workshop series for former refugees, covering leadership, governance, and advocacy training, with an experienced facilitator guiding these sessions.

Over the past year, CRF spearheaded a nationwide research project under the Refugee Alliance, which examined the needs and aspirations of former refugee communities throughout New Zealand. This research has provided crucial insights into the current challenges and needs of former refugees, as well as strategies to enhance settlement outcomes. Considering reduced funding and increased demand, we are actively fostering more collaborative opportunities with stakeholders, including local government, NGOs, iwi groups, and grassroots organisations. Strengthening our volunteer base remains a priority, and we eagerly anticipate continued collaboration with our communities, volunteers, and stakeholders.

Finally, we extend our heartfelt thanks to the CRF team for their tireless dedication and compassion in supporting our mission, often going above and beyond expectations. We are also deeply grateful to the CRF Board members, all of whom volunteer their time, for their unwavering support. To our funders and donors, thank you for your commitment to seeing former refugee families thrive in Aotearoa New Zealand. We also appreciate our partner organisations for their steadfast collaboration, and above all, we thank the former refugee communities we serve for their guidance and partnership in supporting those in need.

Mardiya Abdulaziz – *Board Chair*

Judah Seomeng – *General Manager*



Driving Programmes

Turning The Curve / Driving For Inclusion



Driving programme end of year celebration

Funding from Waka Kotahi from 1 July 2023–30 June 2024 was used to help pay for ChangeMakers Resettlement Forum's Turning the Curve programme, supporting women from refugee backgrounds to learn to drive.

Refugee women on our programme received lessons from qualified driving instructors and then practiced with a volunteer until they were ready to get their licence. The driving licence programme continued to be led by an advisory group of women from refugee background communities and women who have taught refugee-background learners to drive. Funding enabled former refugee women on our programme to become safe and legal drivers who are able to live as other Kiwi women do, thus fulfilling our mission of seeing ‘New Zealanders of refugee-background fully participating in New Zealand life.’

Women from refugee backgrounds benefitted. Learning to drive was vital to enhancing their personal mobility and resettlement outcomes.

For women, learning to drive is pivotal to them connecting with their community. Many women take on the bulk of the caring work, they often parent on their own and do not have the same opportunities to learn English, learn to drive, work or broaden their social networks. Turning the Curve is designed to address the multidimensional needs of refugee women for example low literacy, limited English, previous trauma, caring responsibilities and cultural issues such as gender inequality. It remains almost impossible for them to achieve their license without support.

Our programme provided an intensive level of intervention to support refugee women to learn to drive at their individual pace without pressure to achieve within a timeframe that was unrealistic for their ability or capacity to learn, or their personal circumstances. It aimed to be supportive, encourage socialisation, and to provide intensive intervention to support refugee women to achieve and help overcome the significant barriers to success.

From 1 July 2023–30 June 2024, 13 learners passed their restricted license test and 16 their full license test. This brings the total number of drivers who have benefitted from our programme since it began to 230. Out of these 230 women, 157 have passed their restricted license and 130 have also passed their full license.

“Thank you very much Susan and for this driving programme. Really helps me a lot at driving and confident and much more. I really want to say thank you for your team as well and God bless you.”

Htu Raw.



Turning the Curve, 2023.

230

women who have
benefitted from our
driving programme

157



passed their
restricted license

130



have also passed
their full license

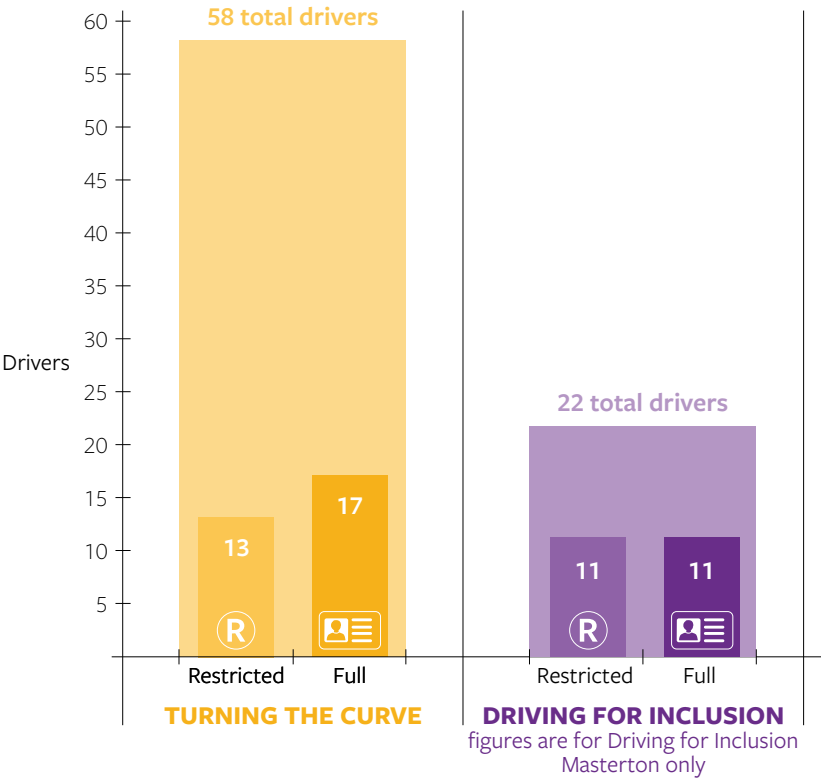
Case Study

Kafir first applied to join our driving programme several years ago. However, when she got pregnant for the fourth time she decided to wait until after the baby was born to start practising. She was paired with an amazing volunteer, Janet, who taught her mother-in-law to drive several years ago. Janet has stayed in touch with the family, so they were adamant that they wanted her as a volunteer for Kafir. Kafir was not the fastest learner and had several obstacles to her driving, including someone who racially abused her during a lesson, along with getting pregnant and having a fifth child which put a stop to her practices for a while. Not one to give up, Kafir and her volunteer persevered. Kafir failed four tests and finally booked her fifth test for 7am, the only time available. Janet drove every day the week before from Wellington to the Hutt to practice at 7am in the week leading up to Kafir’s test to give her the best opportunity to pass. Kafir finally passed in June 2024 on her fifth attempt and is now very happy that she can be independent and ferry all of her children around.

We also learnt at the end that we received funding for a new driving programme, Driving for Inclusion to support former refugees to learn to drive in Greater Wellington, Levin and Palmerston North. This is an exciting initiative for former refugee men and women who usually have some English and some prior driving experience. We are looking forward to reporting on this in the future.



Kafir, 2024.



“I would like to thank ChangeMakers for their help. I 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”

Fatimah.

Drivers licence qualifications achieved through CRF driving programmes.

Advocacy

Projects / Meetings / Submissions



Change The Narrative 2024 exhibition.

A significant portion of the work undertaken by CRF is dedicated to advocating for individuals within the former refugee communities we serve. Much of the team's daily activities involve providing direct support to these individuals, facilitating connections with government agencies, and linking them to essential social services. Our advocacy efforts extend beyond visible actions; much of it is conducted behind the scenes. This includes writing support letters on behalf of individuals to funders and key government agencies, such as Immigration New Zealand, Work and Income, and the Ministry of Justice, among others. Additionally, we engage in collaborative advocacy initiatives with various sector stakeholders.

This past year, CRF has worked with more than thirty local and national stakeholders, focusing on policy advocacy to address critical issues affecting former refugees. One major collaboration has been with The Refugee Alliance (of which CRF is a member) on a nationwide research project led by CRF, which has provided valuable insights into a nationwide communities' needs, challenges and aspirations.

Another impactful initiative was the re-launch of our Change the Narrative photo exhibition, which we first introduced three years ago. This exhibition has been instrumental in transforming societal perceptions of former refugees, helping to foster a more inclusive and understanding community. Through these efforts, CRF continues to create meaningful change and support for former refugee families across the region.

“Honestly, every time I hear about refugees, I often think of poor, traumatised people. But I have to say this exhibition has shifted my perspective.”

Exhibition opening night, June 2024.

“What amazing stories! We tend to think that being a refugee is just about suffering and helplessness. But reading some of these stories, one realises how strong and resilient some of these people are. Just amazing.”

Exhibition visitor, June 2024.



Margaret John, Change the Narrative photo exhibition 2024 participant.

Projects / meetings / submissions:

58 Meetings



7 Projects with government / agencies / wider public etc

5 Letters / submissions to government etc



Te Tiriti o Waitangi training workshop, 2023

Community Development

Navigation / Connection / Social Work /
Skill Development



CRF athletics day, 2024.

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

851

Regular

2,627

Occasional

541

Individual /
Family Support

Regular activities

Activity	Number of participants
Zumba	62
Futsal – Wellington*	34
Men's volleyball – Wellington	23
Women's volleyball – Hutt	24
Women's badminton	17
Women's crafts group	13
Men's badminton	12

*Football Connect from Whats App group / Demeysa



CRF football tournament, 2023

Occasional activities

Sports passes	Number of participants	186
Phoenix tickets	100	
Multicultural Cricket Day, Wellington	86	



Women specific activities	Number of participants	179
Women's nights	132	
Hippy Play Sessions	47	



Youth and family activity	Number of participants	35
Family bike day	35 (estimated)	



Women's badminton, Lower Hutt.



Youth Expo, 2023.

Workshop / learning activities	Number of participants
Small business workshops	25
Community music programme	43

68



CRF Food Safety Cert training, 2023.



CRF CLESOL Catering project, 2024.

ChangeMakers events	Number of participants
World Refugee Day	1000 (estimated)
Annual picnic	250 (estimated)
Leaders Council dinner*	37
Change The Narrative Photo Exhibition 2024	85

930



*from registrations/sign in sheets



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.

Activity	Number of participants
General support / Navigation / Social work	541
Housing	47
MBIE – INZ and MSD	56
Education	11
Employment	25
Health	5



World Refugee Day.

Small Business / Self-Employment Information sessions

Over the past year, ChangeMakers collaborated with MSD's Etu Whānau program, which supports refugees and migrants, to conduct a series of informational sessions tailored for refugee-background small business owners and aspiring entrepreneurs. These 12 sessions were hosted at the Pomare Community Trust House in Taita, Lower Hutt, and were led by Etu Whānau's Senior Advisor, Thi Phan, who specialises in supporting former refugees and migrants. Each session covered essential topics that provided participants with foundational knowledge for starting and sustaining a business in New Zealand.

The curriculum of these sessions was designed to guide participants step-by-step through the process of launching a business, covering practical aspects such as creating a business plan, accessing MSD services, and applying for financial support to cover essential start-up expenses. Attendees learned how to leverage MSD services, which offer guidance on areas such as financial management, business training, project reporting, and business record maintenance. Additionally, they received information on applying for subsidies that provide financial assistance during the start-up phase.

Another key focus area was understanding New Zealand's legal and regulatory landscape, with discussions on business laws, compliance requirements, and consumer protection regulations. Furthermore, sessions included information on navigating taxation support, using resources like IRD's Smart Business website.

Following the group sessions, participants had access to a one-on-one mentorship follow up, designed to provide personalised support as they established their businesses. Out of the 12 participants, a number have since moved forward with their business ventures, creating a promising outlook for sustainable self-employment within the community.



Jose, a small business info session participant – CRF CLESOL Catering project 2024.

Volunteering

Connection / Serving with Heart



Turning The Curve, volunteer mentors and drivers.



Masterton DFI driver training programme.

By stepping up to fill a variety of roles—ranging from hands-on support at community events to contributing specialised skills like managing driving programs or assembling our newsletter—volunteers play a vital role in bridging the gaps in CRF’s work, especially when resources and funding are limited.

Our volunteer teams’ commitment and dedication make it possible for CRF to continue supporting communities effectively, addressing needs that would otherwise be difficult, if not impossible, to meet. Currently, both our community development initiatives and driver training programs are significantly powered by the dedication of volunteers, who generously contribute their time, expertise, and energy to work closely with CRF staff.

Our gratitude for every individual who has volunteered with CRF is immense. Each person who has donated their time, energy, or resources has contributed to the success and impact of our programs. We extend heartfelt thanks to all our volunteers, recognising that without their support, the scope of our work would be greatly limited. Your generosity truly makes a difference, and we cannot express our appreciation deeply enough. Thank you for standing with CRF and the communities we serve.



Isaac Trienen, volunteer coach for men's futsal.

Financial Report

Statement of Service Performance

"What did we do?", "When did we do it?"
For the 12 months ended 30 June 2024

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>	2,627	Participants	2,365
Community Development: regular activities for participation: <i>includes various sports activities for men, women, children, swimming lessons, youth and family activities</i>	851	Participants	186
Individual support for individuals/families: <i>includes each participation/meeting for advocacy, community development, social work, employment support, general support</i>	541	Individuals	553
Advocacy activities/projects: <i>includes letters to MP's, meeting, media postings, and bigger pieces of project work</i>	86	Engagements	87
Research activities: <i>contributed to, supporting and our own research of two projects</i>	7	Actions	11
Driving programmes: <i>Open Road, Turning The Curve, Driving For Inclusion (Masterton)</i>	93	Learners	115
Connection with stakeholders: <i>includes collaboration and engagement</i>	410	Engagements	383
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>	41	Activities	44
Volunteers contribution/participation in activities	6, 386.5	Hours	6, 216.5

The full financial report is available at www.crf.org.nz

ChangeMakers Resettlement Forum Incorporated

UNAUDITED

Statement of Financial Performance

"How was it funded?", "What did it cost?"
For the 12 months ended 30 June 2024

	Note	Actual This Year \$	Actual Last Year \$
Revenue	1		
Donations, fundraising and other similar revenue		323,344	411,473
Revenue from providing goods or services		585,788	776,904
Interest, dividends and other investment revenue		15,089	12,449
Total Revenue		924,222	1,200,826
Expenses	2		
Volunteer and employee related costs		654,374	770,702
Costs related to providing goods or services		337,576	487,021
Other expenses		3,285	6,136
Total Expenses		995,236	1,263,859
Surplus/(Deficit) for the Year		(71,014)	(63,034)

To be read in conjunction with the accompanying notes.

The full financial report is available at 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 2024

	Note	Actual This Year \$	Actual Last Year \$
Assets			
Current Assets	3		
Bank accounts and cash		292,597	432,908
Debtors and prepayments		42,063	12,007
Other current assets		60,478	57,321
Total Current Assets		395,138	502,236
Non-Current Assets	4		
Plant and equipment		6,533	3,021
Total Non-Current Assets		6,533	3,021
Total Assets		401,672	505,256
Liabilities			
Current Liabilities	3		
Creditors and accrued expenses		43,552	48,393
Employee costs payable		70,206	66,436
Unused donations and grants with conditions		245,327	276,828
Total Current Liabilities		359,086	391,656
Total Liabilities		359,086	391,656
Total Assets less Total Liabilities (Net Assets)		42,586	113,600
Accumulated Funds	5		
Accumulated surpluses or (deficits)		42,586	113,599
Total Accumulated Funds		42,586	113,599

To be read in conjunction with the accompanying notes.

The full financial report is available at www.crf.org.nz

Funders:

Betty Campbell

COGS (Community Organisation Grants Scheme)

Four Winds Foundation

Hutt City Council

Hutt Mana Charitable Trust

Individual sponsors of Turning The Curve

JR McKenzie Trust

Lion Foundation

Lottery Grants Board

Manatu Wahine | Ministry for Women

Ministry of Business, Innovation and Employment

Ministry of Social Development

New Zealand Community Trust (NZCT)

Nuku Ora

Nikau Foundation

Pelorus Trust

Porirua City Council – Pataka Art + Museum

TG Macarthy Trust

Trusthouse Foundation

Upper Hutt Community Grants

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

HIPPY Programme Porirua

HOST International Aotearoa

Hutt City Council

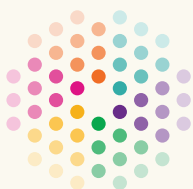
Red Cross New Zealand

Sisters of Compassion

Wairarapa Road Safety Council

Wellington Zoo

Zealandia



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