



Auckland Regional Migrant Services Charitable Trust (ARMS)

“Leading the way in facilitating successful settlement for migrants and refugees across Auckland”

Annual Report | 2010 -2011

Messages



Colin Dale
Trust Chair, CNZM, JP

As Sir Anand Satyanand, Governor-General of New Zealand, comes to the conclusion of his term of office, I wish to especially convey very best wishes and appreciation for his patronage and support over the past five years.

I would also like to convey my appreciation to fellow Trustees for their contribution to the governance of ARMS and our mission. We are also appreciative of our strong links to Ngati Whatua o Orakei, and the involvement of our kaumatua, Danny Tumahai.

My very best wishes to the many kindred organizations and community groups whose support and collaboration are vital to the successful integration of our new Aucklanders and to our City's economic prosperity.

We are very grateful for the financial support of various government agencies and other funders, enabling ARMS to deliver a host of activities and achievements that fulfill our Trust's objectives to a high standard. Auckland has the potential to be a shining example of a successful city focusing on inclusiveness, equity and the value of diversity. These key aspirations contained in the Mayor's vision for Auckland align very well indeed with the philosophy and objectives of ARMS.

The Trust joins with me in conveying our very sincere thanks and appreciation to Dr Mary Dawson, our Chief Executive, and her skilled, experienced and dedicated staff. Mary's strong leadership and commitment to ARMS and continued passion in addressing the needs of newcomers to New Zealand are greatly valued throughout Auckland and indeed New Zealand. Over the past year, Mary and her staff have been very effective in strengthening our regional identity as a coordinating body and voice for new Aucklanders.

The Trust is determined to further enhance the reputation of ARMS and its effectiveness in providing regional leadership on settlement issues, working in partnership with the Auckland Council, central government, and community agencies.



Mary Dawson
ARMS Chief Executive

This has been a year of many purposeful, practical, and positive achievements, measured against our key external strategic goals of enhancing our regional leadership role and empowering our diverse newcomers and communities.

In this past landmark year for Auckland, ARMS has contributed its views to the Council's many planning consultations, identifying matters of importance to new Aucklanders, their culturally diverse communities, and to our city's future. In our regional capacity, ARMS has been very focused on identifying the key barriers encountered by our new Aucklanders when seeking information and support to meet their needs. ARMS successful completion of the regional settlement website, a three year development project, is a major step forward in simplifying online access to information for both new Aucklanders and service providers. These successes will help pave the way for further collaborative and innovative Auckland-wide responses to support the successful settlement and integration of newcomers.

During this past year, ARMS delivered 120 information and support workshops and activities across the city, with an overall average of 12 participants. These included 86 employment workshops and seminars for migrant job seekers, with the majority of participants obtaining employment within 3 months. Nearly 80% of our engagement with newcomers was through workshops, activities or face-to-face consultation. Our ARMS Volunteer Scheme provided invaluable workplace experience for new migrants, as well as crucial support for our hardworking staff.

We are very delighted with our achievements in strengthening the organisation's capability and establishing a more sustainable funding base. Our improved financial situation speaks for itself, attained through stringent financial oversight, and assisted by the asset capitalisation of the settlement website. Organisationally, we have concentrated on service quality, staff training, programme evaluation, and extension of our networks and promotion – fundamental elements in strengthening our effectiveness and credibility.

ARMS has continued its community collaboration activity through ongoing support to the Overseas Trained Doctors' Group and by coordinating the Safari Multicultural Play Group, a joint project with the Auckland Refugee Community Coalition that is making a very real difference to the lives of refugee families with young children.

Next year, ARMS will mark its 10th year of operations by a full revision of its vision, mission and long term strategy to further contribute to the Mayor's vision of ensuring that Auckland becomes the world's most liveable city. ARMS is committed to playing a valuable leadership and collaborative role in creating a vibrant multicultural city for all Aucklanders.

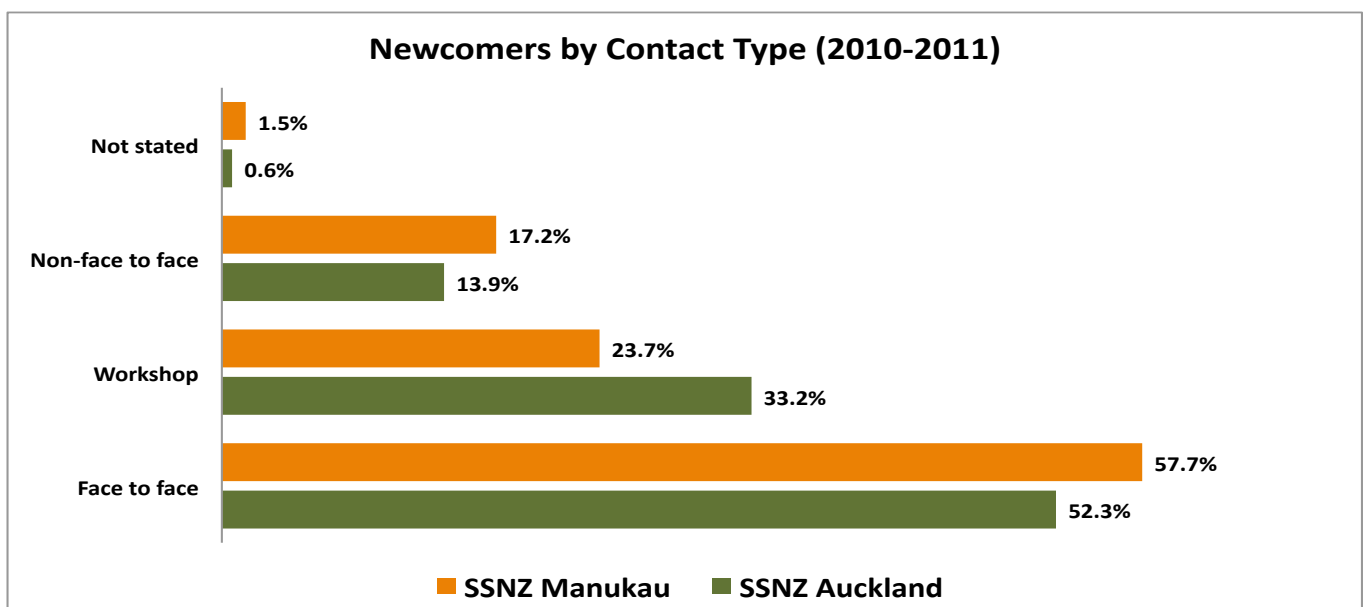
My heart-felt thanks to all the ARMS staff for their magnificent contribution including our former staff members, Angela Yatri, Lawton Hakaraia, Carolynn Day, Lynda Kennedy and Bevan Chuang.

Achievements

Our key areas of activity during 2010 – 2011 continued to be: Client Services, Strategic Coordination, and Community Collaboration. Our achievements included:

- Assisting **3,437** newcomers with settlement enquiries
- Supporting **745** migrants and refugees through ARMS Employment Assistance activities
- Providing English Language Advice to **219** newcomers
- Connecting with **1,407** service providers
- Hosting **86** Job Search Activities across Auckland
- Producing **20** newsletters for newcomers, communities, and service providers

Combined Workshops & Activities 2010-2011	No. of activities	No. of participants
Auckland Central	64	908
SSNZ Activities	18	275
Network Meetings	4	216
Employment Workshops	42	417
Auckland South	38	635
SSNZ Activities	21	334
Network Meetings	2	114
Employment Workshops	15	187
Auckland West & North	18	141
Total	120	1,684



ARMS Regional and Strategic Coordination Activity

Regional Settlement Services Coordination

ARMS was again contracted by the Department of Labour to administer and coordinate regional collaborative activities targeted at ensuring that the right information is provided in the right form to Auckland's newcomers, as quickly and effectively as possible. Crucial to these activities is the bringing together of Auckland's service providers to identify gaps and challenges in settlement information and services and to address these collaboratively.

At the same time, through the Auckland Newcomer Forum and Survey, very useful feedback was obtained from over 200 newcomers about their experiences of sourcing settlement information. An ARMS stock-take of information available from over 90 service providers outlined a useful bench-mark of what is currently provided to inform newcomers, on-line and in hard copy and in different languages. Updates on these resources and on key migrant and settlement issues are shared through the Regional Settlement Newsletter produced quarterly by ARMS.

Our two Regional Settlement Network meetings were each well attended by over 65 people, keen to hear about settlement information, trends and good practice in the provision of settlement information. Regular meetings were held with other SSNZ personnel and key service providers to exchange updates and enhance responsiveness to newcomers. Our very sincere thanks go to our colleagues in other organisations for their ongoing support for the work undertaken by ARMS.



Communications

A major focus this year was the final development and testing of the regional 'one-stop-information-website' for Auckland's newcomers, www.settlement.org.nz funded by the Department of Internal Affairs. At the same time, the ongoing popularity of our own ARMS website - www.arms-mrc.org.nz - was marked by the massive total of 940,453 hits for this past year.

In addition to our quarterly regional and local settlement newsletters, five ARMS Reach newsletters were produced, three of them focused on disseminating information to migrant communities and organisations involved in supporting Christchurch earthquake evacuees. As always, ARMS was out and about at various events and networking sessions such as Race Relations Day, New2Auckland Expo, and Auckland's Employment Expo.



Community Collaboration Activity

Refugee Employment Programme

For most of the year, ARMS continued its ReactNow programme funded by the Ministry of Social Development and the Sky City Community Trust, working with refugee communities to equip job seekers with skills and knowledge to gain employment. Due to the increasingly tough labour market, it was decided to discontinue this programme and instead direct ARMS efforts during 2011 – 2012 towards initiatives focused on enabling opportunities for social enterprise.

The Overseas Trained Refugee Doctors Group was formed in 2007 after refugee doctors made an approach to ARMS concerned about the lack of pathways to assist them with re-entering their profession. So far, several Group members have passed the Australian Medical Council theory exam and overseas trained doctors were heartened by Health Workforce New Zealand's launch of the NZ Registration Exam Preparation Placement Programme in January 2011. This will further assist overseas trained doctors in preparing for their clinical examination. The Group received significant media exposure this year, including an article and photograph in the Sunday Star-Times and interviews with Radio New Zealand National.



Safari Multicultural Playgroup Project

The Safari Multicultural Playgroup is a joint project between ARMS and the Auckland Refugee Community Coalition (ARCC). This project has progressed extremely well throughout the past year thanks to grants from the ASB Community Trust, Guardian Trust, Ministry of Education and the former Auckland City Council. Over 25 children from refugee and migrant families are on the roll, and 19 women have been regularly attending English classes. Other educational activities related to family health, well-being and community integration were also organised, with mothers involved in different roles within the Project.



ARMS Client Activities

Settlement Support NZ - Auckland

This year SSNZ Auckland delivered information to 2,752 clients, through face-to-face consultations (52%), workshops and orientation activities (33%), telephone and email (7% each). Employment was the most common reason for contact (36%).

The ARMS/SSNZ Auckland web pages were viewed 61,989 times, and 9,515 welcome packs were downloaded via SSNZ Auckland webpages.

Our Local Settlement Network (LSN) meetings on the "Transition to the New Auckland Council" and "Newcomer Issues in Auckland Central" were popular with both newcomers and service providers. Our orientation activities to newcomers continued to be well attended with 141 attendees at seven Tangata Tiriti Workshops, 123 attendees for two Marae Visits, and 68 attendees on two Auckland Orientation Bus Tours.

Late in the year, ARMS farewelled Bevan Chuang and welcomed Joseph Ngui as the new SSNZ Auckland Coordinator.

Settlement Support NZ - Manukau

We welcomed over 800 clients through our doors this year, with 74% of the total number being first time clients. The main reasons for contact continued to relate to employment, English and finding community connections. Among our newcomers, the top five ethnicities were Indian, Chinese, Filipino, Korean and Samoan. To meet our newcomer information needs, we hosted 21 information and orientation workshops.

The topics of our two very successful Local Settlement Network meetings were "Getting ready to get through a Disaster" and "Networking- Knowledge is Power".

ARMS thanks the members of our Settlement Network Support Group for their ongoing support to ARMS and the Network.



Migrant Employment Assistance

Through the Migrant Employment Assistance Programme, funded by the Ministry of Social Development, a total of 745 participants attended the job search seminars. Of the 370 who met the MSD contract criteria, 51% obtained paid employment within three months of attendance. Our Specialist Seminars have assisted those seeking employment in the banking, financial, IT, hospitality and administration areas.

Through the ARMS Volunteering Scheme, 66% of our volunteers obtained meaningful employment within three months – proving the value of the workplace experience.

ARMS continued to collaborate strongly with other agencies such as Career Services, Auckland Chamber of Commerce, Work and Income, Migrant Action Trust, recruitment agencies, and employers on strengthening the referral and support pathways for migrant job seekers.



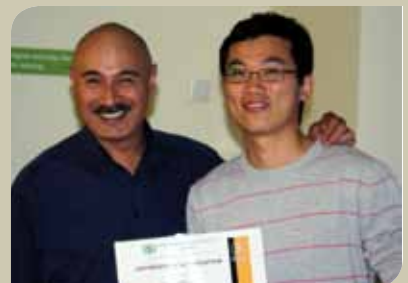
English Language Advisory Service

This year ARMS introduced free English Language Advisory clinics at our two centres, in addition to the English language assessments and ARMS Pronunciation course. Thanks to COGS funding, a total of 219 clients accessed these services throughout the year. The short but very targeted ARMS Pronunciation Course proved popular, with 45 participants and received very positive evaluations. The Ministry of Social Development has provided partial funding for ARMS English Advisory Service in 2011 – 2012.



ARMS Volunteer Scheme

ARMS Volunteer Scheme is an invaluable resource for newcomers – migrants and refugees - to gain New Zealand workplace experience and relevant skills in administration, customer services, public relations and communication, event management, workshop and project planning. This is a very crucial aspect of ARMS services, assisting its staff to maintain its high standards of support and activity. Funded this past year by the former Auckland City Council, COGS and Lottery, this Scheme is now at risk through reduced funding.



Summary Statement of Financial Performance

For the year ended 30 June 2011

	Year 2011(\$)	Year 2010(\$)
INCOME	1,103,760	1,318,132
EXPENSES	1,035,927	1,392,694
Surplus / (Deficit) before Depreciation	67,833	(74,562)
Depreciation	12,381	31,892
Net Surplus / (Deficit)	55,452	(106,454)

Summary Statement of Financial Position

As at 30 June 2011

	Year 2011(\$)	Year 2010(\$)
ASSETS		
Current Assets	122,080	186,026
Non-Current Asset	200,600	116,454
TOTAL ASSETS	322,680	302,480
LIABILITIES		
Current Liabilities	143,618	178,870
Non-Current Liabilities	-	-
TOTAL LIABILITIES	143,618	178,870
NET ASSETS	179,062	123,610
TOTAL EQUITY	179,062	123,610

Summary Statement of Movement in Equity

As at 30 June 2011

	Year 2011(\$)	Year 2010(\$)
EQUITY		
Retained Earnings	123,610	230,064
Current Year Surplus/(Deficit)	55,452	(106,454)
TOTAL EQUITY	179,062	123,610

Acknowledgements

Our sincere appreciation to all ARMS Trustees for their contribution to the governance of ARMS and our mission. Our Trustees for 2010-2011 were:

Colin Dale – Trust Chair

Daud Ahmed – Trust Deputy Chair

Bruce Bryant – Chair: Finance, Assets and Business Development

Philippa Reed – Chair: Policy, Strategy and Research

Pieter de Zwart – Chair: Communications, Promotions and Advocacy

Amritha Sobrun-Maharaj

Anita Keestra

Charm Cai Money

Etetu Bowden

Jeet Suchdev

Kai-Shek Luey

Kanchan Bandyopadhyay

Kave Paky

Santino Deng

ARMS would like to extend very sincere appreciation and thanks to the following organisations and government departments for their continued financial support:



Auckland Council



Department of Labour



Ministry of Social Development



Guardian Trust



Sky City Community Trust



Ministry of Education



ASB Community Trust



The Lion Foundation



Department of Internal Affairs



COGS

**Lottery
Grants Board**

Lottery Grants Board

Contact us

ARMS Regional Centre

532 Mt Albert Road,

Three Kings Plaza,

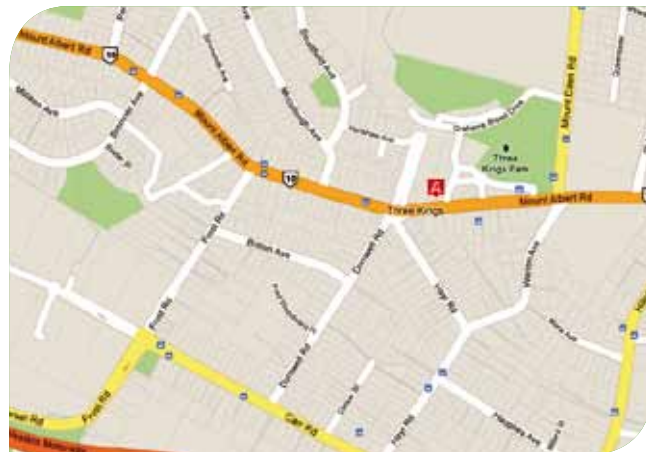
Three Kings

PO Box 27 367

Mt Roskill, Auckland

Phone: 09-625 2440

Email: reception@arms-mrc.org.nz



ARMS Manukau Centre

6 Osterley Way

Manukau City

PO Box 276 035

Manukau City

Phone: 09-263 5490

Email: manukau@arms-mrc.org.nz



www.arms-mrc.org.nz
www.settlement.org.nz