



2022-2023

ANNUAL REPORT

Serving migrant communities for 25 years

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Acknowledgement

From our clients

Mr J, Client of CNSST Migrant Exploitation Support Services,

"As a beneficiary of your service, please allow me to express my respect and sincere appreciation. Under the reconstruction work visa, I came to New Zealand with a hope, never expecting such a disaster situation like now. I was told there was no employer for me after arrival, and suffering from financial crisis, huge anxiety and stress, especially in this new country having huge cultural and language barriers with no friends or families here, Under this crisis, it was the CNSST team that received our enquiries and provided friendly and professional support services with warmth, providing me with food parcel and financial assistance. It is the CNSST service that saved me out of the darkest time, revitalising me and giving me hope. I will be bearing in mind your kindness in my life, and conveying the spirit at my utmost to help others in difficulties..."

Tenant S of CNSST Social Housing Team,

"from the first day that I moved in, I have been living my dream life. I have been impressed by the convenience lifestyle living here where we have the access to grocery, public facilities, public transportation, etc. This has contributed to extend my sense of security and happiness with gratitude and full satisfaction with the culturally appropriate tenancy and property management of CNSST social housing team. Thank you very much for working hard for us..."

Ms. C, Client of CNSST Internal Department,

"I want to take a moment to express my sincere gratitude for helping me apply NZ residency visa. Your generously and thoughtfulness have truly made a difference in my life, and I am deeply appreciative.

The first time I met you because there was an issue with my student visa and I was literally gonna give up. But you told me that we could find a way to solve the problem, and you made it happened till today. I have residency visa, which is your willingness to go above and beyond to help me during the hardest time means more to me than words express. Please know that I will always remember your kindness and generosity. Once again, thank you from my bottom of heart for everything you have done for me. Your kindness has truest touched my life in a meaningful way."

From our networks:

Thank you, it was a great pleasure to be part of the CNSST Entrepreneur Forum and support you and CNSST team. On the day I think it was great, maybe more time for the audience to have questions - otherwise had a good feel and kept people awake and engaged I would like to offer to meet any of your employers who need more information or support.

Warm regards,
Ministry of Social Development

Ms Z, Client of CNSST Social Work and Counselling Team,

"From the beginning of our services, you have demonstrated professionalism and a genuine understanding of our family's needs. Accepting my son's autism diagnosis was not an easy process, but your guidance and reassurance helped me come to terms with this reality. You patiently answered my questions, provided information, and recommended specialists, which helped me better understand his condition.

You have improved my emotional well-being and equipped me to deal with my high-functioning autistic child. I am also grateful for the resources and materials you provided, such as the social story. It has been incredibly useful in facilitating effective communication with my son and helping him navigate social situations. Your care for our family has had a positive impact on both my son and me. I cannot adequately express my gratitude for your unwavering support and guidance. Thank you for truly changing our lives.

Mr. PL, Client of CNSST Employment and Enterprise (EE) Services,

"I cannot thank you enough for aiding me in finding a job, I really appreciate it. I may not work in the accounting field but the MYOB and XERO classes helped me get a glimpse of how finance in a company works. Meeting with you also spurred me on handing out our CVs when I wanted to step because of the lack of response. Would you please also pass my thanks to the instructors, the classes were really useful, especially since I had been away for so long and things had changed a lot in New Zealand. Once again, thank you for your service..."

S from Colwill School, Student of CNSST CLC cultural programme for local schools,

"Thank you for teaching Room 20 how to make dumplings. When I tried the dumplings, they tasted so so yummy, and more tasty with soy source. Thank you for teaching us how to say dumplings in Chinese. I even remember how to say it now..."



Thank you so much for your email.

Greatly appreciate your annual report which details your achievements over the past financial year despite the challenges faced. Well done. We really appreciate all your hard work and continuous service.

Wishing you a relaxing and safe summer holiday and catch up next year.

Warm Regards,
Ministry of Justice



Many thanks for going the extra mile with your Breakaway programme. The images of the children are truly lovely. I do hope your programme can find a way to continue. Water Safety is so important for children, so good to see the collaboration with YMCA.

Warm regards,
Oranga Tamariki



Many thanks for sharing the annual report and CNSST achievements. Also we truly appreciate your support in the community to our vulnerable clients and people who have been in self-isolation from COVID.

Your support and commitments to our communities are priceless and make a huge difference for people who are in need of help in the most challenging time throughout 2022.

We wish you and whanau a Very Merry Christmas and a Happy New Year and we look forward to working with you in the New Year 2023 as we have witnessed a wonderful work of CNSST.

Kind regards
Health and Disability Coordinator
Ministry of Social Development

Thanks to CNSST team for your hard work on the Clifton Court Cultural Cohesion Day, in collaboration with the library. This event is a testament to the shared passion we have for a Panmure that is thriving and a great place to live, eat, do business and play. I wish to extend my thanks on behalf of the Panmure Business Association to our collaborating partners at the Chinese New Settlers Services Trust and the Panmure Community Library for making the event a reality. We gather here to acknowledge and embrace the incredible diversity that exists within our community and to recognize the power of unity and understanding. Cultural cohesion is not about erasing our differences, but rather, it is about celebrating them. It is about fostering an environment where mutual respect, empathy, and inclusivity thrive. When we truly understand and appreciate one another's cultures, we build bridges that transcend barriers and prejudice...

Ng ā mihi | Regards,
Panmure Business Association



Highlights for the Year



Certificate of Incorporation

FIVE E GROUP LIMITED
8725767
NZBN: 9429051292508

27/04/2023

Registered "Five E Group Limited" as a charitable subsidiary with the NZ Companies Office, a major milestone for our social enterprise development. The five 'E's symbolize our core philosophies and values: Eco, Equity, Empowerment, Engagement & Entrepreneurship.



16/09/2022

Renamed "CNSST Kiwi-Dragon Cultural Exchange Scholarship" to "Jay Acton Kiwi-Dragon Scholarship" in memory of our former colleague Jay Acton, and commemorates Jay's contribution to the spirit of Kiwi-Asian cultural cohesion.



March to Oct 2023

Supported 215 vulnerable exploited migrant workers with culturally responsive services including food aid, financial assistance, exploitation visa inquiries, employment support, educational workshops, advocacy and liaison with government etc.



25/11/2022

Successfully hosted an Ethnic Migrant Entrepreneur Forum with 80+ participants at a West Auckland winery and the topics ranged from employment law to economics environment, supporting local businesses post-pandemic.



6 September 2023

MoE no: 7158

Ms Jenny Wang
Executive Director
CNSST Foundation
PO Box 14129
Parnumare
Auckland 1741

Tēnā koe Jenny

NZQA reference: C54770

Application for New Zealand Certificates in English Language (NZCEL) Level 3 General-request for information (RFI)

We have completed our initial evaluation of CNSST Foundation's application. To progress your application, we need information as set out in the attached report.

9/01/2023

Supported 215 vulnerable exploited migrant workers with culturally responsive services including food aid, financial assistance, exploitation visa inquiries, employment support, educational workshops, advocacy and liaison with government etc.



6 September 2023

MoE no: 7156

Ms Jenny Wang
Executive Director
CNSST Foundation
PO Box 14129
Parnumare
Auckland 1741

Tēnā koe Jenny

NZQA reference: C54770

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7/03/2023

Assisted local Asian seniors in correctly filling out the 2023 Census form and received warm expressions of appreciation from both Statistics NZ and those community members we assisted.

CNSST ANNUAL REPORT July 2022 - June 2023



Te Taanga Manawa

July 2022 to June 2023

With our stable volunteer team support, our Emergency Response Services Supported 4,590 families in COVID-19 isolation and aided 142 households affected by floods, cyclones, or recent extreme weather events. Awarded by Government for the efforts.

30/05/2023

Recognised by NZ Police for family harm intervention and invited to participate in Multidisciplinary Cross Agency Team (MDCAT). This collaborative approach enables crisis intervention to support whānau affected by family harm with our team active involvement.



18/03/2023

Embraced eco-friendly initiatives: Visited Awaawaroa Bay Eco Village on our annual planning day and installed solar panels at CNSST Kotuku House in May 2023.



21/05/2023

CNSST Cultural Learning Centre (CLC) hosted a successful online Chinese cultural camp with over 50 youth participants, and organized the 26th Global Chinese Speech Contest NZ semi-final with 138 participants at University of Auckland.



22/10/2022

CNSST Foundation celebrated its 24th Anniversary at CNSST Eco-park Wellsford Auckland, and acknowledging the commitment of our staff and volunteers.



16/06/2023

Organised Clifton Court Cultural Cohesion Day in partnership with Panmure Business Association and Panmure Library, which offered fun learning experiences in Maori, Pasifika and Asian cultures for local residents.

Annual Statistics

July 2022 - June 2023 (July 2021 - June 2022)



44,408(32,333)

General enquiries & drop ins & community venue users



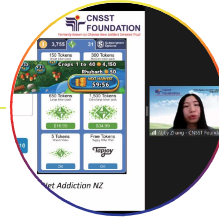
1,440(1,969)

Social Work and Counseling Supported Families



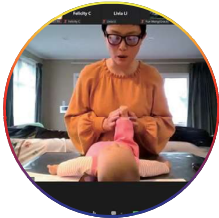
854(694)

Family Violence Related Interventions



73(249)

Parenting Programme Participants



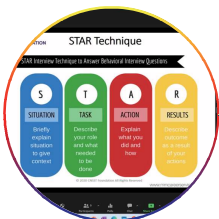
413(411)

HBHF Maternal and Children's Nutrition and Physical Activities – Engaged Mums



1,780(2395)

Asian Community Engagement and settlement support



281(360)

Registered Job Seekers taking employment services and coaching



78(121)

Meaningful Job Placements



500+(500+)

CNSST Entrepreneur Network Active Employer Members



50(54)

CNSST Kotuku House Residents

CNSST ANNUAL REPORT July 2022 - June 2023



4,590(9,588)

COVID Welfare Support and
Community Connection Services



8,467 Litres(7,150)

Waste Minimisation Project
(Reduced Waste)



38,922(42,957)

Community Education Cultural
Learning Centres & After School
Programme – Annual Attendance



43,685(64,559)

English and NZ Cultural education
–Annual Attendance



215(0)

Migrant Exploitation Support (10/10/2023)



72(163)

Vocation Training,
e.g. MYOB & XERO, Food Safety

330(347)
"New Kiwis" Cross – Cultural Learning



81(87)

CNSST Volunteer Centre &
University Student Placements



246(150)

School Holiday
Programmes– Attendees



226(234)

Immigration services



1,200+(862+)

Community-based cultural
event participants

Chairperson's Report

Stella CHAN Chairperson

I am pleased to report on CNSST Foundation, covering the period from July 2022 to June 2023, which has proven to be another dynamic and fruitful year for our organisation.

First and foremost, we offer our heartfelt farewell to our long-standing board member, Maggie CHEN, who decided to retire from the board last year. We offer our best wishes to Maggie in her new endeavours. We are delighted to welcome Christine LI, a 1.5 generation Asian migrant, to our board of trustees.



Christine brings with her a wealth of experience in managing large projects overseas. We are enthusiastic about the fresh perspectives she has introduced to our organisation.

It is a source of pride for our team to have received the Covid 19 Respond Recognition Award certificates from the Prime Minister and Minister for Ethnic Communities of New Zealand. These certificates acknowledge our Emergency Response Services for assisting a total of 4,590 families dealing with Covid-related isolation and 142 households affected by floods and extreme weather events throughout the year.

In April 2023, we achieved another significant milestone by officially registering "Five E Group Limited" as a wholly-owned subsidiary of CNSST. This strategic move underscores our commitment to the social enterprise development strategy, with the five "E"s symbolizing our core philosophies: Eco, Equity, Empowerment, Engagement and Entrepreneurship. As an example illustrating the embodiment of these 5 E philosophies, during the period from March to June 2023, we responded to the urgent needs of 155 exploited migrant workers facing crisis, by providing the wrap-around crisis services to those vulnerable individuals. I am proud of our team's actions, especially because this was funded by our social enterprise projects, rather than from public funding.

I would like to express my deepest appreciation to our devoted staff team, led by Executive Director Jenny Wang, whose tireless efforts and commitment have been instrumental in achieving our mission. Likewise, we extend our heartfelt thanks to our volunteers for their ongoing support and willingness to assist CNSST in realising its goals.

We are immensely grateful to our funders and partners, including government agencies, local bodies, and businesses, for their trust and continued support, which allows CNSST to deliver vital services to the community, ultimately helping those in need attain a better life.

Our strong and diverse eight-member Board also deserves recognition for their commitment and contributions to CNSST's success. My sincere appreciation goes out to my fellow board members for their dedication throughout another successful year.

As we look ahead, CNSST Foundation remains committed to exploring new ideas and innovative approaches to fulfil our mission and meet the evolving needs of the community. I eagerly anticipate collaborating with all of you to ensure yet another successful year for CNSST Foundation.

Executive Director's Report



Jenny WANG QSM Executive Director

I am delighted to share another year of remarkable achievements in both the social service and social enterprise arms from July 2022 to June 2023.

First and foremost, a significant milestone in CNSST's journey is the successful registration of our new subsidiary business, "Five E Group Limited (5E Group)".

As a social enterprise with a charitable purpose, 5E Group embodies our core principles and values: Eco, Equity, Empowerment, Engagement, and Entrepreneurship.

Its mission is to establish an ecosystem that supports the sustainable operation of our community services by creating additional social enterprise businesses aligned with the overarching long-term strategic objectives of the CNSST Foundation.

As in previous years, during the past financial year, we continued our commitment to the community by providing our core businesses and essential social services, education services, social housing, as well as flood and Covid welfare support. Some key achievements include:

- Flood and Covid related support: 4,590 families
- Migrant Exploitation Support Service: 215 workers
- Social and community services: 44,408 general enquiries
- Education: 82,679 attendees
- Social housing: 50 residents
- International engagement: 347 consultations

Regrettably, I must also report an incident that occurred during the year, extending until August 2023. Since March 2023, a significant number of over 215 Chinese exploit workers, who were ineligible for benefits from government due to their work visa status, sought assistance at our office for their day-to-day living conditions. Our team had to step in to provide food, financial aid, visa guidance, and support in dealing with INZ etc... I am proud to report that some of these services, particularly the financial assistance, were funded by our own social enterprise revenue, rather than relying on public or government funding.

Unfortunately, certain media outlets published articles that misinterpreted messages sent by one of our staff to the client's WeChat group, resulting in an unfair negative impact on our reputation and demoralizing our team. Nevertheless, it is heartening to see that many of the workers we supported have successfully secured new jobs and are actively contributing to New Zealand society. Their expressions of gratitude through messages and appreciation banners are a testament to the positive impact we have had.

Despite the challenges posed by this situation, we have learned valuable lessons from this experience. I firmly believe that we did the right thing in extending our support, regardless of the challenges or unjust criticism we faced. We remain steadfast in our commitment to providing invaluable services, guided by our mission to care for the well-being of the most vulnerable and benefit the wider community. To prevent similar misunderstandings in the future, our team is dedicated to undergoing additional training and ensuring the accuracy and clarity of our communication.

It is crucial to underscore that, as a democratic country in New Zealand, we must remain vigilant against political biases and discrimination towards the Chinese community in our society. Therefore, "Human Rights and Social Justice" will persist as the guiding principles of the CNSST Foundation as we continue to strive for a brighter future of New Zealand.

At the last, I would like to extend my sincere appreciation to our board of trustees for their unwavering support, with a special thanks to our Chairperson, Ms. Stella CHAN. My heartfelt gratitude also goes out to all our managers, staff, contractors, volunteers and their families, including mine, for their trust and unconditional support throughout the year. Thank You!

Senior Managers' Reports

Gloria Yaping Gao Chief Operations Manager

This fiscal year has been another year of progress for the CNSST Foundation, with the CNSST Team continuously enhancing the quality of our services and achieving new milestones. It has also been a poignant year for CNSST, as we tragically lost a colleague in a car accident. This unfortunate event has reinforced our appreciation for and recognition of each other in our daily work. This year has been a fulfilling one for CNSST, as we have received recognition from our communities and government, especially for our emergency response and community connection services that have aided and empowered over 4,590 families during the challenges posed by the COVID-19 pandemic, floods, cyclones, and various other life difficulties.

Achievement:

All CNSST Social Services and Social Enterprise service lines have accomplished 100% of our annual targets benefiting a total of 44,408 migrant community service attendance, in collaboration with over 500 government, business and community organisations. Based on our stakeholder evaluation statistics, CNSST team have again achieved 100% social outcomes towards improving the wellbeing and capability building of our migrant communities of high needs in the provision of our holistic client-centred wrap-around service system with cultural responsiveness, for instance, the crisis and emergency responses, social work and counselling, parenting and grandparenting, education, health and wellbeing support, settlement support, employment coaching and placement services, CNSST entrepreneur network, international cultural and educational exchange programmes.

Operations Management:

In this fiscal year 2023, the core of CNSST operations management remains compliance, quality assurance and development. In terms of compliance, CNSST have been externally reviewed by both NZQA and Te Kāhui Kāhu - Social Services Accreditation, as a result, we have successfully regained our accreditations till year 2025.

As a proactive service provider, in the post-COVID period, all CNSST services have resumed on-site delivery mostly but with the capability and system to deliver quality services through the online and onsite combined service delivery model. In terms of scope of services expansion, all service streams of CNSST have entrenched meaningful progress in this financial year with the highlight of eco-friendly and recovery-focused initiatives. For instance, CNSST have successfully empowered 10 migrant business groups to engage in the organic waste composting programme in partnership with Auckland Teaching Gardens Trust; in support of business recovery, CNSST organised 2022 CNSST Migrant Entrepreneur Forum with the participation from over 60 business groups; as a NZQA approved PTE, CNSST Education Institute have successfully achieved our educational advancement by developing NZCEL Level 3 courses as well as the permanent on-line teaching accreditation across the board.

Service development in response to the newly risking community needs

For quality assurance, we have enhanced our system through extended professional trainings, policy and procedures' review, and systematic monitoring. Professional trainings have been taken pertaining to the Anti-suicide intervention, Maori cultural training, First-Aid, Health and Safety, End of life choice: Social work involvement, Forensic Psychology and Child Safety in the Family Court, NZQA Effective Moderation Practice, etc. To further strengthen our operational system, all teams have completed our annual review of operations manual in April 2023 and developed the new policies including the social media management policy, CNSST health and safety manual, as well as the Amendment 25 and 26 of CNSST Foundation COVID-19 Prevention and Hygiene Management Policy in alignment with NZ national guidelines. Finally, CNSST operations maintain our professional monitoring system and improved our risk management system with the quarterly risk register updates to CNSST Board to have a more intensive risk monitoring and responding system.



Senior Manager, Finance & Office

Connie Gang Li

As a Senior Manager of Finance & Office, I am delighted to announce that CNSST has once again received an unqualified financial report, consistent with previous years. This year marks a significant milestone, as our annual turnover has exceeded \$6 million for the first time. Additionally, it is the first time that CNSST has included consolidated Financial Statements, encompassing both the group and parent entities, in our financial audit report. Despite the challenging circumstances posed by the COVID-19 pandemic, our total comprehensive revenue and expenses for 2023 have remained above \$1 million, a testament to our exceptional budgetary controls.



At CNSST, we have always prioritized the health, safety, and professional development of our employees. Throughout the year, our health and safety committee implemented policies to safeguard our staff from COVID-19. We also introduced a flexible work model with working from home for one day a week.

We have also built up a stable volunteer team and I would like to extend my deepest appreciation to all the volunteers. Without their invaluable contributions, CNSST would not have achieved the level of success that we have enjoyed.



Rachel Huang Senior Manager, Social Enterprise

The past financial year marked significant achievements for our social enterprise development area, emphasizing our commitment to positive social impact and community integration.

A notable trend was the increased volume of services in our Social Enterprise Projects. Over the past year, we take pride in reporting a substantial growth in the services provided within our existing self-funded projects. These encompass immigration services, translation services, study tours, international student placement, and international collaboration projects. For instance, we supported over 215 exploit Chinese migrants in managing their day-to-day living crisis, facilitated a total of 15 study tour students from Hong Kong and China, and assisted 226 immigration visa applicants, among other initiatives.

Recognizing that the innovation, sustainability and partnership are key to ensuring the success of our social enterprise projects, we remain dedicated to fostering strong

Connections with industry experts, academic institutions, government agencies, or non-profit organizations. Through these collaborations, we can leverage resources, amplify our impact, share best practices and better serve our community.

As an illustration, our upcoming eco-park project will exemplify our commitment to environmental responsibility, ensuring the longevity and effectiveness of our organization.

I express immense gratitude to our remarkable teams, dedicated volunteers, and invaluable partners. It is through their collective efforts and unwavering commitment that CNSST continues to make a meaningful impact on our community.

Social Services Reports

Social Work and Counselling



The Social Work and Counselling Team (hereafter referred to as SWCT) consists of 10 professional social workers and counsellors dedicated to providing culturally and linguistically appropriate social work and counselling services to local Asian communities. SWCT delivers community prevention work for targeted education groups, one-to-one intervention support for individuals experiencing crises or difficulties, and the development of programs to address emerging issues identified by frontline workers. SWCT places a strong emphasis on prevention and aims to enhance Asian community well-being by assisting clients in finding effective solutions to everyday life challenges. The team's proactive approach allows for addressing issues before they escalate, promoting overall well-being within the Asian community.

Prevention

SWCT has consistently articulated a commitment to prevention and enhanced Asian community well-being by helping clients solve problems confronting them in everyday life.

Healthy Babies Healthy Futures (HBHF)

The HBHF program successfully offers various services like pregnancy nutrition workshops, yoga, infant nutrition, and parenting classes. This year, SWCT delivered 11 Healthy Living Programs, including 6 webinars and 2 community workshops for Chinese mothers, 2 workshops for Japanese pregnant women and new moms, and 1 webinar for Korean mothers. Over 300 Asian mothers registered for HLP workshops, with 162 completing all modules, surpassing the 67% target. SWCT's dedication to promoting healthy lifestyles in pregnancy and early childhood positively impacts the community.

Healthy Mothers Healthy Futures (HMHF) Asian Perinatal Wellbeing Project

The HMHF Asian Perinatal Wellbeing Project addresses unique challenges faced by Asian pregnant women and mothers with infants, such as depression, anxiety, family violence, and cultural barriers. SWCT collaborates with AMHS to provide support to 38 pregnant women, 91 postnatal mothers, and 52 family members, totalling 181 individuals. Services include resources on Maternal Mental Health and Parent-Infant well-being, mental health prevention, self-care advice, and welfare support. This project plays a crucial role in enhancing the well-being of Asian mothers and infants during the perinatal period.

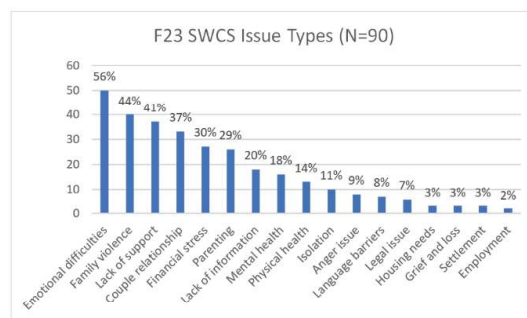
Parenting Programme

SWCT's Parenting Programme aims to prevent violence against children, nurture healthy family relationships, and promote positive child development from ages 0 to 17. In the past year, eight workshops were delivered for Asian parents, covering self-care, effective communication, positive parenting, cultural identity, youth and gaming, and early childhood parenting. These workshops equip parents with essential knowledge and skills, fostering non-violent interactions, love, and family connection. They also address the issue of healthy Internet gaming and promote non-physical discipline with teenagers.

Intervention

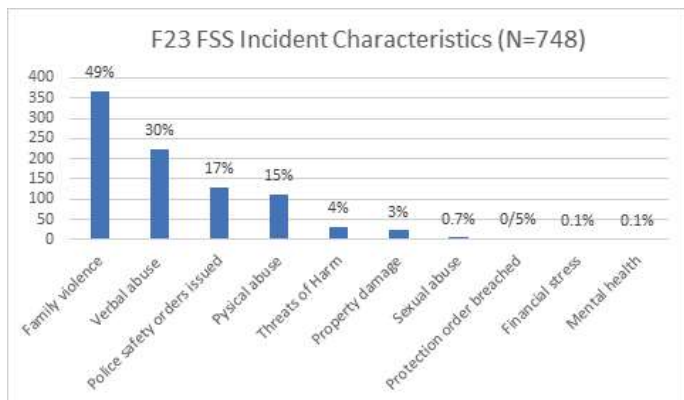
Our Team supported 1,440 brief interventions including family violence safety checking calls and other incoming calls for support and drop-in services. The 218 individual cases handled included 90 instances of social work and counselling, 48 of family-centred service, 10 Asian Family Violence Support Service instances with an elderly focus, 28 cases of children who witnessed family violence cases, 22 safety programmes aimed to help protect people understand family violence, effects of this violence on families, and to learn how to protect themselves from family violence in the future, as well as 20 whānau for long term healing and recovery services to create strong, resilient communities where whānau are supported to live violence-free and to eliminate violence for the next generation. Our clients come from diverse ethnic backgrounds, including Chinese, Korean, Japanese, Philippine, Vietnamese, Burmese, and others. The complexity of referrals received increased during this period, necessitating more intensive levels of intervention. Among the wide range of issues presented by our clients, the five most common were family violence, parenting concerns, couple relationship challenges, mental health issues, and financial difficulties.

In response to these multifaceted needs, SWCT developed a holistic empowerment approach, addressing various aspects such as employment, settlement, education, translation, immigration, social housing, and social connection. By identifying and utilizing our clients' strengths and resources, we strive to support long-term positive change and overall well-being.



Family Violence Collaboration (FSS – Whangaia NgaPa Harakeke)

A total of 748 Family Violence-related referrals were received from Waitemata, Central and the Counties Manukau's Family Safety System (FSS). Most of the incidents happened between partners/ex-partners and verbal abuse is the commonest reason for calling the police. Among all the FV cases, 49% of the incidents have been identified as family violence (not specified) by Police, verbal abuse (30%), physical harm (15%), threats of harm (4%), property damage (3%), and 17% of the perpetrators have been issued with Police Safety Orders. The majority of incidents occurred between partners (61%) and ex-partners (13%), highlighting the significance of addressing domestic violence within intimate relationships. The percentage of incidents involving parents and children (17%) and parents and adult children (5%) also indicates the need to address intergenerational family violence.



All referrals were provided brief interventions via phone, including check-ins, information giving, needs discussion, and immediate referrals. Additionally, SWCT offered culturally and linguistically appropriate parenting courses, counselling services, and wraparound support to vulnerable families. Positive feedback from OT, Police, and DHBs acknowledges our professionalism and culturally sensitive services. We remain committed to empowering and supporting our diverse community.

Counselling:

The Asian communities residing in Auckland have faced significant difficulties and challenges, resulting in heightened levels of stress, anxiety, and other mental health concerns. A staggering 80% of the clients expressed a demand for culturally and linguistically appropriate counselling services. We are delighted to share that all counselling sessions were successfully conducted, and the clients expressed exceptionally high levels of satisfaction.

Through these counselling sessions, clients reported improved self-esteem and increased self-confidence. They acquired valuable, tangible skills to effectively manage stress and anxiety, and they also discovered healthier approaches to resolving familial and intimate relationship issues. Our commitment to providing culturally sensitive counselling services has allowed us to make a positive impact on the lives of our clients, contributing to their overall well-being and mental health.

Children who have witnessed Family Violence:

The primary goal of the program is to assist children in mitigating the negative emotional effects of family violence and to provide them with positive guidance, enabling them to cultivate a healthy lifestyle. In the past financial year, 28 children received support through the programme with 100% satisfaction rate and the appreciation for their improved well-being and emotional growth, fostering a healthier and more resilient outlook on life.

Parents and caregivers who participated in the program also expressed their satisfaction, affirming that the counselling helped their children acquire constructive strategies to manage their feelings and emotions.

The Safety Programme:

Additionally, SWCT offers intensive support for victims of family violence through the implementation of violence intervention and safety programs. In the current financial year, the Team successfully delivered safety programs to 22 adult and child clients, receiving exceptionally high levels of satisfaction from those who participated. As a result of the programme clients reported increased knowledge on dealing with the effects of violence, enhanced confidence, and a positive momentum in moving forward with their lives.

Development

Participation in the Multidisciplinary Cross Agency Team:

SWCT's expertise and dedication in family harm intervention have garnered high recognition from the Police, leading to our active involvement in the Multidisciplinary Cross Agency Team. This collaborative approach enables crisis intervention, offering vital support to whānau affected by family harm. SWCT's contributions play a pivotal role in making appropriate recommendations to the SAM Table, enhancing the effectiveness of interventions and support for affected whānau.

Te Puna Aonui Ethnic Communities Network Panel:

SWCT has taken a proactive role in the Te Puna Aonui Ethnic Communities Network Panel, providing essential advice and recommendations to government agencies and service providers. Our expertise helps address family violence within ethnic communities, promoting culturally sensitive approaches to support and intervention.

Whānau Resilience:

Through a successful application for additional FTE, SWCT has significantly expanded the capacity to support more whānau. Whānau Resilience is a long-term healing intervention, empowering families impacted by Family Violence or Sexual Violence. SWCT has diligently introduced Whānau Resilience to vulnerable families referred by various entities, including Police, Oranga Tamariki, DHBs, and other government and non-government organizations, engaging effectively with 20 families. Through this programme, SWCT works alongside whānau to cope with difficult circumstances, promoting their confidence in living in a violence-free environment.

Employment & Enterprise

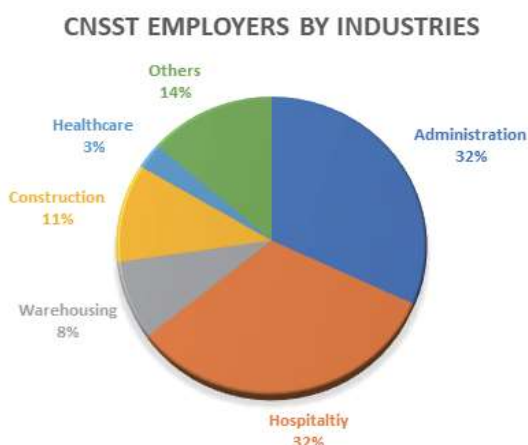
As with previous years, the CNSST Employment & Enterprise Team has continued to make our contribution to the New Zealand economy by providing employment and recruitment services to both job seekers and employers, as well as businesses support to the ethnic entrepreneurs. Our Team is dedicated to empowering and enhancing the skills of job seekers, providing wrap-around support and pastoral care to help them gain self-confidence and acquire the necessary competencies for securing job opportunities. Additionally, we prioritize establishing connections with local employers to facilitate successful employment placements, particularly during the challenging economic conditions New Zealand has experienced in the post COVID-19 period.



Employment Coaching and Placement Services:

During the 2023 financial year, the Employment & Enterprise Team effectively served 281 migrant job seekers, empowering a total of 78 meaning employment placement outcomes, through collaboration with 26 Work and Income service centres and CNSST business network. The team's service delivery was further strengthened by CNSST's wrap-around services with cultural responsiveness.

Collaborating with leading industry-skills training specialists and CNSST's employer network enabled the team to offer flexible approaches to upskilling clients, helping them achieve industry certifications and to matching their expertise and experience with suitable job vacancies. This approach ensured that all participants received systematic and practical assistance throughout their service period with us. CNSST Entrepreneur Network connects and empowers 500+ local employers with the industry breakdown as below, especially the employers in need of bi-lingual talents through CNSST EE services.



CNSST EE offers professional employment coaching and capability building to prepare our clients ready for work. To better meet clients' diverse needs under the impact of COVID-19, onsite employment skills training was provided via our three classroom locations across Auckland together with the online via Zoom to maximise the accessibility and service engagement. Employment skills training aims to equip clients with essential know-how in respect to: CV writing and editing, employment law basics & employment agreements, interview know-how and job searching strategies which include self-employment, and local employer expectations regarding performance and behaviour in the workplace.

CNSST ANNUAL REPORT July 2022 - June 2023

The Employment Preparation and Placement programme's pre-employment support for industry certificates continues to positively impact a growing number of individuals by removing employment barriers and promoting equity, particularly for vulnerable groups. Out of our placed clients, an impressive 72.2% were given assistance in obtaining industry certificates.



CNSST Ethnic Entrepreneur Forum:



The ongoing economic effects of COVID-19 and subsequent extreme weather events, such as Cyclone Gabrielle, have put severe operational strains on Auckland's small businesses, especially those run by migrants. Many enterprises are facing challenges in restarting and surviving. Consequently, there is a significant demand for community support services to assist businesses in navigating these difficult circumstances.

Highlight of CNSSTEE services in this financial year is that CNSST Foundation organised a Chinese Entrepreneur Forum in November 2022 under the theme of Social & Economic Recovery & Resilience in the Post-Pandemic, with the participation of over 60 Auckland-based business members, 90% satisfaction rate. The forum was dedicated to assisting local migrant businesses in obtain government support and devising viable solutions to address the challenges they encounter while operating their businesses during this recovery period.

By fostering stronger connections between employers, the CNSST Ethnic Entrepreneur Forum facilitates the handling of difficulties through an inclusive community approach. It also aids migrant business owners in understanding and accessing available government support and business consultation advice. The participating business groups appreciated the forum and recognised its outcomes of improved business confidence and capability building on reconnection, social and economic recovery and resilience in the post-Pandemic.



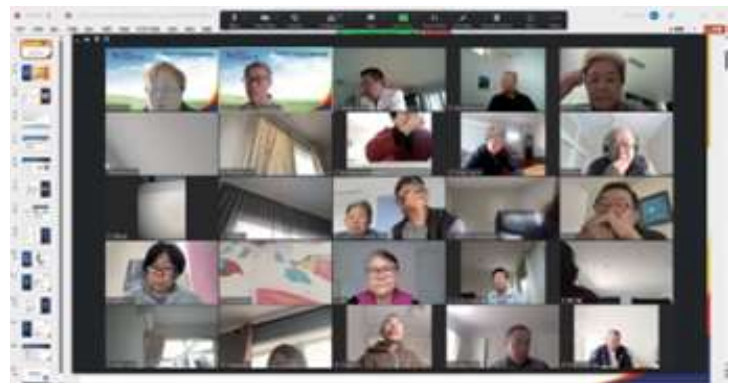
Settlement Support & Community Cultural Cohesion

Education and Settlement (ES) Team successfully empowered newcomers and recent returnees to settle in New Zealand through culturally and linguistically appropriate information hub, individualized support services and community workshops, aiding them to better understand the New Zealand law and legislations, local social system as well as enhancing their awareness and access to related civic participation activities. The holistic settlement support services contributed to the supported settlement process and wellbeing of the benefiting newcomers and returnees as well as their families.



“An Ju Le Ye” Settlement Services

CNSST settlement services strive to provide the newcomers and returnees with the necessary information, education and community-based programmes to establish their social connections, ensuring their overall well-being and inclusion. In this financial year, a total of 1,780 attendees have been supported by An Ju Le Ye settlement services in their settlement and integration journey in New Zealand, with 100% positive feedbacks. We have provided face-to-face and telephone consultations to newcomers and conducted 13 settlement workshops across Auckland on a wide range of topics on community safety, employment, taxation, tenancy services, local elections, census, etc. Meanwhile, our team collaborated with Auckland Council to engage with our communities to provide feedbacks on local and regional government planning, ensuring community interests were represented in budget priorities, transportation plans, and future development.





Ready to Rent programme

This is the first year for CNSST to deliver the Ready to Rent educational programme targeting the support for the community currently living in state houses but planning for private rental options. It is a meaningful initiative that empowers individuals intending to rent properties. It aims to eliminate barriers and enhance their knowledge, skills, and accessibility to support services.

By participating, individuals gain a deeper understanding of the rental market, learn crucial skills like effective communication and budgeting, and receive practical guidance. The programme also focuses on connecting participants with support organizations to overcome social, financial, or legal obstacles. In partnership with the government housing brokers, CNSST Ready to Rent programme have organized three rounds of educational programmes in this financial year, providing education, expertise and inclusivity for those who urgently need a place to stay. We received 100% participants' satisfaction rate and recognition from our partners.

This is a highlight cultural exchange event of CNSST Foundation, cohosted with Panmure Business Association and Panmure Community Library, in aim of promoting cultural and social cohesion and connecting our newcomers with the local neighbourhood community. Collaboration is a core of the day with the participating partnered organisations including Ruapotaka Marae, the Pacific Rim, Golden Swallow Dance Group, Botany Chinese Association, Glen Innes Library and Panmure Chinese Association. Unlike previous theatrical performances, this day emphasized learning, communication, and cultural display.

Clifton Court Cultural Cohesion Day



During the CNSST Multicultural Integration Day, over one hundred folk artists and local residents, representing ten institutions, came together for a unique cultural event. The event has accomplished its purpose of increasing community participation, connection, cohesion and cultural exchange.

The CNSST Volunteer Centre

The CNSST Volunteer Centre has been a significant hub for volunteerism since its establishment in 1998, with a total of over 20,000 volunteers having contributed their time and efforts. The Volunteer Center's primary goal is to provide valuable work experience to recent graduates, individuals embarking on new career paths, recent migrants to integrate into and contribute to New Zealand society as well as those who simply wish to support their community. Here are some notable highlights from their operations this year:

COVID-19 Support Group: In response to the severe pandemic situation, the CNSST Volunteer Centre initiated a COVID support volunteer group. This group comprised more than 56 individuals who dedicated their time to delivering food parcels to families affected by the virus, particularly those who tested positive and were in mandatory isolation. Remarkably, they achieved the milestone of delivering 4918 food parcels on certain days. Notably, the effort involved not only CNSST staff members but also their family members who actively participated in the packing and delivery process.

CNSST Annual Volunteer Award: In recognition of their outstanding contributions, a total of 65 volunteers and students received the prestigious CNSST Certificate of Appreciation this year. The entire team expressed immense pride in their accomplishments, acknowledging that the skills and experience gained during their time at the center will undoubtedly serve as a strong foundation for their future careers.

Commitment to New Zealand Volunteerism: The CNSST Volunteer Centre takes great pride in its ongoing commitment to the promotion of volunteerism in New Zealand, further solidifying its role as an asset to the community.

The CNSST Volunteer Centre remains dedicated to fostering a spirit of volunteerism and making a positive impact on the community in New Zealand.



Community Connector Services Reports

CNSST Flood Emergency Response Support:

This financial year has been difficult for our Auckland communities as some of our communities have suffered from the extremely severe weather events. On 27th January 2023, Mayor Wayne Brown declared a state of local emergency in the Auckland region that has experienced widespread damage from flooding and torrential rain, with reports of slips and inundation due to the impacts of the storm. On 29th January 2023, CNSST has responsively launched CNSST Flood Emergency Response services in the aim of empowering the influenced families to go through the disaster with the culturally and linguistically appropriate information and crisis response services including food, financial assistance, individualised support for accessing to civil defence, language support, and or finding alternative accommodations, insurance claims, reporting a hazard, etc.

"Sending charcoal in the snow," through the partnership with emergency response organisations as well as taking duties at Auckland-wide Civil Defence Centres as the MSD community connector, CNSST staff and volunteers in the frontline have been committed and timely supported a total of 110 migrants families that have been impacted by flood or cyclone, providing immediate emergency services as well as giving them warmth, hope and emotional support to restore their confidence to confront and handle the emergency situation with their families.



Migrant Exploitation Support Services:

Since March 2023 to 10 Oct 2023, CNSST has extended support to 215 migrant workers of Chinese origin who have been subjected to exploitation in New Zealand. This exploitation has resulted in unfair dismissals, instances where workers have not had the opportunity to meet their employers in person, and situations involving inappropriate employment relations.

CNSST Foundation International Department (ID) have been committed to support the exploited migrant workers from March 2023 till present; as of 10 Oct 2023, we have supported a total of 215 recorded exploited migrant workers. In terms of our scope of services, CNSST ID as the only ethnic provider, have provided an educational workshop, individualised services on their essential daily needs (Food and financial assistance), lodging Migrant Exploitation Protection Visa, employment, language support, mental wellbeing as well as the advocate for immigration policy changes and their entitled rights and pastoral care for migrant workers.

Thanks to our Board and Management Team for approving the self-funded migrant exploitation emergency response service being resourced by CNSST Social Enterprising projects in response to the crisis need with no government funding until 23 Aug 2023. From 24th Aug 2023, CNSST Team has been funded by MSD to continue the highly needed response services to this cohort community. This part of services has been challenging but rewarding, and all our team members find it the right things to continue this response services. We have received over 40 thank-you letters or appreciation messages from the workers, "Under the crisis, it was the CNSST team that received our enquiries and provided friendly and professional support services with warmth, offering us with food parcel and financial assistance. It is the CNSST service that saved me out of the darkest time, revitalising me and giving me hope. I will be bearing in mind your kindness in my life and conveying the spirit at my utmost to help others in difficulties." Top of Form

Social Enterprise Reports

Education

Our education arm consists of the following two key areas based on the cohort of our learners:

- Children and Youth Education (Aged 5-17), under the trading name of CNSST Cultural Learning Centre (Approved Overseas Chinese Teaching Model School), offering Chinese language and other cultural learning through Saturday schools, after school programmes, holiday programmes, cultural programmes for local schools and other cultural activities.

- Adult Education (Aged 18+), under the trading name of CNSST Education Institute (NZQA approved PTE, NZICA approved ATE), providing language, vocational training and cultural education.

From our clients CNSST Cultural Learning Centres

This year marks the 25th anniversary of the CNSST Cultural Learning Center (CLC), which has been dedicated to fostering cultural unity and preserving traditional heritage. The CLC has consistently offered Chinese cultural learning experiences to over 1,000 children and youth members throughout the Auckland region via Saturday centres and online school. Despite the challenges posed by the pandemic, the CLC successfully transitioned from online teaching to in-person classroom-based learning, in post-COVID operations we have transited to 4 campuses onsite respectively at Howick, Botany, North Shore and Parnell as well as one online school. CLC continued its wrap-around support to our learners' families, for instance, providing emergency response information and PPE, counselling services, settlement information based on our community needs.



CLC After School Educational Programme



During the last financial year, we have maintained three afterschool sites: Point View School, Murrays Bays Primary School, and Pigeon Mountain Primary School. At these locations, we offer local school-based afterschool care and cultural learning sessions for 2-3 days per week. After the pandemic period, the total number of student attendance experienced a slight increase, averaging 200 attendances per week this year. Throughout this recovery period, our programme has consistently strived to meet the needs of our learners and nurture their development, achieving the outcomes of quality after-school education for kids and care support for the working parents.

CNSST CLC Break-Away School Holiday Programme

The CNSST holiday programme has a point of difference from other holiday programmes in that it has a strong educational, social and cultural diversity focus. While the programme has an aspect of sport and recreation, the main focus of the programme is social, cultural, and educational. In this financial year, the programme have successfully engaged and educated around 250 children and young persons, with 100% satisfaction rate. The CNSST CLC holiday programme is important for the general wellbeing of the children who attend. The educational and social nature of the programme makes it a learning experience for children who attend. As a social service agency, CNSST ensures that the programme is accessible to all children and in particular children who have complex needs (eg ADHD) or have been exposed to family violence in the home. The programme provides wraparound support to the children who attend. The programme celebrates cultural diversity (bicultural and multicultural) and learning about cultural diversity, as well as intergenerational learning and experience. For example, grandparent and grandchildren activities that teach appreciation and respect and reduce family conflict. Furthermore, the programme is important to parents as it enables them to continue working during the holidays, especially single parent families who rely on the holiday programme. The programme runs 8.30am to 5pm to accommodate working parents. The recent participation in the July programme and pre covid participation shows the need in the community.



Chinese Cultural Programme for Local Schools

There is an increasing need of Chinese cultural programmes for local schools this year with a total of over 1,200 beneficiaries, with its significance of promoting cultural and social cohesion in Aotearoa New Zealand. This year CNSST CLC have further strengthened our partnership with Tui Tuia Learning Circle and local primary, intermediate and secondary schools, providing local students with a structured Chinese cultural programme teaching a wide range of cultural activities such as dumpling making, martial arts, calligraphy, and traditional Chinese painting. The positive outcomes and feedback from participants have sparked increased interest and generated a higher number of inquiries for the programme's delivery in the upcoming year. We are excited to build upon this success and continue to provide valuable cultural experiences for local school communities.



Cultural Learning for teachers

Train the trainer approach has been employed in Chinese cultural learning programmes to enhance its sustainability by building the capability of educational workforce, which has been our commitment to fostering cultural exchange and enhancing cultural education in local schools. In June 2023, CNSST CLC team have again collaborated with the University of Auckland Tui Tuia Learning Circle and hosted a Chinese language teacher training day for local schools in Auckland, in the aim of empowering the primary/intermediate and lower secondary school teachers to look to develop or enhance their Chinese language programmes and connect with native speakers in their communities. The one-day training attracted 20 teachers, and the activities included Chinese language and cultural activities like zongzi (traditional Chinese rice-pudding) making, traditional Chinese shadow puppets, and traditional dancing. We received 100% satisfaction rate with the outcome of empowering teachers with the skills and knowledge to effectively teach Chinese language and expose their students to Chinese culture.



Global Chinese Speech Contest - New Zealand

CNSST CLC successfully hosted the New Zealand division of the 6th Global Chinese Speech Contest with the community-wide impact on promoting Chinese language and speech skills among local children and youth with Chinese as their second language. The competition received 153 entries for the preliminary round, with 37 progressing to the semi-finals. Eventually, 7 contestants were chosen to represent New Zealand in the finals held in Beijing. Among them, 5 contestants won silver and bronze medals.



Creative Arts week

CNSST CLC organized art week activities, allowing local children to experience the beauty of oriental art. They participated in various activities like hand-making, traditional printing, and traditional palace lantern crafting. Over 80 children took part in the week-long art production and exhibition with the support and recognition by their families. The event increased the community participation in art and creative activities so as to promote their wellbeing through nurturing meaning children with children and family to family social connections.

Tertiary Education

CNSST Education Institute (CNSSTEI) offers tertiary, vocational, and community education programmes to local new graduates, new migrants, as well as job seekers and community workers. The entire team consists of 7 full time staff (5 full time staff front line workers) and 28 contracted tutors serving about 400 students each year. Despite the trauma and loss of Jay Acton, Manager, Education Institute in a personal car accident on 16 September 2022, CNSSTEI have cohesively accomplished the delivery of 43,769 tertiary educational hours as well as contributing to the advancement of CNSSTEI educational system and workforce development.

Advancement Milestones

Within this financial year, the CNSSTEI team has achieved noteworthy milestones, reflecting the team's commitment to academic excellence and educational innovation. First and foremost, after a comprehensive external evaluation and review (EER) by NZQA, on 27 April 2023, CNSSTEI have been re-accredited by NZQA as the EER Level Two, stating that "CNSSTEI is providing high-value English language and vocational training in a supportive and culturally inclusive environment. CNSSTEI's self-assessment practices inform decisions, assist with programme improvement, and maintain alignment with stakeholder and community needs."

Second, we are pleased to announce that the New Zealand Qualifications Authority (NZQA) has granted its approval for NZCEL Level 3. This achievement signifies our unwavering commitment to upholding rigorous educational standards, providing continuing educational opportunities for our learners' further study alongside our CNSSTEI development.

Furthermore, our success in securing approval from NZQA for the online delivery method of NZCEL Level 1 reflects our team's adaptability and innovation based on the learners' needs under the impact of COVID-19. This accomplishment has been appreciated fully by our learners to ensure a combined educational system removing barriers for learning. It also underscores our capacity to provide accessible and effective learning experiences, ensuring that our educational services remain at the forefront of contemporary pedagogical methods.

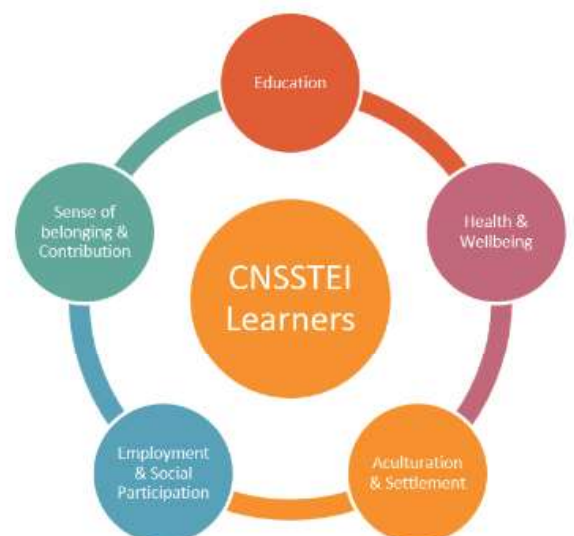


These milestones collectively exemplify our team's steadfast dedication to the pursuit of excellence in education and student wellbeing support.

Learners' pastoral care and Learners' Feedbacks

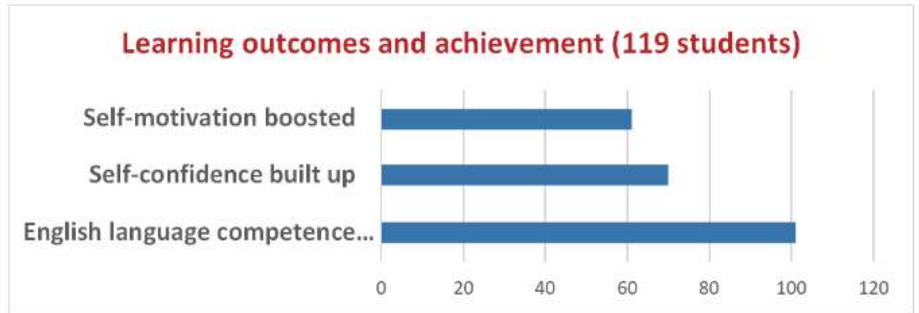
The pastoral care students received at CNSSTEI is very significant given the nature of CNSST – a charitable trust dedicated to improving the lives of Asian migrants – and the range and quality of social services it offers including social work and counselling services, health and wellbeing, employment, settlement, housing, immigration and translation, financial assistance, etc.

CNSSTEI adopted the learner-centric education model putting learner at the centre while having the holistic and progressive support for Education, Health & Wellbeing, Acculturation & Settlement, Employment & Social Participation, Sense of Belonging & Contribution to NZ in response to the multiple needs of our learners and their families.



Creative Arts week

CNSSTEI keeps our learners' feedback system on a regular basis to ensure our learner-centred quality education and responsive student wellbeing support. Within this financial year, we have completed annual survey with 119 learners' participation, with 85% agreed on the improvement of their English language proficiency through studying at CNSSTEI, 60% of them improved their confidence, while 50% of them confirmed their improved motivation to learn and continue to learn English.



Improvement in Alignment with Learner Success National Framework

CNSST Board and Management Team are committed to own the work and lead the way in learner success in provision of tertiary education as follows:

- Learned and reflected on the Learner Success Framework
- Updating the vision statement of learner success based on our stakeholders' feedbacks and the Learner Success Framework
- Prioritising the improvement of Learner Success in CNSST Education Strategic Goal.

CNSST Management Team lead to

- Trained all CNSSTEI staff and tutors about the Learner Success Framework
- Implemented an assessment of our existing Learner Success Plan
- Brainstormed and updated the Learner Success Plan based on the Learner Success Framework
- Set up the measures and provide regular monitoring towards the progress and achievement

CNSSTEI Learners' Journey has been designed and implemented:



Social Housing

Financial year 2023 is a year we witness growing relationship in an already very tight community between our staff and our tenants; a year we saw tremendous growth and accomplishments in social housing team development. Our services to tenants and operational performance in relation to tenant support, health and safety and property compliance and management steadily improved during the year, thanks to the continued hard work by our social housing team.



Tenant Services and Wellbeing Support



Over the course of this financial year, four families moved out due to the change of their personal circumstances. Our social housing team has a well-established system to recruit new families to move in, to specify, we had 7 tenants moved out of Kotuku House and 5 tenants moved in. As of today, there are 50 elderly tenants under our social housing services, and we have achieved another year of 100% occupancy. Echoing the community engagement needs, staff helped to facilitate Census and Council and local board plan consultations. All tenants were glad they were able to participate and have their say heard via these workshops and consultations. In addition to activities and workshops, we delivered Clifton Court Cultural Cohesion Day, to celebrate diversity and learn about Maori, Pacific and Chinese Cultures. This cultural event was very well received by seniors from all communities as well as their families. Particularly pleasing was the results of our tenants' Satisfaction Survey where 90% of residents responded and the results show very high levels of satisfaction, finished at 96%. Satisfaction with CNSST Foundation and its staff in general was 100%. Tenants recognise the needs of culturally and linguistically appropriate tenancy services and appreciated the benefits from having CNSST Foundation office on site with easy access to information and support services.

Property Management

During financial year 2023, we had a real focus on repair and maintenance, healthy home compliance and health and safety commitment. We managed to have responded to all repair and maintenance requests within the same working day and discussed the plan with the tenants if it was not able to be fixed right away. It is worth mentioning that satisfaction with the repairs and maintenance service was up from 85% to 90%. We completed a lot in planned maintenance for this financial year, we painted doors and walls in common area, bathrooms and kitchens for all 36 units, as some started to show signs of deterioration due to wear and tear. Providing healthy and dry homes to our tenants is one of our key focuses. Heating is the key to a healthy home, so naturally we installed heat pumps for all 36 units after we saved enough in our cash reserve.

Going forward for financial year 2024

As one of our core services, CNSST social housing team will continue to deliver community engagement activities to support tenants and improve their health and wellbeing. We recognise there are always improvements to be made in this area. Our tenants' health and safety are always the priority, so safety and compliance will continue to be in our maintenance plan and form part of our inspection checklist. In addition, there are some key development projects to complete for FY2024, which will receive cross-team support from senior management. Social housing staff will work with Auckland Council, local boards, consultants and other stakeholders to keep the planned CNSST Eco-park and CNSST Rooftop Café projects on track.

Sustainability Development – Solar on roof



Changing climate and intensifying weather events threaten the long-term and short-term welfare of Auckland infrastructure and citizens, it is imperative that we join the fight against climate change and get proactive in reducing carbon emissions. Renewable technology now forms part of the building and helps us to reduce our power bill and carbon footprint.

Portfolio Growth

Our newest addition to the social housing portfolio is at 1445 Whangaripo Valley Road, offering home for a family of 4 social housing tenants in need of housing support. The family has quickly embraced their new home in this rural property with satisfaction of tenancy and property management of CNSST social housing team. This has effectively improved the family's wellbeing through stable and safe accommodation and a positive lifestyle change.

International Department Annual Report

F22- F23 has been a year of significant growth and accomplishments for the International Department. We have witnessed remarkable progress in various areas, reinforcing our commitment to fostering international connections and providing essential services to our diverse community. In this report, we showcase the highlights and achievements of the year, illustrating our dedication to excellence and community engagement. Throughout the year, we have provided services to a total of 261 users.

Increased Immigration Inquiries and Cases Volume

Our department experienced a substantial surge in immigration inquiries and cases during F23 financial year from domestic and overseas. The immigration services covers both Australia and New Zealand, ranging from temporary visa, resident visa, special visa category and ministerial intervention. This year's immigration enquiries have reached over 300 with the case files of 226, successfully achieving 91% approval rate. This remarkable growth can be attributed to our reputation for word-of-mouth referrals and a consistently high success rate. We proudly served individuals seeking immigration support, in addition to receiving referrals from other organizations and government agencies. This reflects the trust and confidence our community places in our expertise.



Increased Translation Services and Cases Volume

Our dedication to overcoming language barriers and enabling seamless communication has led to a slight increase in our translation services. In the fiscal year F23, we provided essential translation support to a diverse clientele, including individuals, organizations, universities, and government agencies like Haumara Housing, Auckland University, and Auckland Council. Our certified translations span a wide range of documents, from household registration records and personal statements to police clearance records and educational materials. The current satisfaction rate is 100%.

Resumption of Overseas Study Tours

In a significant development, our organization have accomplished the planning and preparation for the overseas study tour in partnership with overseas schools and agencies. Embark on CNSST's transformative study tour to New Zealand, this round of study tour has been exclusively tailored for social work and counselling students' international field education, aiming to empower the students to gain profound insights into community organizations, cultural dynamics, and ethical excellence while exploring the impact of the Treaty of Waitangi and community-driven interventions.

Despite the challenges posed by the global pandemic, we worked tirelessly to ensure the safety and well-being of our participants. The resumption of study tours signifies our unwavering commitment to educational and cultural exchanges, fostering global understanding and learning. The study tour is ready to go hosting 15 international tertiary students from Hong Kong in Aug 2023.

Signing of MOUs for Overseas Student Placement

Year 2023 marked a milestone with the signing of Memorandums of Understanding with esteemed Hong Kong Shue Yan University, confirming our partnership as an overseas student placement host. These partnerships solidify our commitment to providing enriching educational opportunities for students from Hong Kong, promoting international collaboration and cultural exchange.

The International Department is proud to report an exceptionally fruitful year filled with accomplishments and impactful service to our community. Our commitment to excellence, diversity, and global engagement remains unwavering. As we look forward to the future, we are excited about the opportunities and challenges that lie ahead, and we are confident in our ability to continue making a positive difference on the international stage.

Overview of CNSST COVID Response Services (Aug 2020 - Oct 2023)

Unite against COVID - CNSST Services Review from October 2020 to Oct 2023

From the pre-COVID to during-COVID and now to the post-COVID period (Oct 2020 to Oct 2023), CNSST Foundation team have been committed to provide "Unite Against COVID-19" CNSST Service Response System "守望的天空"华社服基金会新冠病毒抗疫服务, in partnership with our respected volunteers, business donors, community and government organisations, supporting a total of 20,678 families and 10 residential groups across the Auckland region. As a community organisation, CNSST Foundation team have been proud of ourselves to make our social contribution and community connections in supporting the ethnic and wider communities under the global pandemic situation, as well as empowering the community resilience and post-covid recovery. Our services have been recognised by our community members, and awarded by Northern Regional Health Coordination Centre, the Prime Minister NZ Government, Ministry of Health, and Ministry for Ethnic Communities.



Our community volunteers



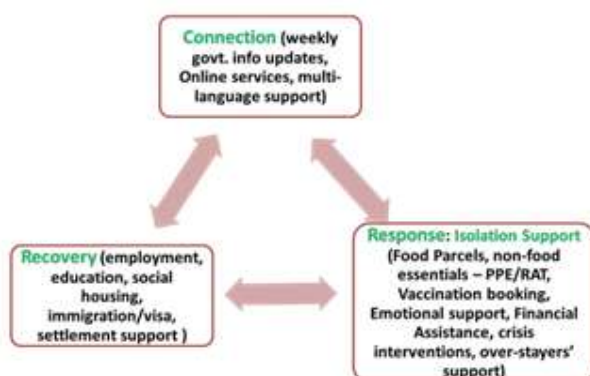
Our Business Donors

Current NZ government policy and restriction system:

All COVID-19 requirements removed, effective from 12:01am Tuesday 15 August 2023: for instance, the 7-day mandatory isolation, wearing of face masks for visitors to healthcare facilities both removed.

Summary of the Three-Year "Unite Against COVID-19" CNSST Service Response Services

Connection: to keep the migrant communities connected with the updated policies and guidelines, as both prevention and intervention, CNSST team translated and combined the key updates from health, welfare support, education, transport and other related government sectors for publishing weekly articles through CNSST social media accounts to ensure our community members, especially during the lockdown period for those with cultural and language barriers, keep connected and updated under the NZ national framework. From Oct 2020 to Oct 2023, a total of 193 information articles on COVID-related government guidelines, information and support services have been published reaching out to our community in need, and the highest reading record reached 6,000+ for one article.



CNSST ANNUAL REPORT July 2022 - June 2023

Response: to provide immediate support to the families tested positive and in mandatory isolation, CNSST team provided the infected families and households with contactless delivery of food parcels and non-food essentials (PPE and RAT tests), emotional support, financial assistance and crisis interventions whenever applicable during their isolation period. In particular, CNSST team have also extended the government-funded support services to the temporary visa holders or overstayers who lived in NZ but with very limited access to any other welfare support.

Thanks to our very dedicated team with community heart, during the highest need COVID pandemic situation, CNSST team of 20 staff and 41 volunteers have collaboratively responded to the urgent community needs by providing 7-day per week services, under the 24 hours to 48 hours service responding and delivery timeframe, without any full-day breaks in three months' time. A total of 20,678 families have been supported including over 20 ethnic groups, and the source of referrals are from MSD, DHBs, community network organisations as well as self-referrals.

In terms of the 10 residential groups (rest homes, motels or apartments) that CNSST Foundation have supported in partnership with Northern Regional Health Coordinator Centre, CNSST team have provided support with cultural responsiveness, from the first day of lockdown till their official discharge days, towards the implementation, communication and enforcement of the lockdown policies and procedures respectively with each residential group, as well as communications towards translation of the lockdown daily updates, meals delivery, on-site vaccinations, communications with the family members of the residents, etc. Over 1,000 residents and their families have benefited from CNSST wrap-around services with appreciation.

Recovery: to strengthen the resilience and post-covid recovery of our community, CNSST team have also contributed to empower our community's recovery efforts as well as providing platforms and services to support their recovery journey and restoring their confidence, from economic, social, cultural and environmental aspects.

In terms of economic recovery, CNSST Foundation have successfully organized the CNSST Entrepreneur Forum, under the theme of Social & Economic Recovery & Resilience in the Post-Pandemic, with the participation of over 60 Auckland-based business members, 90% satisfaction rate. In respect of social recovery, our team have resumed our partnership with local and central government to empower our community engagement in public consultations, as a result, in the post-covid period, a total of 1,780 ethnic community members have achieved their meaningful civic participation to have their feedback submitted and voiced heard in the decision-making process.

In terms of cultural recovery, CNSST Cultural Learning Centre have resumed and expanded our Chinese cultural programme for over 10 local schools, with over 1,200 direct local student participants, contributing to a community-wide post-COVID celebration of diversity and creativity.

Last but not least, for the recovery of environmental conservation participation, CNSST successfully worked together with 10 migrant business groups to participate in the organic waste composting programme in partnership with the Auckland Teaching Gardens Trust, contributing to recover our business and community awareness of the social responsibility, knowledge and skills in contributing to our environmental conservation projects across the Auckland region. And we continue to plan for the support for food scraps roll-out and worm-farming building in CNSST Eco-park in the coming financial year.

COVID-Response Service Plan for next phase:

With the removal of all restrictions, our communities have steadily adjusted to their new normal, embarking on the journey of post-COVID resilience and recovery. Looking ahead, there won't be any specific COVID response services from the CNSST Foundation, but we will continue to provide ongoing community support to families affected by the impact of COVID-19.

About CNSST

CNSST Foundation(CNSST), formerly known as Chinese New Settlers Services Trust, began in the founder Jenny Wang's home garage in September 1998. As a registered charitable trust, CNSST Foundation offers culturally and linguistically appropriate services to both Ethnic new settlers and the community as a whole in New Zealand.

Our Mission:

To improve the quality of life of the Ethnic New Zealanders.

Our Goal:

To establish Ethnic community multi-service centres and to help all the new settlers to integrate and contribute to New Zealand society through our services delivery.

Our Vision:

To work towards meeting the needs of the Ethnic seniors, children and young people, and all other new settlers, and to facilitate the successful integration of the new settlers into wider New Zealand society.

Long Term Strategic Goal:

In 30 years' time since CNSST Foundation established till 2028, we aim to have achieved the goal of developing itself as a successful "Social Enterprise" in New Zealand and as an including "Social Services, Education, Social and Affordable Housing run in a financially sustainable way to fulfil our mission. We will therefore be capable of making a positive impact on local communities and enabling the Ethnic migrants to fully participate in and contribute to our society in social, economic, cultural and environmental aspects.



Our Key Four Arms of the Services

Social Services

NZ government approved L2 community service provider:

- COVID Welfare Support and Community Connection Services;
- Professional social work and counselling interventions;
- Employment and enterprise services for both the migrant job seekers and employers;
- Newcomers' settlement support;
- Maternal health, nutrition and physical activity programme;
- Asian cultural events & traditional festival celebration.

Education

NZQA approved PTE delivering tertiary education to both international and local students, including:

- The English language and kiwi culture programme for newcomers;
- Free adult literacy and numeracy English courses;
- Employment coaching and vocational training, e.g. MYOB & XERO courses to local small business and new graduates, NZQA Approved Food Safety certificate, etc.;
- Chinese Cultural Competency Training Programme for the Non-native speakers.
- Holiday programmes, Chinese language & cultural training, and after school programmes for local young people at our seven cultural learning centres in Auckland on site and online.

Social Housing

NZ government approved social housing provider, in partnership with HUD to run a social housing for local senior migrants and local families with wrap-around wellbeing support services.

Domestic and International Engagement Projects

- NZIAA licensed Immigration consultation services;
- Asian community engagement and research projects;
- CNSST volunteer and student centre;
- Qualified translation services;
- User-pay CV writing & employment skill training for job seekers;
- International study tour projects and programmes;
- International cultural experience trip to China.

Five E Group



Five E Group

In April 2023, the CNSST Foundation officially registered “Five E Group Limited” (5E Group) as its wholly-owned subsidiary and a social enterprise with a charitable purpose.

Purpose:

5E Group embodies the broader vision of the CNSST Foundation Board for greater financial and operational sustainability. Its primary goal is to empower and enhance the well-being of ethnic communities in the regions where the company operates. This is achieved through active involvement in social enterprise initiatives, philanthropic efforts, and environmental sustainability practices. This purpose aligns with the CNSST Foundation’s overarching aim of facilitating the integration and contribution of ethnic new settlers to New Zealand society.

Principles and Objectives:

5E Group embodies the broader vision of the CNSST Foundation Board for greater financial and operational sustainability. Its primary goal is to empower and enhance the well-being of ethnic communities in the regions where the company operates. This is achieved through active involvement in social enterprise initiatives, philanthropic efforts, and environmental sustainability practices. This purpose aligns with the CNSST Foundation’s overarching aim of facilitating the integration and contribution of ethnic new settlers to New Zealand society.

Principles and Objectives:

The “Five Es” represent the company’s core values, principles and objectives:

- Eco: Encouraging the sustenance of environmental integrity and robust ecosystems through eco-friendly practices and promoting the establishment of eco-friendly communities and contemporary NZ rural lifestyle options.
- Equity: Advancing social equity through promoting social justice and human rights, engaging with diverse cultures locally and globally, and offering training in permaculture through the establishment of an eco-vocational training hub.
- Engagement: Engaging with external groups via ecotourism projects and cultural exchange experiences to foster cultural understanding and collaboration.
- Empowerment: Empowering people to make positive life changes through vocational training, facilitating employment opportunities, including student fieldwork placements, to encourage entrepreneurship and stimulate economic growth within the communities we serve.
- Entrepreneurship: Facilitate collaborations between entrepreneurs and other stakeholders, such as industry experts, academic institutions, government agencies, or non-profit organizations. Encourage partnerships that can leverage resources, expertise, and networks to support entrepreneurship initiatives. The commitment is unwavering in pursuing the purpose with social good as its foundation, emphasizing integrity, inclusivity, and sustainability. The overarching goal is to actively contribute to the well-being of the communities served.

CNSST Board Members



From right to left:

Lingjuan Wang QSM, Med, BSc, Dip SW – Trustee & Life Hon Chair (from Sep 1998): Migrated from China in 1994. A high school teacher, university lecturer & government officer in China and founder of CNSST. Jenny has been actively involved in migrant & ethnic community development, eg. chairperson of NZ Chinese Education Society. Awarded the Queen's Service Medal in 2008, the Kiwibank local hero of the year in 2016 and the Foundation North Community Stars Awards 2019.

Minmin Wang –Treasurer (from July 2001–Oct 2002 & from Feb 2011): Migrated to NZ from China in 1997. Minmin completed her Accounting degree in NZ and is a full member of Institute of Chartered Accountants of Australia and NZ. Minmin is the company director of SR Chartered Accountants Ltd.

Wilson YOUNG MBBS FAFPHM FRACMA-- Deputy Chairperson (from Oct 2009): Born and bred in Hong Kong, but resident in Auckland since 1976, a retired public health physician and former Medical Officer of Health with the Auckland Regional Public Health Service.

Stella Chan LLB – Chairperson (from Oct 2011): Migrated to New Zealand from Hong Kong in 1987, Stella obtained her law degree from University of Auckland and has been practicing as a barrister and solicitor of the High Court of New Zealand since 1999. She is a founding partner of Auckland law firm Forest Harrison established in 2006. Stella is a member of the New Zealand Law Society and the Auckland District Law Society Inc. and serves on a number of committees at the Auckland District Law Society. She is a board member and past president of the Hong Kong New Zealand Business Association. She was a founding trustee and a past chair of the Chinese Conservation Education Trust and served on that board for over 8 years. Stella is committed to taking time on giving back to the community.

Kit Wong MNZM, MSt. J, BPA, SPINZ, MRICS – Trustee (from 2003): Kit migrated from Hong Kong in 1987 and obtained the Property Degree from Auckland University in 1989. Being a Trustee since 2003, Kit has served as the Trust Chairman between 2009 and 2017. A property professional and member of various property professional organisation such as PINZ & RICS, Kit started his first development in Sommerville, Howick in 1992. With a passion to serve the community, Kit has been invited to form various charitable trust in Manukau, including as founder trustee of COMET(City of Manukau Education Trust) as well as member of Auckland Business Advisory Panel. Kit has been a guarantor of Vodafone Event Centre and has been appointed as the Centre Honorary Chairman of Asian Pathway. Kit contribution to the community was being recognized: Inducted to Manukau City Hall of Fame in 2008, awarded Member of NZ Order of Merit in 2011, and awarded Member of St. John in 2022.

Janet Lee, – Trustee (from Feb 2011): Immigrant from Taiwan to NZ since 1987 with expertise in public relationships and managing director of own company in the insurance industry. Janet is greatly concerned for the wellbeing of the local Chinese Community and has had long term involvement in various charity groups, e.g. Parliamentary Services, Rotary Club, Various Business & Women Associations.

Gordon Tian, LLB, Bcom-- Secretary (from Oct 2020): A 1.5 generation Chinese New Zealander that believes the importance of giving back to the community. A Chartered Accountant, a licensed immigration adviser and admitted as Barrister and Solicitor of the High Court of New Zealand. Currently Director of JZR Accountants & Consultants. Previously a board member of Youthlaw Aotearoa and having valued governance expertise, with added responsibilities through the being on the finance subcommittee and employment subcommittee.

Christine LI, BA (Swiss-Honors Hospitality & Event management, MBA- Tsinghua University) –Trustee (from Oct 2022):

Born in China and raised in New Zealand - With Swiss educational background, and worked 10 years in Beijing towards Winter Olympics 2022. During her time in Switzerland, she was part of volunteers' team in ITU (united nations), served more than 120 events held by the UN Geneva office. During her professional career in China, She gained Masters of Business Administration degree from China's top University - Tsinghua. She was also one of the Co-founders of endangered species protection association, and worked closely with Albert II Prince of Monaco Foundation for wildlife protection initiative. Now residing back in New Zealand with her family, she founded Eudoraplus, while contributing towards Starship Foundation since first day of founding the company, she is always concerned for the wellbeing of the migrant community and is willing to help in all aspects of their settlement and happy life.

CNSST Staff Members

Current Full-time Staff Member:

Ordered by length of employment at CNSST



**CNSST Staff Members
(July 2022~June 2023 & Ordered by length of employment at CNSST)**

Full-time Staff Members:

1. Jenny Lingjuan WANG QSM-- Executive Director (1 Oct 1997~)
2. Connie Gang LI-- Senior Manager, Finance & Office (7 Oct 2004~)
3. Lucy Tongjing LU-- Programme Leader (30 Jul 2005~)
4. Gloria Yaping GAO-- Chief Operations Manager (4 Aug 2006~)
5. Fangfang CHEN-- Project Leader & Social Worker (15 Aug 2011~)
6. Jiajia Lingjia MA—Manager, Social Work & Counselling (18 Feb 2012~)
7. Rachel Yu HUANG—Senior Manager, Social Enterprise (14 May 2012~)
8. Peter Le BAIGE-- Employment Coordinator/Exam Assessor (14 May 2012~)
9. Brian Liang QIAO-Manager, Settlement & Education/ Housing Coordinator (19 Feb 2014~)
10. Jo Hingyi NG- Employment & Enterprise Coordinator (8 Sept 2014~)
11. Cathy Qing LI-Programme Leader/English Tutor (6 Oct 2014~)
12. Maya Hyun Soon PARK-- Social Worker (8 Jan 2016~)
13. Don Haidong WANG-- Manager, Social Housing (4 Jul 2016~)
14. Alex Hao XU-Employment & Enterprise Coordinator (24 Oct 2017~)
15. Abby Zijun ZHANG—Whanau Support Worker (15 April 2020~)
16. Xiaoming XUN— Student & Programme Coordinator (15 Feb 2022~)
17. Peggy Poh Chin LEW- Employment & Enterprise Coordinator (25 Oct 2022~)
18. Sean Miaosi CAI-Employment & Enterprise Coordinator (9 Jan 2023~)
19. Sindy Xinyu SHI-Community Connector Service Associate (20 March 2023~)
20. Yuni Indrawati-THE Wh ā nau Resilience Kaimahi (15 May 2023~)

Part-Time Staff Members:

1. Magdalene Chin Gok TAN-Employment & Enterprise Coordinator (1 Oct 2003~)
2. Nancy Bo ZHANG- Branch Manager, Howick (14 Feb 2015~)
3. Shirley Xiaoli CHENG- Branch Manager, Botany (25 Jul 2015~)
4. Selina Dandan BI- Branch Assistant, Botany (5 Nov 2016~)
5. Gracie Ye MEI- Branch Manager, North Shore (20 Oct 2018~)



Departures during July 2021~June 2022:

1. Easton SCOTT: 01 July 2009~11 August 2022
2. Jay ACTON: 06 August 2018~16 Sept 2022
3. Therese EVANS: 4 July 2022~1 August 2022
4. Yolanda HUANG: 18 July 2022~30 June 2023
5. Susan LIU: 5 Aug 2018~30 June 2023
6. Jane HUA: 04 Aug 2004~ 30 June 2023

Current Paid Contractors

-Social Work & Counselling Team :

- Irene Ho- Counsellor /Supervisor
- In Hwa John-External Supervisor
- Marilyn Lockwood-External Supervisor
- Emma Qi-Counsellor
- Sun Joo Kim-HBHF Korean facilitator
- Man Li Lui-Counsellor
- Yajun Zhao-Counsellor

-CNSST Education Institute:

- English Tutors:
Shirley ZHANG, Qiumei CUI, Michelle CHEN, Carol WANG, Wendy CHIH, Joe SUN, May WANG, Shasha Zheng, Andrew James Brown, Bella ZHANG, Parvinder Kaur, Nancy YAN, Dewan Kahan, Jige Zhang, Laura Pang, Yingqiu Chen, Xiran Niu, Jiali Liu, Wei Li

-CLC Team Management & Teachers:

- Hong LIN- Site Manager(Murrays Bay)
- Paige Chunyang SUN (Parnell)

Online School:

- Xiaojing Zhu(Jane Zhu), Xiaoyu Mei, Xinyi Huang(Claudia), Jing Chen(Janet), Janine Yuan

CNSST ANNUAL REPORT July 2022 - June 2023

Howick Centre:

Hong Zhang(Jenny), Li Wang, Ping Chen, Jingjing Gong, Hongxia Zhou(Hanna), Hua Yang, Susan Liu(Susan), Wei Xiong(Alvin), Xinyu Hu, Judy Chao, Yulin Liu(Dexter), Yuchen Du(Ryan), Salendra Prakash Datt, Hui Tian, Chunyan Yu(Annie), Xinyi Huang(Claudia)

Botany Centre:

Hong Wei(Rosemary), Xuefen Wang(Shirley), Yong ming Xiong(Linda), Chunmei Song, Junqi Fu, Xiqian Hou(Cissy), Yuri Chen, Weihong Shen(Christine), Daniel Chen, Xinyi Huang(Claudia)

North Shore Centre:

Hong Lin, Yun Bian, Xiang Li (Vivian), Tiancheng Shen(Francis), Hong Zhang, Yongxue Tan(Yuki), Jiaqi Yan, Jun Liu, Zichuan Liu, Xiaoping Pei(Helen), Wan Jia

Parnell Centre:

Ning Dai(Jacob), Ying Zhou, Ying Lou, Wei Ren(Lisa), Min Wu(Christina), Qing Zhao(Jennifer), Jiaying Li(Zoey), Xiang Zhao, Jing Chen(Janet)

CLC After School Programme Staff and Contractors:

Point View

Shirley Xiaoli Cheng-Assistant

Pigeon Mountain

Selina Dandan Bi-Assistant

Murrays Bay

Hong Lin-Assistant

CLC After School Programme Contracted Tutors:

Point View: Jingjing Gong, Lihong Yang(Emily), Haimei Wang(May)

Pigeon Mountain: Can Zeng(Cherie), Lihong Yang(Emily), weihong Shen(Christine)

Murrays Bay: Hong Lin, Xiang Li(Vivian), Jiaojiao Zhu, Yun Bian

Covid Support Team:

Community Connector: Sindy Xinyu SHI

Social Housing:

Air Mark – Contractor

New Sigli – contractor

Schindler -contractor

Sharp Eye – contractor

SPFP – contractor

Wash Co –contractor

International Department:

Translator: Carol Wang, Shirley Zhang, Scarlet Huang,

Home-based Support Services Contractor: Helen Wang, Jing Lu, Andy Song, Hualiang Liu

Current Volunteers and Students:

-Accounting and Admin Team Volunteers:

Anna Luo, Chen Zhang, Guibing Zheng, Oilver Qaing Xia, Pek Chan Tam, Rihuna Cong, Shiping Qiao, Xiao Zhen He, Xing Chen, Xiuli Wu;

-Covid Support Volunteers:

Aijin Xie, Aijun Yang, Aiping Zhang, Alec Guan, Allen Yi Chen, Anastasia Zhao, Cecilia Ma, Dallas Liu, Dylan Lu, Eden Li, Fred Jiang, Guobin Han, Haiyan Huang, Hugh Lu, Hui Zhao, Jeffery Jiakuan Chen, Jieqi Xie, Jing Lu, Jun Luo, Kason Lee, Kelly Yan Huang, Kitty Xiaohui Chen, Kaiyuan Zhou, Xiaoyi Wu, Kristen Le Luo, Lanjun Wang, Lianjie Xu, Li-Ming Huai, Linda Na, Linda Lijing Zhang, Lisa Lixiang Yang, Lyrik Yuran Zhao, Lily, Maggie Yan Tong Xia, Muifong Ten, Naixin Liu, Meijing Chen, Nathan Kwok, Peggy Huimin Zhong, Pinlin Chen, Ray, Shanhong Zhang, Sharon Shi fei Nie, Sheng Tang, Shuo Li, Tina Hongyang Lin, Xiangdong Li, Xiaoling Ge, Xiuli Li, Xiaoyan Zhang, Ye Lu, Yingmei Sun, Yuheng Cao, Yuna Dandan Tian, Zhibin Chen.

Cultural Learning Centre Volunteers:

Howick Centre: Yu Tao(Allen), Yin Zhenyu(Cyndi), Eden Li, Shuo Li (Casey), Tingting Zhang (Tina)

Parnell: Nathan Kwok

Northshore: Alec Guan

Student Placements:

Auckland University of Technology: Mei Long- Bachelor of Counselling

The University of Auckland: Chelsea Huang- Bachelor of Social Work

CNSST FOUNDATION

Consolidated Financial Statements

For the year ended 30 June 2023

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Directory

CNSST Foundation

As at 30 June 2023

Board of Trustees

Sze Man Stella Chan

Wilson Wai Sang Young

Minmin Wang

Christine Li

Lingjuan Wang

Kok Kit Wong

Gordon Tian

Janet Ai-Chu Shen-Lee

Registered office

15 Clifton Court, Panmure,
Auckland 1072

Nature of business

Providing community services to local Asian and wider communities in the areas of social services, education and social housing.

Charities Commission Registration number:

CC24999

Bank

ASB Bank and Kiwi Bank

Accountants

HNZ Chartered Accountants Ltd

Auditors

Charity Integrity Audit Ltd

Statement of Service Performance CNSST Foundation

For the year ended 30 June 2023

CNSST Foundation (CNSST), formerly known as Chinese New Settlers Services Trust, began in the founder Jenny Wang’s home garage in September 1998. As a registered charitable trust, CNSST Foundation offers culturally and linguistically appropriate services to both Asian new settlers and the community as a whole in New Zealand. CNSST is located in the Panmure business centre with 7 cultural learning centres located across the Auckland region. CNSST Foundation serves over 15,000 clients per annum. Our staff consists of 23 full time paid staff, 11 part time paid staff, 74 contracted professionals, and over 50 unpaid long term volunteers.

Annual Statistics

July 2022 - June 2023 (July 2021 - June 2022)



44,408 (32,333)

General enquiries & drop ins & community venue users



1,440 (1,969)

Social Work and Counseling Supported Families



854 (694)

Family Violence Related Interventions



73 (249)

Parenting Programme Participants



413 (411)

HBHF Maternal and Children's Nutrition and Physical Activities – Engaged Mums



1,780 (2395)

Asian Community Engagement and settlement support



281 (360)

Registered Job Seekers taking employment services and coaching



78 (121)

Meaningful Job Placements



500+ (500+)

CNSST Entrepreneur Network Active Employer Members



50 (54)

CNSST Kotuku House Residents

Statement of Service Performance

CNSST Foundation

For the year ended 30 June 2023



4,590 (9,588)
COVID Welfare Support and
Community Connection Services



8,467 Litres (7,150)
Waste Minimisation Project
(Reduced Waste)



38,922 (42,957)
Community Education Cultural
Learning Centres & After School
Programme – Annual Attendance



43,685 (64,559)
English and NZ Cultural education
– Annual Attendance



215 (0)
Migrant Exploitation Support (10/10/2023)



72 (163)
Vocation Training,
e.g. MYOB & XERO, Food Safety

330 (347)
"New Kiwis" Cross – Cultural Learning



81 (87)
CNSST Volunteer Centre &
University Student Placements



246 (150)
School Holiday
Programmes – Attendees



226 (234)
Immigration services



1,200+ (862+)
Community-based cultural
event participants

Statement of Comprehensive Revenue and Expenses

CNSST Foundation

For the year ended 30 June 2023

	Notes	Group 2023 \$	Group 2022 \$	Parent 2023 \$	Parent 2022 \$
Revenue from non-exchange transactions					
Donations, fundraising and other similar revenue	5	78,465	379,093	78,465	379,093
		78,465	379,093	78,465	379,093
Revenue from exchange transactions					
Revenue from providing goods or services		5,007,835	4,544,487	5,007,835	4,544,487
Rental income		911,817	883,986	911,817	883,986
Dividends		909	909	909	909
Interest income		151,417	17,901	151,417	17,901
Other revenue		-	-	-	-
		6,071,978	5,447,283	6,071,978	5,447,283
Total revenue		6,150,443	5,826,376	6,150,443	5,826,376
Expenses					
	7				
Employee related costs		2,806,426	2,288,134	2,806,426	2,288,134
Interest Expenses		352,825	298,832	352,825	298,832
Rent		64,972	17,804	64,972	17,804
Other expenses		1,655,785	1,275,743	1,655,785	1,275,743
Total expenses before depreciation		4,880,008	3,880,513	4,880,008	3,880,513
Total surplus/(deficit) for the year before depreciation		1,270,435	1,945,863	1,270,435	1,945,863
Depreciation and amortisation	11, 12	239,929	220,521	239,929	220,521
Total surplus/(deficit) for the year after depreciation		1,030,506	1,725,342	1,030,506	1,725,342
<i>Other comprehensive revenue and expenses</i>					
Gain on revaluation of buildings	4	-	-	-	-
Gain on revaluation of land	4	-	60,000	-	60,000
Capital Grant-Social Housing Unit		-	-	-	-
Total comprehensive revenue and expenses		-	-	-	-
Total comprehensive revenue and expense for the year		1,030,506	1,785,342	1,030,506	1,785,342

These financial statements should be read in conjunction with the notes to the financial statements.

Statement of Changes in Net Assets CNSST Foundation

For the year ended 30 June 2023

Group	Asset revaluation reserve	Special Projects Reserve	Accumulated comprehensive revenue and expense	Total equity
	\$	\$	\$	\$
Opening balance 1 July 2022	2,227,909	7,386,424	2,871,485	12,485,818
Surplus/ (Deficit) for the year	-	-	1,030,506	1,030,506
Other comprehensive income	-	-	-	-
Transfers	-	-	-	-
Closing equity 30 June 2023	2,227,909	7,386,424	3,901,991	13,516,324
Opening balance 1 July 2021	2,167,909	6,523,753	2,008,814	10,700,476
Surplus/ (Deficit) for the year	-	-	1,725,342	1,725,342
Other comprehensive income	60,000	-	-	60,000
Transfers	-	862,671	(862,671)	-
Closing equity 30 June 2022	2,227,909	7,386,424	2,871,485	12,485,818

Parent	Asset revaluation reserve	Special Projects Reserve	Accumulated comprehensive revenue and expense	Total equity
	\$	\$	\$	\$
Opening balance 1 July 2022	2,227,909	7,386,424	2,871,485	12,485,818
Surplus/ (Deficit) for the year	-	-	1,030,506	1,030,506
Other comprehensive income	-	-	-	-
Transfers	-	-	-	-
Closing equity 30 June 2023	2,227,909	7,386,424	3,901,991	13,516,324
Opening balance 1 July 2021	2,167,909	6,523,753	2,008,814	10,700,476
Surplus/ (Deficit) for the year	-	-	1,725,342	1,725,342
Other comprehensive income	60,000	-	-	60,000
Transfers	-	862,671	(862,671)	-
Closing equity 30 June 2022	2,227,909	7,386,424	2,871,485	12,485,818

These financial statements should be read in conjunction with the notes to the financial statements.

Statement of Financial Position

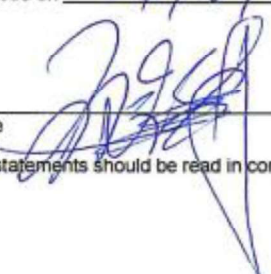
CNSST Foundation

For the year ended 30 June 2023

	Notes	Group 2023 \$	Group 2022 \$	Parent 2023 \$	Parent 2022 \$
Current assets					
Cash and cash equivalents	9	5,744,868	4,654,600	5,740,780	4,654,600
Short-term investments	10	15,210	14,780	15,210	14,780
Receivables from exchange transactions		615,880	279,876	615,880	279,876
Prepayments		71,910	40,636	71,910	40,636
Other current assets		87,988	8,341	92,076	8,341
		6,535,856	4,998,233	6,535,856	4,998,233
Non-current assets					
Intangible assets	11	-	-	-	-
Property plant and equipment	12	17,028,082	17,113,775	17,028,082	17,113,775
		17,028,082	17,113,775	17,028,082	17,113,775
Total assets		23,563,938	22,112,008	23,563,938	22,112,008
Current liabilities					
Trade and other creditors		200,214	264,167	200,214	264,167
Employee entitlements		590,031	332,466	590,031	332,466
Current portion of long-term borrowings	13	99,996	99,996	99,996	99,996
GST liability		120,358	30,507	120,358	30,507
Income in advance		449,994	212,037	449,994	212,037
		1,460,593	939,173	1,460,593	939,173
Non-current liabilities					
Long-term borrowings	13	8,587,021	8,687,017	8,587,021	8,687,017
		8,587,021	8,687,017	8,587,021	8,687,017
Total liabilities		10,047,614	9,626,190	10,047,614	9,626,190
Net assets		13,516,324	12,485,818	13,516,324	12,485,818
Equity					
Accumulated comprehensive revenue and expense		3,901,991	2,871,485	3,901,991	2,871,485
Special projects reserve		7,386,424	7,386,424	7,386,424	7,386,424
Asset revaluation reserve		2,227,909	2,227,909	2,227,909	2,227,909
Total net assets attributable to the owners of the controlling entity		13,516,324	12,485,818	13,516,324	12,485,818

Signed for and on behalf of the Board of Trustees who authorised these financial

statements for issue on 24/10/2023 2023:


Trustee


Trustee

These financial statements should be read in conjunction with the notes to the financial statements.

Cash Flow Statement

CNSST Foundation

For the year ended 30 June 2023

	Notes	Group 2023 \$	Group 2022 \$	Parent 2023 \$	Parent 2022 \$
Cash flows from operating activities					
<i>Receipts</i>					
Receipts from donation, fundraising and other similar revenue		58,465	375,383	58,465	375,383
Receipts from revenue from providing goods and services		4,932,772	4,628,264	4,932,772	4,628,264
Rental income received		921,756	893,541	921,756	893,541
Dividends received		909	909	909	909
Interest received		74,314	17,636	74,314	17,636
Receipts from other revenue		(87,299)	92,492	(87,299)	92,492
		5,900,917	6,008,225	5,900,917	6,008,225
<i>Payments</i>					
Payment to employees		2,548,861	2,287,424	2,548,861	2,287,424
Interest paid		342,202	295,878	342,202	295,878
Rent payments		64,972	17,804	64,972	17,804
Payments to suppliers		1,655,349	1,269,281	1,655,349	1,269,281
Net GST payments		(89,851)	29,225	(89,851)	29,225
		4,521,533	3,899,612	4,521,533	3,899,612
Net cash flows from operating activities		1,379,384	2,108,613	1,379,384	2,108,613
Cash flows from investing activities					
<i>Receipts</i>					
Capital Contribution		-	-	-	-
Sale of property, plant and equipment		-	-	-	-
Withdrawal of short term investments		-	-	-	-
		-	-	-	-
<i>Payments</i>					
Purchase of property, plant and equipment		188,690	1,719,129	188,690	1,719,129
Advance to Five E Group Ltd				4,088	
Investments in short term deposits		430	159	430	159
		189,120	1,719,288	193,208	1,719,288
Net cash flows from investing activities		(189,120)	(1,719,288)	(193,208)	(1,719,288)
Cash flows from financing activities					
<i>Receipts</i>					
Proceeds from borrowings		-	1,000,000	-	1,000,000
		-	1,000,000	-	1,000,000
<i>Payments</i>					
Repayment of borrowings		99,996	99,996	99,996	99,996
		99,996	99,996	99,996	99,996
Net cash flows from financing activities		(99,996)	900,004	(99,996)	900,004
Net increase/ (decrease) in cash and cash equivalents		1,090,268	1,289,329	1,086,180	1,289,329
Cash and cash equivalents at 1 July		4,654,600	3,365,271	4,654,600	3,365,271
Cash and cash equivalents at 30 June	9	5,744,868	4,654,600	5,740,780	4,654,600

These financial statements should be read in conjunction with the notes to the financial statements.

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

1 Reporting entity

The reporting entity is CNSST Foundation (CNSST), which is a Charitable Trust established under the Charitable Trusts Act 1957. CNSST is a public benefit entity for the purposes of financial reporting in accordance with the Financial Reporting Act 2013.

2 Statement of compliance

The financial statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ("NZ GAAP"). They comply with Public Benefit Entity International Public Sector Accounting Standards ("PBE IPSAS") and other applicable financial reporting standards as appropriate that have been authorised for use by the External Reporting Board for Not-For-Profit entities. For the purposes of complying with NZ GAAP, the Trust is a public benefit not-for-profit entity and is eligible to apply Tier 2 Not-For-Profit PBE IPSAS on the basis that it does not have public accountability and it is not defined as large as for the two most recent reporting periods it has had between \$2m and \$30m operating expenditure.

The Board of Trustees has elected to report in accordance with Tier 2 Not-For-Profit PBE Accounting Standards and in doing so has taken advantage of all applicable Reduced Disclosure Regime ("RDR") disclosure concessions.

3 Summary of accounting policies

The significant accounting policies used in the preparation of these financial statements as set out below have been applied consistently to both years presented in these financial statements.

3.1 *Basis of measurement*

These financial statements have been prepared on the basis of historical cost, as modified by the fair value measurement of non-derivative financial instruments, land, and buildings which are measured at fair value.

3.2 *Functional and presentational currency*

The financial statements are presented in New Zealand dollars (\$), which is the Trust's functional currency. All financial information presented in New Zealand dollars has been rounded to the nearest thousand dollar.

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

3.3 Revenue

Revenue is recognised to the extent that it is probable that the economic benefit will flow to the Trust and revenue can be reliably measured. Revenue is measured at the fair value of the consideration received. The following specific recognition criteria must be met before revenue is recognised.

Revenue from non-exchange transactions

Donations

Donations are recognised as revenue upon receipt and include donations from the general public, donations received for specific programme or services or donations in-kind.

Donations in-kind include donations received for services, furniture and volunteer time and is recognised in revenue and expense when the service or good is received. Donations in-kind are measured at their fair value as at the date of acquisition, ascertained by reference to the expected cost that would be otherwise incurred by the Trust.

Grant Revenue

Grant revenue includes grants given by other charitable organisations, philanthropic organisations and businesses. Grant revenue is recognised when the conditions attached to the grant has been complied with. Where there are unfulfilled conditions attaching to the grant, the amount relating to the unfulfilled condition is recognised as a liability and released to revenue as the conditions are fulfilled.

Revenue from exchange transactions

Rendering services

The Trust provides community services to local Asian and wider communities with three areas: social services, education and social housing. The Trust receives income from the following two types of services provided.

- Government contracts to provide social work & counselling, employment & enterprise services, settlement and community supports, employment and parenting skills training etc.
- Self-fundraising through our own cultural & holiday programmes to children and youth, english teaching, accounting training courses to adults and immigration advisory services.

Amounts received in advance for services to be provided in future periods are recognised as a liability until such time as the service is provided.

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

Interest and dividend income

Interest revenue is recognised as it accrues, using the effective interest method.

Dividend income is recognised when the dividend is declared.

3.4 *Financial instruments*

Financial assets and financial liabilities are recognised when the Trust becomes a party to the contractual provisions of the financial instrument.

The Trust derecognises a financial asset or, where applicable, a part of a financial asset or part of a group of similar financial assets when the rights to receive cash flows from the asset have expired or are waived, or the Trust has transferred its rights to receive cash flows from the asset or has assumed an obligation to pay the received cash flows in full without material delay to a third party; and either:

- the Trust has transferred substantially all the risks and rewards of the asset; or
- the Trust has neither transferred nor retained substantially all the risks and rewards of the asset, but has transferred control of the asset.

Financial Asset

Financial assets within the scope of NFP PBE IPSAS 29 Financial Instruments: Recognition and Measurement are classified as financial assets at fair value through surplus or deficit, loans and receivables, held-to-maturity investments or available-for-sale financial assets. The classifications of the financial assets are determined at initial recognition.

The categorisation determines subsequent measurement and whether any resulting income and expense is recognised in surplus or deficit or in other comprehensive revenue and expenses. The Trust's financial assets are classified as either financial assets at fair value through surplus or deficit, or loans and receivables. The Trust's financial assets include: cash and cash equivalents, short-term investments, receivables from non-exchange transactions, receivables from exchange transactions and investments.

All financial assets except for those at fair value through surplus or deficit are subject to review for impairment at least at each reporting date. Financial assets are impaired when there is any objective evidence that a financial asset or group of financial assets is impaired. Different criteria to determine impairment are applied for each category of financial assets, which are described below.

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

Financial assets at fair value through surplus or deficit.

Financial assets at fair value through surplus or deficit include items that are either classified as held for trading or that meet certain conditions and are designated at fair value through surplus or deficit upon initial recognition. The Trust's investments equities fall into this category of financial instruments.

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. After initial recognition, these are measured at amortised cost using the effective interest method, less any allowance for impairment. The Trust's cash and cash equivalents, short-term investments, receivables from non-exchange transactions, receivables from exchange transactions and non-equity investments fall into this category of financial instruments.

Impairment of financial assets

The Trust assesses at the end of reporting date whether there is objective evidence that a financial asset or a group of financial assets is impaired. A financial asset or a group of financial assets is impaired and impairment losses are incurred if there is objective evidence of impairment as a result of one or more events that occurred after the initial recognition of the asset (a 'loss event') and that loss event has an impact on the estimated future cash flows of the financial asset or the group of financial assets that can be reliably estimated.

For financial assets carried at amortised cost, if there is objective evidence that an impairment loss on loans and receivables carried at amortised cost has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the financial asset's original effective interest rate. The carrying amount of the asset is reduced through the use of an allowance account. The amount of the loss is recognised in the surplus or deficit for the reporting period.

In determining whether there is any objective evidence of impairment, the Trust first assesses whether there is objective evidence of impairment of financial assets that are individually significant, and individually or collectively significant for financial assets that are not individually significant. If the Trust determines that there is no objective evidence of impairment for an individually assessed financial asset, it includes the asset in a group of financial assets with similar credit risk characteristics and collectively assesses them for impairment. Assets that are individually assessed for impairment and for which an impairment loss is or continues to be recognised are not included in a collective assessment for impairment.

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

If in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised, the previously recognised impairment loss is reversed by adjusting the allowance account. If the reversal results in the carrying amount exceeding its amortised cost, the amount of the reversal is recognised in surplus or deficit.

Financial liabilities

The Trust's financial liabilities include trade and other creditors (excluding GST and PAYE), employee entitlements, loans and borrowings and deferred income (in respect to grants whose conditions are yet to be complied with).

All financial liabilities are initially recognised at fair value (plus transaction cost for financial liabilities not at fair value through surplus or deficit) and are measured subsequently at amortised cost using the effective interest method except for financial liabilities at fair value through surplus or deficit.

3.5 *Cash and cash equivalents*

Cash and cash equivalents are short term, highly liquid investments that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

3.6 *Short term investments*

Short term investments comprise term deposits which have a term of greater than three months and therefore do not fall into the category of cash and cash equivalents.

3.7 *Property, plant and equipment*

Items of property, plant and equipment are measured at cost less accumulated depreciation and impairment losses. Cost includes expenditure that is directly attributable to the acquisition of the asset. Where an asset is acquired through a non-exchange transaction, its cost is measured at its fair value as at the date of acquisition.

Subsequent to initial recognition, land and buildings is measured using the revaluation model. Under the revaluation model, land and buildings are measured at fair value, less accumulated depreciation on buildings and impairment losses recognised since the date of the last revaluation.

The fair value of land and buildings is their market value as determined by a registered valuer.

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

Revaluation is performed on a class-by-class basis. If an item of property, plant and equipment is revalued, the entire class to which the asset belongs is revalued.

Valuations are performed with sufficient frequency to ensure that the fair value of a revalued asset does not differ materially from its carrying amount. The valuation cycle for revalued asset classes is normally five years.

A revaluation surplus is recorded in other comprehensive revenue and expense and credited to the asset revaluation reserve in equity. However, to the extent that it reverses a revaluation deficit of the same class of asset previously recognised in surplus or deficit, the increase is recognised in surplus or deficit. A revaluation deficit is recognised in the surplus or deficit, except to the extent that it offsets an existing surplus on the same asset class recognised in the asset revaluation reserve.

Depreciation is charged on a diminishing value method except for land. Land is not depreciated. Depreciation is charged at rates calculated to allocate the cost or valuation of the asset less any estimated residual value over its remaining useful life:

- Furniture and Fittings: DV 12% to 60%
- Office equipment DV 13.5 to 60%
- Buildings SL 1%

Depreciation methods, useful lives and residual values are reviewed at each reporting date and are adjusted if there is a change in the expected pattern of consumption of the future economic benefits or service potential embodied in the asset.

3.8 Intangible assets

Intangible assets acquired separately are measured on initial recognition at cost. The cost of intangible assets acquired in a non-exchange transaction is their fair value at the date of the exchange. The cost of intangible assets acquired in a business combination is their fair value at the date of acquisition.

Following initial recognition, intangible assets are carried at cost less any accumulated amortisation and accumulated impairment losses. Internally generated intangibles, excluding capitalised development costs, are not capitalised and the related expenditure is reflected in surplus or deficit in the period in which the expenditure is incurred.

The useful lives of intangible assets are assessed as either finite or indefinite.

Intangible assets with finite lives are amortised over the useful economic life and assessed for impairment whenever there is an indication that the intangible asset may be impaired.

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

The amortisation period and the amortisation method for an intangible asset with a finite useful life are reviewed at least at the end of each reporting period. Changes in the expected useful life or the expected pattern of consumption of future economic benefits or service potential embodied in the asset are considered to modify the amortisation period or method, as appropriate, and are treated as changes in accounting estimates.

The amortisation expense on intangible assets with finite lives is recognised in surplus or deficit as the expense category that is consistent with the function of the intangible assets.

The Trust does not hold any intangible assets that have an indefinite life.

The amortisation periods for the Trust assets are as follows:

- Software 60%

3.9 Leases

Payments on operating lease agreements, where the lessor retains substantially the risk and rewards of ownership of an asset, are recognised as an expense on a straight-line basis over the lease term.

3.10 Borrowing costs

All borrowing costs are expensed in the period they occur. Borrowing costs consist of interest and other costs that an entity incurs in connection with the borrowing of funds. The Trust has chosen not to capitalise borrowing costs directly attributable to the acquisition, construction or production of assets.

3.11 Employee benefits

Wages, salaries, annual leave and sick leave

Liabilities for wages and salaries, annual leave and accumulating sick leave are recognised in surplus or deficit during the period in which the employee provided the related services. Liabilities for the associated benefits are measured at the amounts expected to be paid when the liabilities are settled.

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

Long service leave

Employees of the Trust become eligible for long service leave after a certain number of years of employment, depending on their contract. The liability for long service leave is recognised and measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method.

3.12 Income Tax

Due to its charitable status, the Trust is exempt from income tax.

3.13 Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST except for receivables and payables, which are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the Inland Revenue Department is included as part of receivables or payables in the statement of financial position.

Cash flows are included in the statement of cash flows on a net basis and the GST component of cash flows arising from investing and financing activities, which is recoverable from, or payable to, the Inland Revenue Department is classified as part of operating cash flows.

3.14 Equity

Equity is the community's interest in the Trust, measured as the difference between total assets and total liabilities. Equity is made up of the following components:

Accumulated comprehensive revenue and expense

Accumulated comprehensive revenue and expense is the Trust's accumulated surplus or deficit since its formation, adjusted for transfers to/from specific reserves.

Special projects reserve

This is a restricted equity reserve created by the Trust for the purpose of financing special projects, such as construction of social housing building. The use of these funds is restricted to the specific purpose of the projects.

Asset revaluation reserve

This reserve is for the revaluation of those PP&E items that are measured at fair value after initial recognition.

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

4 Significant accounting judgements, estimates and assumptions

The preparation of the Trust's consolidated financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts of revenues, expenses, assets and liabilities, and the accompanying disclosures, and the disclosure of contingent liabilities. Uncertainty about these assumptions and estimates could result in outcomes that require a material adjustment to the carrying amount of assets or liabilities affected in future periods.

Judgements

In the process of applying the Trust's accounting policies, management has made the following judgements, which have the most significant effect on the amounts recognised in the consolidated financial statements:

Estimates and assumptions

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year, are described below. The Trust based its assumptions and estimates on parameters available when the financial statements were prepared. Existing circumstances and assumptions about future developments, however, may change due to market changes or circumstances arising beyond the control of the Trust. Such changes are reflected in the assumptions when they occur.

Revaluation of property, plant and equipment

The Trust measures land and buildings at revalued amounts with changes in fair value being recognised in other comprehensive revenue and expense.

The Trust engaged an independent valuation specialists Jeffrey Qin and Jessie Jiang from Opteon to assess fair value of 20 & 22 and 15-25 Clifton Court, Panmure, Auckland as at 6 September 2019 for land and buildings. The Board of Trustees believes that the fair value of the land and buildings on 6 September 2019 is approximately the same as the fair value of the property at 30 June 2023. The Trust engaged an independent valuation specialist S D Morison from Morison Property to assess fair value of 1445 Whangaripo Valley Rd, Whangaripo as at 16 March 2022 for land and buildings. The Board of Trustees believes that the fair value of the land and buildings on 16 March 2022 is approximately the same as the fair value of the property at 30 June 2023.

Land and buildings were valued by reference to market-based evidence, using comparable prices adjusted for specific market factors such as nature, location and condition of the property.

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

Useful lives and residual values

The useful lives and residual values of assets are assessed using the following indicators to determine potential future use and value from disposal:

- The condition of the asset
- The nature of the asset, its susceptibility and adaptability to changes in technology and processes
- The nature of the processes in which the asset is deployed
- Availability of funding to replace the asset
- Changes in the market in relation to the asset

The estimated useful lives of the asset classes held by the Trust are listed in Note 3.7 and 3.8

5 Revenue from non-exchange transactions

Revenue from non-exchange transactions received during each reporting period are made up of the following:

	Group 2023	Group 2022	Parent 2023	Parent 2022
	\$	\$	\$	\$
Government Grants	28,500	262,757	28,500	262,757
Other Grants	6000	84,200	6000	84,200
Donations – General	43,965	32,136	43,965	32,136
	<u>78,465</u>	<u>379,093</u>	<u>78,465</u>	<u>379,093</u>

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

6 Grants and Service Fees

The Trust acknowledges the support of the following government and non-government organisations in 2023.

	Group 2023	Group 2022	Parent 2023	Parent 2022
	\$	\$	\$	\$
Auckland Council	19,000	33,710	19,000	33,710
Auckland Council Devonport-Takapuna Local Board	3,500	1,000	3,500	1,000
Auckland Council Howick Local Board	-	7,500	-	7,500
Auckland Council Mangere-Otahuhu Local Board	1,000	-	1,000	-
Auckland Council Orakei Local Board	-	2,000	-	2,000
Auckland Council Otara-Papatoetoe Local Board	2,000	-	2,000	-
Auckland Council Waitakere Ranges Local Board	-	1,000	-	1,000
Auckland Council Waitemata Local Board	3,000	1,000	3,000	1,000
Auckland Council Whau Local Board	-	1,500	-	1,500
Creative Communities NZ	4,535	-	4,535	-
Department of Internal Affairs	-	29,250	-	29,250
Dragon Community Trust	6,000	-	6,000	-
Foundation North	-	84,200	-	84,200
Lottery Grants Board	-	140,000	-	140,000
Massey University	-	23,330	-	23,330
Ministry for Women	-	7,000	-	7,000
Ministry of Business, Innovation and Employment	50,000	130,000	50,000	130,000
Ministry of Justice	31,219	27,209	31,219	27,209
Ministry of Social Development	2,880,696	2,410,691	2,880,696	2,410,691
Ministry of Housing and Urban Development	908,121	883,134	908,121	883,134
Northern Region Health Coordination Centre	-	55,047	-	55,047
Oranga Tamariki – Ministry for Children	93,358	102,077	93,358	102,077
Statistics New Zealand	3,000	-	3,000	-
Te Whatu Ora Health NZ	148,905	136,525	148,905	136,525

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

7 Components of net surplus

Surplus before tax includes the following specific expenses:

	Group 2023	Group 2022	Parent 2023	Parent 2022
	\$	\$	\$	\$
Audit fees	5,618	5,790	5,618	5,790
Leasing and rental costs	64,972	17,804	64,972	17,804
Loss/ (gain) on disposal of assets	-	-	-	-
Loss/ (gain) on revaluation of buildings	-	-	-	-
Trustees' fees and expenses	28,833	8,311	28,833	8,311

8 Auditor's remuneration

Charity Integrity Audit provides audit services to the Trust and there are no non-audit services provided by Charity Integrity Audit.

9 Cash and cash equivalents

Cash and cash equivalents include the following components:

	Group 2023	Group 2022	Parent 2023	Parent 2022
	\$	\$	\$	\$
Cash at bank	5,380,733	4,293,477	5,376,645	4,293,477
Short-term deposits with maturities of less than 3 months	364,135	361,123	364,135	361,123
Total cash and cash equivalents	5,744,868	4,654,600	5,740,780	4,654,600

10 Investments

	Group 2023	Group 2022	Parent 2023	Parent 2022
	\$	\$	\$	\$
Term deposits – Maturing within 12 months of balance date	15,210	14,780	15,210	14,780
	15,210	14,780	15,210	14,780
Term deposits – Maturing 12 months after balance date	-	-	-	-
Shares	-	-	-	-
	-	-	-	-

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

11 Intangible Assets

Group	Software	Licenses	Total
2023	\$	\$	\$
Cost/Valuation	10,044	-	10,044
Accumulated depreciation	10,044	-	10,044
Net book value	-	-	-
2022	Software	Licenses	Total
	\$	\$	\$
Cost	10,044	-	10,044
Accumulated depreciation	10,044	-	10,044
Net book value	-	-	-

Reconciliation of the carrying amount at the beginning and end of the period:

Group	Software	Licenses	Total
2023			
Opening balance	-	-	-
Additions	-	-	-
Disposals	-	-	-
Amortisation	-	-	-
Closing balance	-	-	-

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

11 Intangible Assets (Continued)

Parent			
2023			
	Software	Licenses	Total
	\$	\$	\$
Cost/Valuation	10,044	-	10,044
Accumulated depreciation	10,044	-	10,044
Net book value	-	-	-
2022			
	Software	Licenses	Total
	\$	\$	\$
Cost	10,044	-	10,044
Accumulated depreciation	10,044	-	10,044
Net book value	-	-	-

Reconciliation of the carrying amount at the beginning and end of the period:

Parent			
2023			
	Software	Licenses	Total
Opening balance	-	-	-
Additions	-	-	-
Disposals	-	-	-
Amortisation	-	-	-
Closing balance	-	-	-

Notes to the financial statements
CNSST Foundation
 For the Year ended 30 June 2023

12 Property plant and equipment

Group 2023	Land	Buildings	Furniture and Fittings.	Furniture and Fittings-EI	Office Equipment	Plant & Equipment	Total
	\$	\$	\$	\$	\$	\$	\$
Cost/Valuation	2,906,000	14,605,935	114,107	2,546	460,577	122,101	18,211,266
Accumulated depreciation	-	738,434	77,903	1,887	334,432	30,528	1,183,184
Net book value	2,906,000	13,867,501	36,204	659	126,145	91,573	17,028,082

Group 2022	Land	Buildings	Furniture and Fittings.	Furniture and Fittings-EI	Office Equipment	Plant & Equipment	Total
Cost/Valuation	2,906,000	14,314,300	385,102	2,546	381,025	68,059	18,057,032
Accumulated depreciation	-	498,272	139,888	1,784	278,880	24,433	943,257
Net book value	2,906,000	13,816,028	245,214	762	102,145	43,626	17,113,775

Reconciliation of the carrying amount at the beginning and end of the period:

Group 2023	Land	Buildings	Furniture and Fittings	Furniture & Fittings EI	Office Equipment	Plant & Equipment	Total
	\$	\$	\$	\$	\$	\$	\$
Opening balance	2,906,000	13,816,028	245,214	762	102,145	43,626	17,113,775
Additions/valuation	-	20,640	-	-	79,553	54,043	154,236
Reclassification	-	(202,944)	202,913	-	-	31	-
Depreciation	-	172,111	6,097	103	55,553	6,065	239,929
	2,906,000	13,867,501	36,204	659	126,145	91,573	17,028,082

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

12 Property plant and equipment (continued)

Parent 2023	Land	Buildings	Furniture and Fittings.	Furniture and Fittings-EI	Office Equipment	Plant & Equipment	Total
	\$	\$	\$	\$	\$	\$	\$
Cost/Valuation	2,906,000	14,605,935	114,107	2,546	460,577	122,101	18,211,266
Accumulated depreciation	-	738,434	77,903	1,887	334,432	30,528	1,183,184
Net book value	2,906,000	13,867,501	36,204	659	126,145	91,573	17,028,082

Parent 2022	Land	Buildings	Furniture and Fittings.	Furniture and Fittings-EI	Office Equipment	Plant & Equipment	Total
Cost/Valuation	2,906,000	14,314,300	385,102	2,546	381,025	68,059	18,057,032
Accumulated depreciation	-	498,272	139,888	1,784	278,880	24,433	943,257
Net book value	2,906,000	13,816,028	245,214	762	102,145	43,626	17,113,775

Reconciliation of the carrying amount at the beginning and end of the period:

Parent 2023	Land	Buildings	Furniture and Fittings	Furniture & Fittings EI	Office Equipme nt	Plant & Equipment	Total
	\$	\$	\$	\$	\$	\$	\$
Opening balance	2,906,000	13,816,028	245,214	762	102,145	43,626	17,113,775
Additions/valuation	-	20,640	-	-	79,553	54,043	154,236
Reclassification	-	(202,944)	202,913	-	-	31	-
Depreciation	-	172,111	6,097	103	55,553	6,065	239,929
	2,906,000	13,867,501	36,204	659	126,145	91,573	17,028,082

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

13 Loans

	Effective Interest Rate %	Maturity	Group 2023 \$	Group 2022 \$
Current interest bearing loans and borrowings				
Secured bank loan	7.89%	23/06/2023	99,996	99,996
			99,996	99,996
Non- Current interest bearing loans and borrowings				
Secured bank loan	7.89%	30/03/2024	7,587,021	7,687,017
Secured bank loan	5.45%	31/05/2027	1,000,000	1,000,000
			8,587,021	8,687,017

Secured bank loan

The Bank loans were secured by registered mortgages over the properties owned by the Trust as at 30 June 2023. These properties are located at 15, 20 and 22 Clifton Court, Panmure, Auckland and 1445 Whangaripo Valley Road, Whangaripo.

	Effective Interest Rate %	Maturity	Parent 2023 \$	Parent 2022 \$
Current interest bearing loans and borrowings				
Secured bank loan	7.89%	23/06/2023	99,996	99,996
			99,996	99,996
Non- Current interest bearing loans and borrowings				
Secured bank loan	7.89%	30/03/2024	7,587,021	7,687,017
Secured bank loan	5.45%	31/05/2027	1,000,000	1,000,000
			8,587,021	8,687,017

Secured bank loan

The Bank loans were secured by registered mortgages over the properties owned by the Trust as at 30 June 2023. These properties are located at 15, 20 and 22 Clifton Court, Panmure, Auckland and 1445 Whangaripo Valley Road, Whangaripo.

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

14 Related party transactions

Minmin Wang is a Trustee of the Trust and a director and shareholder of SR Chartered Accountants Ltd. The company provide accounting training services to the Trust and total value of the transactions is \$2,360 (2022: \$2,257).

Sze Man Stella Chan is a Trustee of the Trust and a partner of Forest Harrison Lawyers. The legal firm providing legal services to the Trust and total value of the transaction is \$93 (2022:\$2,879).

The HHI Partners Ltd is owned by a family member of Janet Ai-Chu Shen-Lee. Total insurance of \$57,069 (2022:36,249) was paid to the company. The company arranges insurance at normal commercial rates for the Foundation.

Total board expense is \$28,833 this year (2022: \$8,311).

Ling Juan Wang is a Trustee of the Foundation, who is also employed as the Executive Director.

15 Key Management Personnel

The total remuneration of key management personnel and number of individuals, on a full-time equivalent (FTE) basis, receiving remuneration from the Trust are:

	Group	Group	Parent	Parent
	2023	2022	2023	2022
	\$	\$	\$	\$
Total remuneration	1,440,203	1,129,182	1,440,203	1,129,182
Number of persons, FTE	7.25	8.00	7.25	8.00

Remuneration and compensation provided to close family members of key management personnel

During the reporting period, total remuneration and compensation of \$0 (2022: \$0) was provided by the Trust to employees who are close family members of key management personnel.

Notes to the financial statements CNSST Foundation

For the Year ended 30 June 2023

16 Leases

As at the reporting date, the Board of Trustees has entered into the following non-cancellable operating leases.

	Group 2023	Group 2022	Parent 2023	Parent 2022
	\$	\$	\$	\$
Not later than one year	9,996	25,426	9,996	25,426
Later than one year and no later than five years	12,949	22,945	12,949	22,945
Later than five years	-	-	-	-
	22,945	48,371	22,945	48,371

17 Categories of financial assets and liabilities

The carrying amounts of financial instruments presented in the statement of financial position relate to the following categories of assets and liabilities:

	Group 2023	Group 2022	Parent 2023	Parent 2022
	\$	\$	\$	\$
Financial assets				
<i>Financial assets at fair value through surplus or deficit</i>				
Investments	-	-	-	-
<i>Loans and receivables</i>				
Cash and cash equivalents	5,744,868	4,654,600	5,740,780	4,654,600
Short term investments	15,210	14,780	15,210	14,780
Receivables from exchange transactions	615,880	279,876	615,880	279,876
Receivables from non-exchange transactions	-	-	-	-
Investments	-	-	-	-
	6,375,958	4,949,256	6,371,870	4,949,256
Financial liabilities				
<i>At amortised cost</i>				
Trade and other creditors	200,213	264,168	200,213	264,168
Employee entitlements	590,031	332,466	590,031	332,466
Loans and borrowings	8,687,017	8,787,013	8,687,017	8,787,013
Deferred Income (conditions attached)	449,994	212,037	449,994	212,037
	9,927,255	9,595,684	9,927,255	9,595,684

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2023

18 PTE Income

The Trust provides English teaching and other trainings to public as a Private Training Establishment (PTE) and receives income from the students enrolled.

	Group 2023	Group 2022	Parent 2023	Parent 2022
	\$	\$	\$	\$
PTE Income	1,1161,067	1,177,060	1,1161,067	1,177,060
	1,161,067	1,177,060	1,161,067	1,177,060

19 Capital commitments

There is no capital commitments at 30 June 2023 (2022: Nil).

20 Loss on disposal of buildings

There is no Loss on disposal of buildings incurred during the year (2022: Nil)

21 Contingent assets and liabilities

The Trust has received \$5,273,750 from SHU (HUD) as a capital grant. This grant has a condition that if the Trust ceases its operation and provision of social housing services, this grant will be repayable to the SHU (HUD). The amount repayable depends on the market value of the building at that time and the proportion of the total building project cost that SHU (HUD) has paid. The Trust has completed the building project and obtained Code of Compliance from Auckland Council on 19 December 2018.

22 Events after the reporting date

COVID-19 was first declared a global health emergency on 31 January 2020 by the World Health Organisation and the New Zealand Government declared a state of national emergency on the 25 March 2020. COVID-19 has the potential to continue to have an impact in financial year 2024 with the ongoing emergence of new variants of the virus. However, COVID-19 is not expected to have an impact on the Foundation's ability to continue as a going concern due to the ability of the organisation to continue operating and receive contract funding and other service income and grant support. There is no other events after the balance date needing to be disclosed.

The Foundation signed a conditional sale and purchase agreement to purchase a commercial property for \$4,380,000. The contract is subject to the following conditions:

- The board approval within 8 working days after the agreement being accepted;
- The bank's finance approval within 8 days after the agreement being accepted;

- Due diligence to verify all the tenancies associated with the property and have a clear understating of their lease agreements, rights, and obligations.

INDEPENDENT AUDITOR'S REPORT

To the Trustees of the CNSST FOUNDATION, for the year ended 30 June 2023

Opinion

We have audited the performance report of the CNSST FOUNDATION on pages 1 to 28, which comprises the entity information and statement of financial position as at 30 June 2023, and the statements of comprehensive income, service performance, cashflows, changes in equity for the year ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion the performance statements on pages 1 to 28 present fairly, in all material respects, the reported outcomes and outputs, and quantification of the outputs to the extent practicable, in the statement of service performance are suitable, the entity information and financial position of the CNSST FOUNDATION as at 30 June 2023 and its financial performance and its cash flows for the year ended, in accordance with Public Benefit Entity International Public Sector Accounting Standards [PBE NZ IPSAS] Reduced Disclosure Regime [RDR] tier 2 framework.

Basis for Opinion

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion. We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)) and the audit of the entity information and statement of service performance in accordance with the International Standard on Assurance Engagements (NZ) ISAE (NZ) 3000 (Revised). Our responsibilities under those standards are further described below in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the CNSST FOUNDATION in accordance with Professional and Ethical Standard 1 (Revised) *Code of Ethics for Assurance Practitioners* issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Other than in our capacity as auditor of the report, we have no other relationship with, or interests in, the CNSST FOUNDATION.

Restriction on Responsibility

This report is made solely to the Trustees, as a body, in accordance with section 42F of the Charities Act 2005, and their deed of incorporation. Our audit work has been undertaken so that we might state to the Trustees those matters we are required to state to them in an auditor's report and for no other purpose.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Governance Responsibility for the Financial Statements

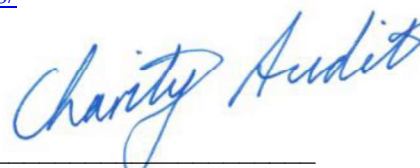
The governance is responsible for the preparation and fair presentation of the performance statements in accordance with PBE NZ IPSAS framework with the RDR and for such internal control as the governance determines is necessary to enable the preparation of the performance statements that are free from material misstatement, whether due to fraud or error.

In preparing the performance statements, the governance is responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the governance either intends to liquidate the entity or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Performance Report

Our objectives are to obtain reasonable assurance about whether the performance statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (NZ) and ISAE (NZ) 3000 (Revised) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these performance statements.

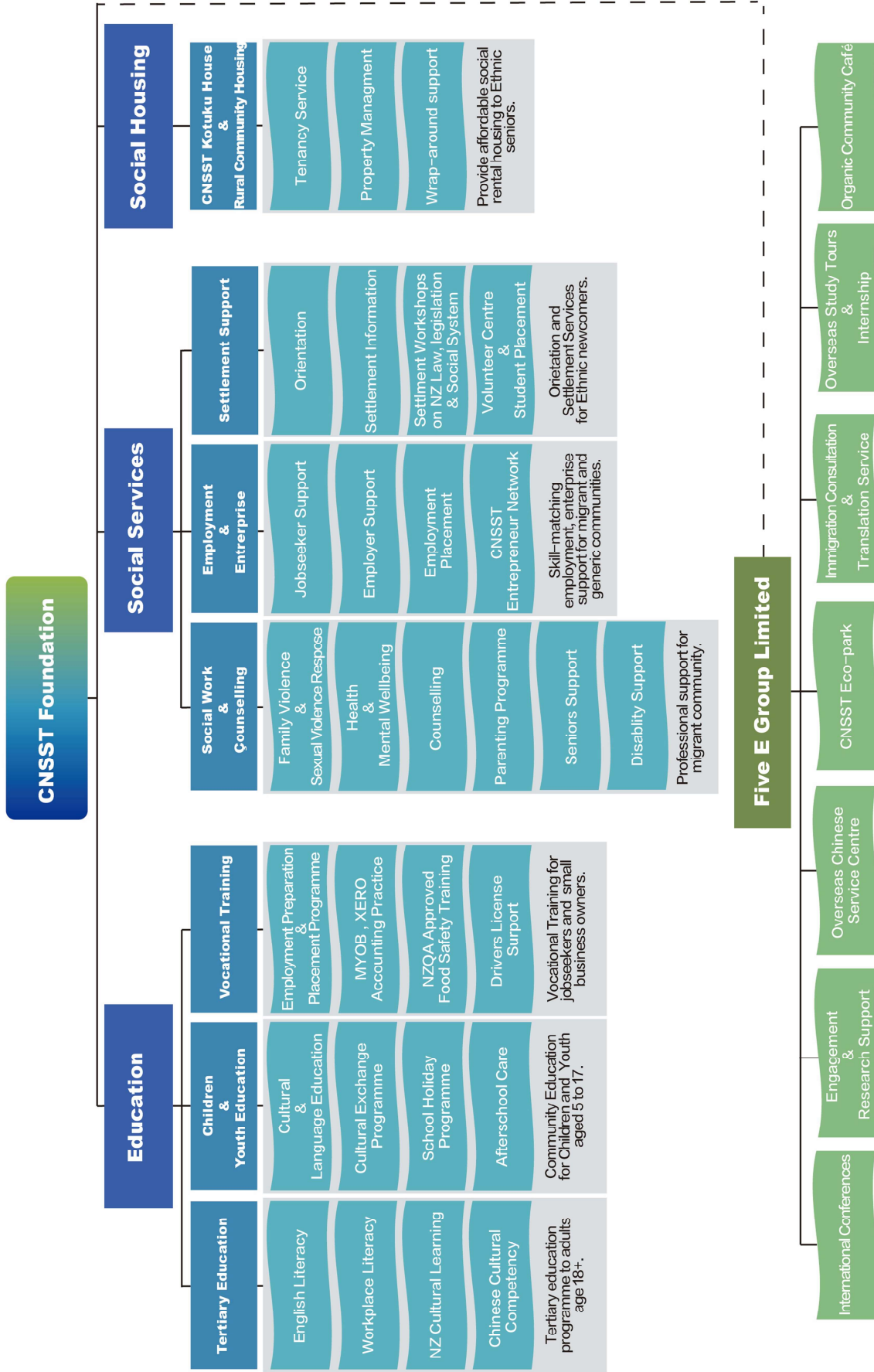
A further description of the auditor's responsibilities for the audit of the financial statements is located at the XRB's website at <http://www.xrb.govt.nz/standards-for-assurance-practitioners/auditors-responsibilities/audit-report-8/>



Charity Integrity Audit Ltd, Chartered Accountants South
Auckland – Director: Peter Conaglen
24 October 2023

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CNSST services chart



All services are available to Ethnic and wider communities with linguistic and cultural appropriateness

2022-2023

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