



**CNSST
FOUNDATION**

Formerly known as Chinese New Settlers Services Trust

**Unite Against Covid-19
Service Response System**



ANNUAL REPORT
2020-2021

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Notes of Front and Back Covers:

Front Cover Page:

CNSST Cultural Learning Centre Online Meeting Photo
CNSST Foundation Head Office Staff Group Photo
"Unite Against COVID-19" CNSST Service Response System
New Norms of wearing masks and getting vaccinated

Back Cover Page:

CNSST Kotuku House
CNSST Contact Information

Acknowledgement

CNSST Foundation (hereafter CNSST), formerly known as Chinese New Settlers Services Trust recognises and appreciates the kind support of our stakeholders, including our volunteers, clients, employees and contractors; we thank in particular all of our funders (see the full list of names on page 51). We also very much appreciate the good will of organisations and individuals who made donations to us or contributed goods in kind and volunteering working hours!

Comments & Feedback from our Stakeholders

Every year CNSST regularly receives notes of support or appreciation from our clients and other stakeholders. Due to limited space, we can only reproduce a cross-section of these here below:

From Our Clients

Ms S thanked our Social Worker, "Your presence and assistance have given me a lot of strength... You have taught me about non-violent communication, self-emotional management skills, how to listen to each other and value each other, etc. This has helped me, especially in accepting myself and thinking differently... I am now less anxious every day and my relationship with my children is not that tense... I find that as I am slowly and positively changing myself, and so is my son..."

The Child Client of Children Who Witness Family Violence said that, "Thanks for CNSST's coaching towards my relationship with my parents. It helped me reduce my anxiety and pressure, and made it easier for me to solve the difficulties I encountered in my return to my family... Thank you very much indeed!"

Ms W. highly commented that, "It was a truly wonderful experience attending the Healthy Babies Healthy Futures Programme... Being a mum of a baby and a toddler, I feel so much more fulfilled and confident. Facilitator is incredibly supportive, knowledgeable and empathetic. She ran very positive and informative courses in a relaxed way. There was so much to learn but the delivery of the training was done in such a way that made training fun and understandable... Our family have significantly improved our healthy eating and lifestyles..."

Mr. W stated that, "I am a single dad with 2 children. My only wish is to bring up my two children. Our family have been suffering from financial difficulties and visa issues... Thanks to CNSST Team, our family could access to subsidised cultural courses and holiday programme.

Thanks **to CNSST Employment services,** which enabled me to attend employment coaching and apply for part time jobs... We are living overseas in New Zealand, but CNSST makes us feel sense of home..."

To CNSST Social Housing Team, "Thanks to CNSST for the timely policies and lockdown arrangements, constant information sharing and education, conscientious enforcement of the policies, e.g. no external visitors, not going to public areas nor taking public transport, offering masks and hand sanitisers, organising flu injection onsite ... all the efforts ensured our senior tenants safely moved on in this year... Thank you for carefully protecting us..."

To CNSST Education Institute, "... With the patient guidance from the tutor, I rebuild my confidence and interest in learning English language as well as making a group of new friends at CNSST... CNSST EI is a well-established educational platform suitable for new migrants with lower English level, all teachers are very professional and skilled with a caring heart, the syllabus is formal standard that is steadily progressive and holistic, the adoption of technical methods to deliver online courses and connect us together under the lockdown..."

From Network:

Kia Ora Everyone. I hope 2021 finds you all well and looking forward to a more settled year than the one past ... I want to take this time to highlight to you all the strengths of CNSST Foundation and the services they provide to the community. Not only did my findings evidence strengths across all services, but all of the monitoring, verification and other audit reports I was provided with did also.

As always, a pleasure working with you and thank you for your organisational skills

and willingness to actively participate in the audit. Keeping in communication consistently over the long review period showed your agility and flexibility under Pandemic conditions and restrictions.

Having staff and the Chairperson available for presentations is a real indicator of the transparency in which you work. The investment in staff is certainly noted in the quality of the work I saw. Please pass on my regards...

**Yvonne Kirkwood | Assessor
Social Services Accreditation**

It's wonderful that CNSST Foundation has made great achievements in a challenging year. Congratulations to you and your team.

I'm sure we can work together to benefit the Asian and ethnic communities more in the coming year, including but not restricted to the HBHF...

**Dr Lifeng Zhou PhD, MMed, MHealSc, MB
Chief Advisor for Asian International
Collaboration | CEO Office | Waitemata
DHB | Senior Epidemiologist**

Always a pleasure working with CNSST. Your team have been amazing throughout the year, serving the community and meeting expectations. Thank you and the team for a comprehensive report.

**Kuini Saili
Advisor | Partnering for Outcomes**

Tamaki Makaurau Police acknowledges and appreciates CNSST's continued commitment to provider Chinese Cultural Competency Course for Tamaki Makaurau... through learning basic Mandarin and exploring Chinese cultures, our staff could better understand the cultures and supports better practices when interacting with the Chinese community.

Highlights for the Year



Awards: Community Heroes Award from the COVID-19 Group, Department of the P.M. and Cabinet; Certificate of Appreciation from NRHCC; Community Flu Fighter Award; Certificate of Appreciation from Police.



Committed and adaptive collective team leadership providing the solid foundation for a stable workforce and continuous CNSST services

CNSST Community Connection Service

新西兰华社服亚裔社区联络中心



Connection and Collaboration with community organisations: Community Connector Service and Discretionary Fund, etc. South Auckland Social Wellbeing Board NGO Coalition.

奥克兰市政府十年预算案公众咨询期待您的参与！中文咨询问卷及信
息摘要
新西兰华社服 新西兰华社服 1月18日



Partnership and Consultation with Government: Focus Group with HRC, Auckland Council Age-friendly City/Annual Budget/Regional Transport Planning, etc.



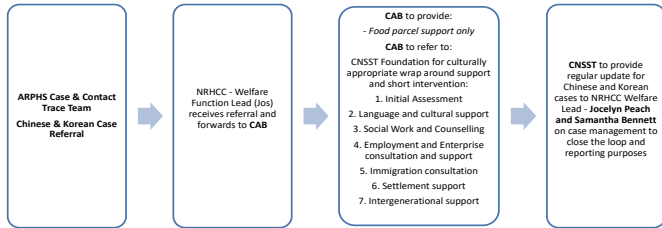
Partnership and Capability Building for Business Groups: Panmure Migrant Business Network; Collaboration with OfficeMax to distribute hand sanitizers to ethnic and senior groups.



Partnership with Universities for research and student internships: Massey Uni; MIT, UoA, AUT, UNITEC, CNSST Volunteer Centre.



NRHCC Chinese & Korean COVID-19 Welfare Model (as at 24 Nov, 2020)



"COVID-19 Related Welfare Support for ethnic families in mandatory isolation" .



COVID-19 Related Responsive Employment and Enterprise Support for business and job seekers in difficulties.



CNSST Education Institute Introductory Food Safety



CNSSTI - INTRODUCTORY FOOD SAFETY TRAINING SCHEME

Social Enterprise Initiatives: Initiation of NZQA approved Food Safety Training; Translation service for businesses; Housing Initiative to support non-CNSST Asian tenants.



Online event - First CNSST Cultural Learning Centre Online Speech and Art Competition.



Social Housing Wellbeing Service: Vaccination Support and Community Injection Day; Intergenerational Exchange Programme: Mutual-mentoring between local Asian seniors and youth volunteers.



Environmental Contribution: First NZ Food Waste Submit, Composting for Business Groups

Annual Statistics



23,537

General enquiries & drop ins
& community venue users



2,100

Social Work and Counseling
Supported Families



204

Family Violence Related
Interventions



97

Parenting Teenagers Programme
Participants



326

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



4,083

Asian Community Engagement
and civic participation



500+

Registered Job Seekers taking
employment services and
coaching



130

Meaningful Job Placements



500+

CNSST Entrepreneur Network -
Active Employer Members



52

CNSST Kotuku House Residents



453

Settlement Support Programme
- Supported New Comers



6,240kg

Waste Minimisation Project
2019 (Reduced Waste)



40,704

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



75,649

Tertiary Education Sessions



500+

"New Kiwis" Cross
- Cultural Learning



300

School Holiday Programmes
- Attendees



142

CNSST Volunteer Centre &
University Student Placements



166

MYOB & XERO Training Graduates
(95% successful employment)



118

Immigration services



1,500+

Community-based cultural
event participants

Chairperson's Report

From early 2020, we had to deal with the impact of the Covid-19 pandemic and the interruptions to normal operations due to different alert level restrictions set by the government. This year, our systems were all in place to respond to the pandemic with the use of online platforms and relevant working plans. Our team was able to react quickly each time when an alert level was put in place. Despite the impact and the interruption, the CNSST team was able to work efficiently at all times and completed many projects.

In addition to the normal services we provide, we were also involved in many Covid-19 related activities such as:

- Welfare support for ethnic families in mandatory isolation
- Responsive employment and enterprise support
- Vaccination promotion and coordination of community injection day
- Distribution of hand sanitiser to the ethnic community and senior groups



As such, CNSST received recognition and a number of awards:

- Community Heroes Award from the COVID-19 Group, Department of the Prime Minister and Cabinet for supporting our communities to stay safe, healthy and informed about Covid-19.
- Certificate of Appreciation from the Northern Region Health Coordination Centre for CNSST's support in translation of Covid-19 information;
- Community Flu Fighter Award from Counties Manukau District Health Board
- Appreciation certificate from the New Zealand Police

This year, CNSST continued to work with many different parties in delivering its services and participated in various consultation process. We have worked with various Government agencies, the Auckland Council, community organisations, education bodies such as universities and polytechnics, and private businesses.

Special thanks goes to Executive Director Jenny Wang, the management team, staff, and volunteers. You have all worked extremely hard to keep CNSST's services on-going while taking up additional tasks needed to help those affected by Covid-19. CNSST's proven record of success and growth reflects the strong leadership of Jenny and her management team.

Our heartfelt thanks to our stakeholders and partners who have worked with CNSST on our many projects. Without your support and trust we would not be able to provide services to those in need.

The Board of Trustees welcomes Gordon Tian, who joined the Board in October, 2020. Gordon is a young professional with both accounting and law qualifications. My personal thanks to fellow board members for their support and contribution to CNSST's success. Our strong and cohesive board is committed to guiding CNSST Foundation to achieve its goals and mission, despite the current challenging and ever-changing environment.

Stella Chan
Chairperson

Executive Director's Report



At the moment of finishing this report in mid-October 2021, Auckland was still under Alert Level 3 lockdown following the outbreak of the COVID-19 Delta variant; our staff had already been working safely from home since 17 August 2021, the first day of lockdown. Despite our operations being physically restricted, we have, nevertheless, been able to provide essential services to the community under our “‘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系统” that we first launched in March 2020. Many of the people and organisations we work with have mentioned how impressed they are by the hard work our staff have put into making Tamaki Makaurau a better and brighter place to be despite the very difficult time all of us are experiencing. I am proud of our team and of CNSST---- now one of the top-ranked NGOs in the community.

In my report for the previous financial year I wrote, that, “looking ahead, two questions need to be answered by our team: **How can we turn the crisis into opportunity in a post-pandemic climate? Where does CNSST sit within the ecosystem services approach?**” Although we are not yet in a post-pandemic climate, those two questions have been partially answered. More importantly, we are confident in our staff’s ability to overcome the operational challenges we face under continued lockdown, with the support from local community, and so make our own contribution to the ecosystem.

Our strong sense of mission has allowed CNSST Foundation to play a significant and acknowledged role in providing services for the wellbeing of the local migrant community in response to the impact of COVID-19 on all levels.

As a migrant entity, our organization has been fortunate in the depth and variety of support we have received from our fellow Kiwis since its founding, and we remain fully appreciative of this. All of us feel a common responsibility to do whatever we can to ensure that the needs of the most vulnerable are responded to while we are living through this pandemic. Our six teams have worked extremely hard in serving a total of 15,480 people over year; the following figures give a quick overview (see the relevant team reports for more details):

- The Social Work & Counselling team served 2,100 families
- The Employment & Enterprise Team served local businesses and 500 job seekers
- The Education and Settlement team served 4,083 migrants
- The Social Housing team served 52 tenants in our building and supported 2 other housing provider’s Asian tenants
- The CNSST Education Institute served 661 adult students
- The Community Connection Centre provided direct services to 4,763 people as well as social media information support to 2,700+ wechat users.
- The International Department served 121 clients

In addition, our Community Connection Centre has run a variety of charitable activities for the public such as free online Taichi classes serving 600+ attendees, and the distribution of 1,100 bottles of much-needed hand sanitiser. That the community has welcomed these gestures of support is evidenced in the warmth of feedback we have received from recipients.

The inspired vision and stability of our team has enabled CNSST Foundation to continue its growth via innovative social enterprise initiatives. These bring us closer to our goal of sustainability through a commitment to building long-term ecosystem services.

As a NGO we are extremely appreciative of the value of a high retention rate with all full time positions are kept despite the difficulties and financial uncertainties of the past year. I wish to here acknowledge the work our team has put into not only its current services, but also into coming up with creative and innovative ways to deliver new programmes in response to community needs. I mention here our great organizational culture, elements of which, as our team identify them, include empowering vision, a strong sense of belonging and an inclusive spirit of team work, to name a few.

The past financial year, from July 2020 to June 2021, saw us continuing our unique contribution to local community despite the impact of the pandemic, while, even more remarkably, undergoing a steady growth in development of community services and team resilience.

I wish here to sincerely acknowledge all of our board members, the Chairperson, Stella Chan in particular. I would also like to send out my heartfelt thanks to all our staff, contractors, volunteers, and especially to our managers for their inspirational dedication and contributions to the organisation. Lastly, I wish to thank all of the family members of our staff, including mine, for their unconditional and continued support.

I wish a brighter future for all of us and the community. Thank you.

Jenny Wang QSM
Executive Director

Senior Managers' Reports



Gloria Yaping Gao
Senior Manager, Social Service & Education

This has been another milestone year for CNSST Social Services & Education. Despite the difficulties of the past year, our team constantly developed our high quality wrap-around community services with our strengths, professionalism, and more importantly our heart for the whanau and community we serve. Overall, we have strengthened our capacity to ensure both in-person and online social service and educational system adaptable to all Alert levels under the impact of COVID-19, empowering 12,100+ service users and 500+ business, community and academic groups.

In terms of service innovation, COVID-19 Welfare Support and Community Connection Services have been initiated within this financial year as part of the COVID-19 related social psycho response. COVID Welfare Support (CWS) offers cultural and communication support as well as food assistance to the Asian whanau in mandatory isolation. From January to Oct 2021, a total of 91 referrals were supported, among whom 47% are Chinese, whereas the remaining are Korean, Filipino, Cambodian, Vietnamese and Thai. The meaningful cultural interventions empowered them to successfully go through the most difficult period of time with satisfied essential needs, informed process, alleviated stress and strengthened support. Community Connection Services (CCS) offer the immediate information, support including financial assistance, referral services to our community with cultural responsiveness. From November 2020 to Oct 2021, a total of 6,200 individuals, whanau and organisations have been timely responded through CCS, with 100% enhanced support, improved wellbeing and full satisfaction rate.

My deep appreciation goes to all my social services and education colleagues, especially, the capable Team Managers. In this period, we have newly appointed two team managers, Jiajia Ma, Manager, Social Work and Counselling from 01 July 2020 and Jay Acton, Manager, Education Institute from 05 April 2021. By end of June 2021, we have achieved a profound management team of capable team managers Brian Qiao, Jiajia Ma, John Jung and Jay Acton, taking charge of the respective team operation and development in social services and education department.



Connie Gang Li
Senior Manager, Finance & Social Enterprise

2021 has been both a very successful and very challenging year.

Funding this year has been remarkably stable despite the COVID-19 crisis, and total revenue has increased by 9.2% to 4.8 million compared to the last financial year. All staff worked extremely hard to transfer our services online and supply more services to meet the community's needs. It is also pleasing to report that no employees were made redundant or had their working hours reduced because of financial constraints due to COVID-19; in fact, we did not apply for any salary subsidiary during these tough times.

The CNSST Health and Safety Committee continued to give great support to staff, contractors, volunteers, and in particular, the 52 tenants of Kotuku House. Residents had their daily health tracked on WeChat, were provided ample face masks and hand-sanitizer, and free tai-chi classes were also delivered every week to help both the residents' physical and mental wellbeing during lockdown periods.

Finally, as Senior Manager, Finance & Social Enterprise, I am glad to report that CNSST Foundation was granted an unqualified financial report. I am so proud of our team's achievements. I would like to express my deep appreciation to my team members Yugen He, Don Wang, Brian Qiao, Rachel Huang, and in particular the volunteer students for their hard work. Without their help, CNSST would not enjoy the success it does.

Social Services Reports



Social Work & Counselling

The Social Work and Counselling Team (here after SWCT) has consisted of 8 professional social workers and counsellors providing culturally and linguistically appropriate social work and counselling services to local Asian communities, including community prevention work for targeted education groups, one-to-one intervention support to people experiencing crisis or difficulties in their lives, as well as development of programmes to respond to issues newly identified by frontline workers.

Prevention

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

Healthy Babies Healthy Futures (HBHF)

Back in 2014, a large group of community organisations talked about the need to reduce the alarming childhood obesity rates in New Zealand. As a result, CNSST partnered with Ministry of Health to develop a health promotion programme targeting Asian pregnant mums and their babies' first four years of life. Each year the HBHF project has evolved with improved services towards community needs and in response to stakeholder feedback. HBHF programme has provided a variety of information and support services including early pregnancy nutrition workshop, pregnancy yoga and nutrition workshop, infant nutrition and new mum support class, toddler nutrition and parenting class plus a free text message programme providing information and support around nutrition and physical activity during pregnancy and the first 2 years of a child's life. Therefore, 326 mothers benefited from the programme in the past financial year and the majority of participants reported that they had gained new knowledge and confidence that they could put into practice what they had learned during the workshops.

Overall, respondents reported a range of positive changes as a result of the HBHF programme and commented: "It was a truly wonderful experience attending the Healthy Babies Healthy Futures Programme. I am very impressed with what I learned. Being a mum of a baby and a toddler, I am feeling so much more fulfilled and confident. Facilitator is incredibly supportive, knowledgeable and empathetic. She ran very positive and informative courses in a relaxed way. There was so much to learn but the delivery of the training was done in such a way that made training fun and understandable. All the notes after the course are just a great way to continue learning and refreshing. This has helped me to remember what was learnt in the course." "The course of "Healthy Babies, Healthy Futures" does what the name says! The class is well-designed and organised, information is super helpful, Facilitator is nice, patient, she leaves some Q&A time after each session. Overall, I am glad that I took the class, and I highly recommend it to every mom around me."



"This class is really helpful for a mother, especially the nutrition information. I really appreciate the part about how to analyse the nutrition information on the food packages and how to prepare kid's lunch box, it helps me improve the decision making process on buying and planning for family meals, therefore promote a healthier lifestyle for the long run."

Parenting Programme

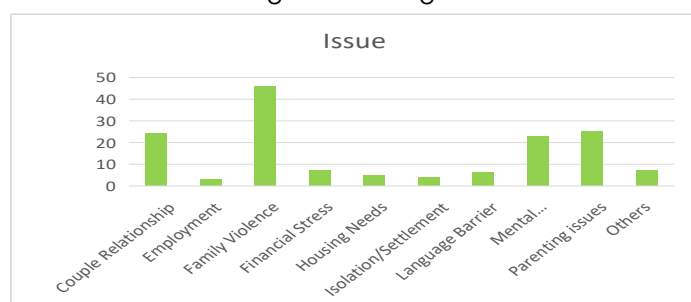
Further to the public health programme, SWCT has been developing a series of parent training courses to prevent violence against children, encourage to build healthy relationship between families, and promote positive development in children aged 0-17 years.

SWCT delivered five workshops for Asian parents throughout this financial year and the topics were self-care, the way of effective communication, positive parenting, cultural identity, and youth and gaming. Through service delivery, the total 74 participants have obtained knowledge and parenting skills in managing self-care, building effective strategies to communicate with their family in a more mindful, peaceful, and non-violent way, establishing love and connection, assisting to develop their children's self-identity positively, as well as assisting parents to work together with teenage treat the hot issue of Internet gaming healthily as a learning process and promote loving and non-physical discipline.

Intervention

Our Team supported approximately 2100 brief interventions including family violence safety checking calls and other incoming calls for support and drop-in services. The 295 individual cases handled included 91 instances of social work and counselling, 46 of family centred service, 52 family violence educational visits, 10 Asian Family Violence Support Service instances with an elderly focus, 46 cases of children who witnessed family violence cases, Immediate support to 30 women and their families with family violence issues, as well as 20 intensive support to COVID-19 Responding to Increased Demand for Family & Sexual Violence Services. The diverse ethnicities of clients included Chinese, Korean, Japanese, Philippine, Vietnamese, Burmese and others.

The complexity of referrals increased and required more intensive levels of intervention. Out of the range of issues presented by clients the five most common were: family violence, parenting issues, couple relationship, mental health, and financial difficulties. SWCT has developed a holistic empowerment approach to meet each client's multiple needs, including employment, settlement, education, translation, immigration, social housing, and social connection. These help our clients to identify their strengths and resources for long term change.



Family Violence Collaboration (FSS – Whangaia NgaPa Harakeke)

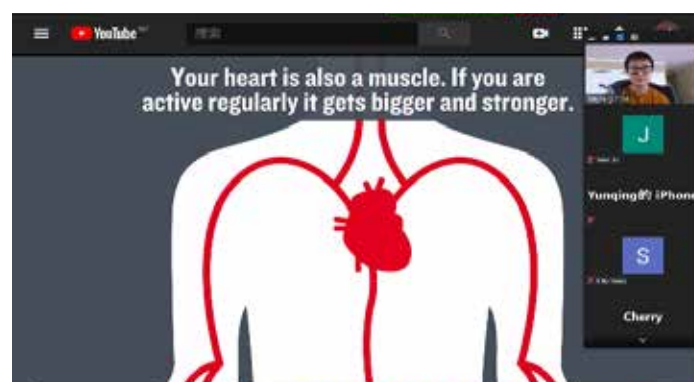
During this financial year, most of the referred clients and their families had severe impact associated with Covid-19 related issues. The economic stress and uncertainty the pandemic has brought have made significant impacts on the mental wellbeing of people in our community, and act as causes of family violence.

A total of 766 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. There was a significant increase for parenting support especially during lockdown period for dealing with teenagers' misbehaviours and computer use.

All the referrals were provided brief intervention via phone including check-ins, information giving, needs discussion and/or immediate referrals. Furthermore, the Team provided culturally and linguistically appropriate parenting courses, counselling services and wraparound services to vulnerable families. SWCT has received much positive feedback from OT, Police, DHBs to acknowledge our professionalism and culturally and linguistically appropriate services.

Counselling

The economic stress and uncertainty caused by Covid-19 has had an undeniable impact on the mental wellbeing of people in our community, which directly resulted in an increased need for the culturally and linguistically appropriate counselling services. In this financial year, the team delivered counselling service to clients referred from Police, DHBs, and other networks. The issues identified are mainly family violence, stress from separation, and emotional difficulties. Around 5% of clients referred from midwives are identified with postnatal depressive emotion/depression. All counselling sessions were completed with a very high rating of client satisfaction. Clients have strengthened self-esteem and increased self-confidence; learnt specific, concrete skills to deal with stress and anxiety, and have discovered new, healthy ways of solving problems within the family or intimate relationships.



Children who have witnessed Family Violence

This programme has been created to intervene and support children who have experienced family violence at home and need to deal with their emotional and mental stability. The aim of the program is to help children reduce the negative emotional impact from family violence, to

provide them with them positive guidance and help them create a healthy life style for themselves. 46 children have been supported in the last financial year. Children were engaged through diverse tools and activities based on different age stages. Throughout the interactions with counsellors in each session, all the children informed that they have sufficient opportunities to express their feelings and emotions in a safer environment. They also stated that they feel less stressed after they learned some tools or expressed their feelings in some activities. All the children within their families have had their needs met and have achieved all the goals they set with the counsellors. All parents or caregivers who completed the programme stated that the counselling helped their children learn positive strategies to manage their feelings and emotions.

The Safety Programme

Furthermore, SWCT provides intensive support for family violence victims by implementing violence intervention and safety programmes. During this financial year, the Team delivered safety programmes to 24 adult and child clients with a high rating of satisfaction. As a result, clients have gained more knowledge on dealing with the effects of violence, felt more confident and moved forward with their lives. LOVE is a developmental intervention to better address clients' needs and enhance our services' substantial influence on developmental outcomes.

In terms of our contribution to social development, we have worked collaboratively with practitioners from different ethnic groups for public health promotion. Further to this, SWCT have completed the co-design process for cross-sector Whanau Resilience together with the Maori and Pacific Island community, with the aim of building a violence-free society.

Development

Due to the impact of Covid-19 pandemic, all social work and counselling services are available via virtual or phone intervention during the year to meet the people's needs particularly about mental wellbeing and financial hardship. SWCT are aiming to achieve a level of consistency and best practice that will more effectively support the clients in our community

Whānau Resilience

Whānau Resilience is a long-term healing interventions to empower the resilience of the Family Violence or Sexual Violence impacted families. SWCT have actively participated and contributed in the co-design process for cross-sector Whanau Resilience together with the Maori and Pacific Island, and wider community, with the aim of building a violence-free society.

Whānau Resilience Asian Framework has been collectively designed aiming for "Safe Victims and Children; Harmonious Families and Community", under the cultural idiom "家和万事兴 Jia He Wan Shi Xing". Through embracing the indigenous and Asian values and models, CNSST has collectively designed to a collective approach that is:

- through collective referral channels
- Whānau -led
- Empowered and provided by collective multi-disciplinary services
- Long-term healing
- capability and resilience building
- with creativity and innovation
- with cultural and language appropriateness

Meanwhile, SWCT has further developed the culturally and linguistically appropriate approach I-CARE-WE-LOVE service model to dealing with family conflict and improve family relationships including couple, parent-child and intergenerational relationships. I-CARE-WE-LOVE is a developmental intervention to better address clients' needs and effects a substantial influence on developmental outcomes.

Asian Senior Community Consultation Project

The purpose of the regional Age-Friendly Asian Community consultation is to develop an evidence-based action plan and promote an age-friendly positive social changes and to create an age-friendly Asian community in provision of the responsive and active aging activities. As the leading organization in Asian community, CNSST is responsible to carry out the regional assessment and to develop an action plan for the Asian senior community in Auckland. SWCT have accomplished the research through successful Asian community engagement with 583+ senior surveyees, 11 senior-focused organizations with 3,000+ members throughout the Auckland region.

In terms of the contribution to social development, the SWCT has worked collaboratively with practitioners from different ethnic groups who are currently working in different services in Auckland in order to promote positive health and wellbeing in the Asian community and create a socially cohesive society.





Employment & Enterprise

The Employment & Enterprise Team is dedicated towards empowering and upskilling job seekers, thereby equipping them with the necessary employment competencies and self-confidence to successfully seek employment. Through our efforts the team makes an indirect, but significant contribution both to the regional economy and the wellbeing of its clients.

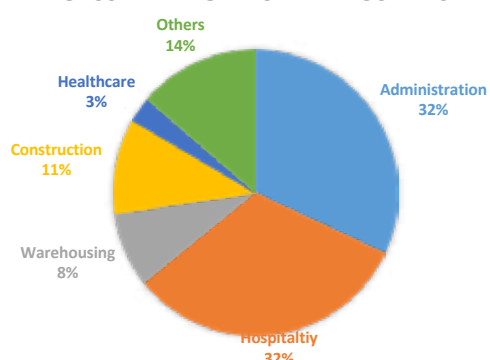
Introduction:

For the financial year 2020 – 2021 the Employment & Enterprise Team provided service to approximately 500 migrant job seekers through the efforts of its 6 team members. Achieved a total of 130 meaningful job placements. Service delivery was reinforced with the support of the management and CNSST Education Institute, and provided to clients via:

- 4 vocational training centres located across the Auckland region
- Online trainings and remote support (the only means available during COVID-19 lockdowns).

As can be imagined, agility of approach was essential in working under the regional lockdowns we experienced at different levels. The combination of online and onsite trainings enabled the smooth delivery of systematic and practical assistance to the full range of service participants at all times. Partnerships with leading industry skills training specialists and the CNSST employer network with its 500 participant enterprises allowed flexibility of approach in upskilling clients wishing to attain industry certifications and in matching clients' expertise and experience with suitable job vacancies.

CNSST EMPLOYERS BY INDUSTRIES



Business Support Services:

The majority of Auckland businesses have been impacted significantly by the Covid-19 Alert Level restrictions. Since these businesses are struggling to 'reboot' under these restrictions, CNSST has been proactive in taking steps to support them to cope with the difficulties they face in keeping themselves operating. The Employment & Enterprise Team has taken appropriate measures to help local businesses and employers access government support and devise feasible alternatives in response to the crisis.

Assistance to businesses and employers has included recruitment support, advice on operational issues and sales and marketing guidance to help businesses better utilise e-commerce opportunities. In so doing, we have imparted a feeling of community 'inclusiveness'; businesses and employers feel they are not struggling alone. Naturally, all such assistance has been provided remotely. Our team has also played a very significant role in helping employers remain connected with their employees while under lockdown.



Preparation for Work Programme:

The Preparation for Work Programme has been the mainstay of the services provided by the Employment & Enterprise Team. The programme's training components focus on effective practical trainings for migrant job seeker clients referred through over 30 Work and Income Service Centres across Auckland. The trainings aim at:

- Equipping clients with core employment competencies and industry certifications (if appropriate)
- Working with clients through a 'tailored' or individualized curriculum to meet their different level of needs

In response to Covid-19, online delivery modules including Zoom-based vocational and industry certificate trainings were adapted as an alternative way to continue services while under various levels of lockdown. Employment assistance was also delivered by conventional contact means such as phone and email interactions.

The Preparation for Work Programme highlights various collaborative endeavours both internally and externally. Along with the in-house capability for upskilling clients in the areas of MYOB, Xero and Food Safety, CNSST's ongoing partnerships among the leading industry certification providers of NZ allowed enhancements in terms of providing a wider range of practical certification support services. Tamaki Budgeting, Chinses Associations and Connected came on board as alternative channels for seeking self-referral opportunities with support from CNSST Education Institute in connecting with elderly Chinese working population. Furthermore, Panmure Business Association and CNSST Entrepreneur Network collaborations continued for meeting the needs of local migrant employers, especially in response to the Covid-19 pandemic and its impact.

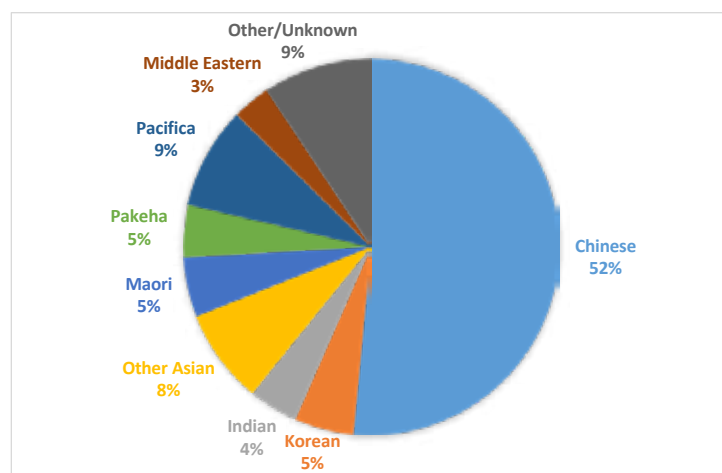


Newcomers Skills Matching Service:

The Newcomers Skills Matching Service provides practical and personalised job search assistance including core employment skill training workshops with printed materials (Employment Law/Interview Skill/CV/Cover Letter/Job search/H&S) to newcomers (new migrants) meeting the eligibility criteria. In F21 clients were supported into employment across a range of industries. While a third of job placements were in accounting and administration roles, others were in diverse sectors including construction, education, healthcare and hospitality and tourism. A flexible and responsive approach to meeting these particular job seekers needs, means clients receive appropriate guidance in seeking their particular employment goal.

Supporting clients in a way they will understand:

In previous years, one of our team's key strengths in the process of providing services has been the capability to assist and train in a variety of other languages as diverse as Chinese, Korean, Greek, German and even Mongolian. We also approach clients in a way that is consistent with their cultural values, whatever those be. Through culturally and linguistically appropriate interactions (for example, using language in a way that clients feel inclusive and encouraging) we can effectively support and smoothly transition clients into the local job market with improved employment prospects and an increased understanding of how to effectively access its opportunities.



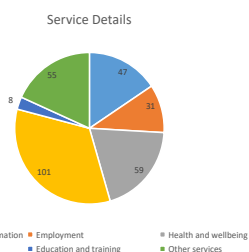


Settlement Programmes

The Education and Settlement Team consist of 77 staff and teachers. We played an important role in newcomers' settlement support and cultural education.

“An Ju Le Ye” Settlement Information Programme

The programme has its significance in empowering and informing the Chinese newcomers' settlement in New Zealand through culturally and linguistically appropriate services. Due to the continuous effects of COVID-19 this year, New Zealand border has been shut in this year again, which means less newcomers arrived in NZ. However, CNSST, on the basis of our wide reach-out in the community, we have successfully accomplished the services under this circumstance. A total of 304 newcomers have been empowered and supported, with 453 achieved, with 100% satisfaction rate. Our team have also completed 20 workshops with 499 community participants, and achieved 57% increased reach-out in adoption of technology. (from a total of 13,877 website users in F20 to the 21,789 users in F21.)



Asian Community Engagement Projects

CNSST continued our efforts to empower our community's civic participation, and we have successfully promoted a range of public consultations. In terms of the Auckland Council Annual Budget Consultation and 10 Years Budget Consultation, we have organised over 10 online and offline workshops as well as the social media campaign, and received over 1,000 feedbacks.



Intergenerational Exchange Programme

As part of the Auckland Council Age-friendly working group, CNSST took the leadership for intergenerational communication initiatives. In the time of dragon boat festival, a group of over 50 seniors and youth volunteers were organised together for a mutual-mentoring and exchange activity. Youth volunteers taught seniors how to use mobile devices and learnt how to make rice dumplings for dragon festival from the seniors. We received huge positive feedbacks on the event. The youth learnt to respect the seniors and communicate with them in patience. The seniors adopted their life wisdom and cultural skills to train the youth volunteers, which enhanced their self-esteem and dignity.



Social Enterprise Reports

Education

Our education arm consists of the following two key areas:

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

Children and Youth Education

1. CNSST Cultural Learning Centre

CNSST Cultural Learning Center (CLC)

With the goal of promoting the cultural cohesion as well as carrying on the traditional cultural heritage, CNSST CLC have been providing multi-cultural learning programmes to the children and youth across the Auckland region for 23 years. The CLC have contributed to empower the young generation to recognise and benefit from their bi-cultural identities so as to cultivate bilingual talents for the development of New Zealand.

Under the pandemic circumstance, we still maintained approximately 1,300 students every week in our 6 branches in the Auckland area this year. We run a variety of cultural learning courses including Chinese, Maths, English, Art, Science, Physics and Wushu. CLC has well established online and onsite educational system to ensure the quality and continuity of education at all Alert levels. The covid-19 related information have been weekly updated to all the whanau of CLC to ensure the timely and culturally appropriate information delivery. Through the whole team's efforts, we have achieved the outcome of enhancing Asian community connection as well as upskilling the children and youth towards their cultural and academic achievements.

2. CNSST Afterschool Programmes

The Afterschool programmes share the common goal with the CLC. We provided two to three days' local school-based afterschool care and cultural learning classes per week. In this financial year, we remained three afterschool sites, including Point View School, Murrays Bays Primary School and Pigeon Mountain Primary School. The total number of students' attendance reached 210 per week with a total of over 100 students benefiting from this cultural learning programme. Based on the survey, we have received high comments from the parents towards the satisfaction of quality of teaching as well as the additional function to support with the childcare afterschool.



3. School holiday and other cultural programmes

Youth Break-Away School Holiday Programme

In this financial year, CNSST organised Youth Break-Away School Holiday Programme 4 times respectively in July, October 2020 and January, April 2021, with the beneficiary of 310 local children and youth placements, 100% full satisfaction rate. Our holiday programme has gained reputation in our community, parents and students appreciated the quality, safety and fun activities. One highlight is that we successfully organized an online holiday programme in Oct 2020 including academic study, individual and group physical exercise, as well as other traditional Chinese activities, such as traditional dancing, paper cutting and storytelling.

Chinese Cultural Programme for Local Schools

In aim of promoting cultural cohesion, CNSST are committed to deliver the Chinese cultural programme with the partnered local schools. A variety of cultural activities were delivered this year with 500 student participants, and the activities include making dumplings, Peking Opera face painting, martial arts, calligraphy and traditional Chinese painting, etc. The programme effectively enhanced the cross-cultural understanding and mutual respect in local school settings.





Adult Education

1. Language

CNSST Education Institute (CNSSTEI)

CNSST Education Institute (CNSSTEI) is a category 2 Private Training Establishment (PTE) providing both NZQA approved tertiary education programmes, and private vocational training schemes to local adults in the language, culture, hospitality, and employment sectors. CNSSTEI has a total of 19 staff members (3 senior CNSST management staff, 4 dedicated Education Institute team members, and 12 current contracted tutors). During F21, we added 4 more tutors to our ranks, and had a change of personnel in the role of manager.



Enrolments and Delivery:

In the financial year from 2020 – 2021, CNSSTEI recorded 480 enrolments for its NZCEL Foundation and Level 1 English language programmes: 141 Pre-paid English Language Tuition (PELT) learners, and 339 learners using Intensive Numeracy and Literacy - English for Speakers of Other Languages (ILN - ESOL). We also enrolled 15 learners for our newly NZQA approved training scheme, Introductory Food Safety short-course in conjunction with

the Employment and Enterprise team, and 13 learners for our Chinese Cultural Competency Programme for the 4th round of delivery to Auckland Police. 166 enrolments for the various XERO and MYOB vocational training modules offered through the CNSSTEI's Accounting Training Centre (ATC) were recorded for F21, with a 90% job-placement rate post-training.



With successful marketing, quality courses and strong partnerships among the organisations in the education sector, the institute maintained its strong position to continue delivering NZCEL and vocational and community based Training Scheme courses to the migrant and wider community in New Zealand, along with wrap-around support services for learners provided by CNSST's four other departments.



Covid-19 Response:

With the outbreak of Covid-19 beginning just a few months before, we started the financial year with all classes being delivered online, and a lock-down for Auckland looming. We were able to successfully navigate those more turbulent times, and increased enrolment for our online classes to meet demand in the migrant community across Auckland. By the start of 2021, we were ready to resume face-to-face classes, and, notwithstanding a couple of short Alert Level 3 periods in February and March, the transition back to "normal" was successful as we opened classes in several campuses across Auckland including Northcote, Meadowood, Albany, New Lynn, Pakuranga, Auckland CBD, and of course at our home campus in Panmure.



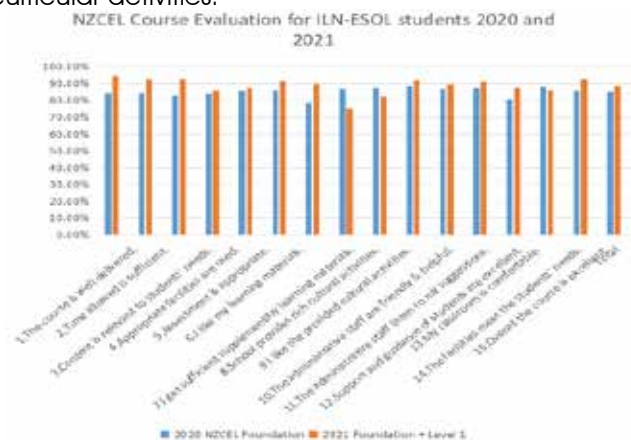
Extra-curricular Activities:

Apart from the English language, food safety, Chinese culture & language, and accounting programmes, onsite/online extra-curricular classes and workshops have also been delivered on a range of topics including Maori culture, safety & wellbeing and Qi Gong. From July-2020 through to June-2021, 336 learners took part in Maori cultural workshops in conjunction with the Ruapotaka Marae in Glen Innes. Workshops facilitated by our Education and Settlement team on topics such as Super Gold Cards, ACC, General Elections, Security and Community Safety, Tenancy services, Auckland Council Budget Consultation, Health and Wellbeing, and Employment Services were attended by 490 EI students.



Public Opinion/Feedback:

Student feedback on our NZCEL courses elicited in December 2020 and July 2021 shows a high level of satisfaction with all of the components of the course, including content, delivery, facilities, staff, and extra-curricular activities.



In response to the successful arrangement, delivery, and management of the English language courses and the extra-curricular activities CNSSTEI received positive feedback in the form of several thank-you letters for the variety and depth in the delivery components that helped to promote the interest of the learners as migrants to New Zealand, as well as to provide practical trainings for improving the awareness of the students' health, safety, and general wellbeing.



CNSST Education Institute received a certificate of appreciation from the Auckland Police and thank you letters Haumaru Housing for the delivery of the Chinese Cultural Competency Programme, as well as numerous thank-you letters from students and volunteers of the Accounting Training Centre as over 95% of these students have gone on to obtain meaningful employment after training and working experience gained at CNSST.



2. Vocational Training

The CNSST Accounting Training Centre (ATC)

This year was the 10th anniversary of the CNSST Accounting Training Centre (ATC), which has been delivering MYOB courses since 2011 to local small business owners, managers and students. Up to now, in the past 10 years over 1500 students have attended our training program.

Being a MYOB Silver Partner, our MYOB and XERO training programmes can help attendees enhance their accounting knowledge and capabilities so as to increase their opportunities for employment. There were in total 166 attendees in the MYOB and XERO training programmes from July 2020 to June 2021, including those in the two free MYOB training classes which ran during the Covid-19 lock down period to assist people in the community in need of upskilling for their own business or employment purposes.

Many thank-you letters have been received from students and volunteers as over 95% of students have obtained meaningful employment after training and working experience gained at CNSST.



Food Safety Training Scheme

CNSST Education Institute provides vocational training alongside its tertiary education and community education programmes. With the Employment + Enterprise team having identified the need to train food industry job-seekers in basic food safety in 2020, the Education Institute set about developing an appropriate Introductory Food Safety training scheme, gaining NZQA approval in January 2021. The 6-hour, 1 credit course provides trainees with the ground-level food safety information and training required to safely work with food in food-related industries; including New Zealand food legislation and food control plans, prevention of food contamination, and personal hygiene. The first round of the course was delivered in April, 2021, and has 15 graduates as of June 30, 2021.



3. Cultural Education

During the period of 11 March-10 June 2021, CNSSTEI delivered the fourth round of Chinese Cultural Competency Program (CCCP) to Auckland Police. This 12-week program aims to help Auckland police to learn about Chinese culture and be able to have basic communication with Chinese people in their daily life. Apart from basic Chinese culture and language knowledge, some work-related cross-cultural communication elements are incorporated to add practical value to the daily work of the police working in diverse communities. There are 13 police participated in this round of the program. CNSSTEI has received very positive feedback and messages of appreciation from the police, who continue to find the course extremely useful in a city with a large and growing Chinese population.

CNSST Education Institute received a certificate of appreciation from the Auckland Police and thank you letters from Haumaru Housing for the delivery of the Chinese Cultural Competency Programme, as well as numerous thank-you letters from students and volunteers of the Accounting Training Centre as over 95% of these students have gone on to obtain meaningful employment after training and working experience gained at CNSST.



Cultural and language courses



Chinese Kung Fu

Social Housing

An MBIE approved social housing provider with the Community Housing Regulatory Authority focusing on providing social rental housing and wrap-around services to the Asian community.



It's been another busy year for all of us in the social housing team, during which, reviews and improvements were done to advance the way we deliver our services.

Our key priorities were to look after the wellbeing of our tenants and create an age friendly community where they can stay connected, healthy, active and respected.

Concurrently, we focused on exploring new opportunities and initiatives to contribute to the increasing need of the public housing alongside the ageing population. The social housing services of this year are summarised as follows:

1. Tenancy Management

Asian senior tenants of our social housing have been experiencing difficulties in their housing and ageing life, who are in higher need of culturally and linguistically appropriate tenancy services. Social housing team have been committed to timely support our tenants, especially when they feel stressful having to deal with tenant responsibilities, rental paperwork and procedures, safety rules.

We have achieved 100% tenancy occupancy in this financial year with all up-to-date tenancy contracts. Two fire drills have been implemented respectively in December 2020 and June 2021, through which we have identified the issue that one of our tenants didn't fulfil the mobility requirement to safely evacuate in emergencies. As a responding action, we discussed and planned together with the tenant and family towards arranging the tenant's move out to more intensive aged care facility. Thereafter, within this year, we had one tenant exit with the replacement of two tenants in the same unit happened via smooth transition and settlement support.

Our team's effort is recognised and reflected by tenants' feedback and thank you letters. For this financial year, we have implemented the Annual Tenancy Satisfaction Survey and collected 30 feedbacks out of 36 units (83% returning rate), and achieved overall 96% tenants' satisfaction rate across 4 categories, which are: living condition of CNSST Kotuku House; experience with CNSST Foundation staff; maintenance and repairs; tenant health and wellbeing.

With the joint efforts, we prioritised and ensured that all the tenants are safe and sound. Our tenants are reminded of our safety rules and procedure throughout the whole year including the period of lockdown. Thanks to their cooperation, all of the tenants appreciate the importance of the safety system in place and our tireless effort to implement the safety rules.

2. Property Management

Maintaining all properties to the highest standards so our tenants could live in a safe, comfortable, and functional homes is our top priority.

Repairs and complaints are always addressed promptly by our qualified staff at CNSST.

For any urgent jobs, our staff on duty are contactable 24/7 and always try their best endeavour to arrange fixes and repairs to ensure tenants' best experience and use of the property.

Property inspections were carried out in December 2020 and July 2021 with satisfactory result. We were pleased with the overall result and condition of the apartments. On top of our routine maintenance schedule, we successfully completed 28 repairs in the building.

3. Tenants' wellbeing and wrap-around services

CNSST Kotuku House has been home for all of our 52 tenants as we look after their accommodation as well as their wellbeing. We maximise the respect and autonomy

while offering culturally and linguistically appropriate wrap-around support to their daily needs.

To improve wellbeing among our senior tenants, we empower our tenants and provide opportunities for them to:

Maintain a healthy lifestyle

Although living in an apartment environment, there was no compromise on enjoying some green space. Tenants with some kiwi ingenuity transformed communal space we provided into a garden blazing with colour. This has become a truly relaxing area where our senior tenants can enjoy a chat while taking care of their plants.

Secondly, CNSST initiated online Taichi Wellbeing programme for our tenants in this period, a total of 19 sessions have been provided in this service period, providing online connectivity as well as enhancing the physical and mental wellbeing of our senior tenants during the lockdown.

Our team also recognises the importance of vaccination to ensure the health of our seniors, hence, within this period, we have also organised an onsite community flu vaccination day available for our tenants. A total of 35 tenants were injected onsite which reduced their travel burden, provided them with language support, and improved their sense of belonging and security in the CNSST social housing community.

Strengthened social networks

Our tenants have extended their network locally and onsite so as to reduce their social isolation. Firstly, our tenants were able to participate in in-house group activities, led by some of the active and talented tenant volunteers in our apartment, for instance, dancing groups and jogging buddies. Our neighbours commented that it has been a beautiful landscape seeing a group of elderlies dancing to ethnic traditional music or seeing a group of buddies jogging down on Queens road, Panmure.

Complicated as technology can get, our social housing team and youth volunteers trained our senior tenants how to use social media app on their phone and join and participate in group chat. It also formed a channel for tenants to communicate with our staff and receive almost immediate response, while allowing all tenants to be aware of any update or progress.

Maintained social interaction

Speaking of group chat app on tenants' phone, it is also a media well utilized by social housing staff to announce or broadcast community news or related policies. For example, during lockdowns, staff updated tenants via the group chat daily about the safety check and safety police announcement. Our team also provided them with the translated weekly updates from different government sectors to keep the connected and informed.

Concerned with wellbeing of elderly tenants who lives along, social housing staff and volunteers regularly visit them and sometimes just knocked on the door and had a quick chat. A gesture of care like this really goes long

way, as this makes them feeling secure and cared as well as peace of mind for their families, knowing their loved ones are being looked after and in good hands.

We also cultivated mutual-aid culture in CNSST Kotuku House. We had tenants who volunteer to provide support and assistance to their fellow tenants at times of need and be the ambassadors in building our community and our coordinator when there are important messages to be received by each tenant.

Overall, life is mostly fun and relaxing here at CNSST Kotuku House. It is commonly seen or heard that tenants and their visiting friends sharing chatter over a Majoun game or play music instruments together. The building is always lively and welcoming filled with laughter and melodies.

4. New Initiatives

This year, a key initiative of social housing team was its successful service expansion to our tenancy service and wrap-around support to the Asian tenants of other housing providers in Auckland. Alongside the increasing diverse ageing population in Auckland, some of the local housing providers have faced the trend of increasing Asian tenants in need of culturally and linguistically appropriate tenancy services. CNSST Social Housing Team have been approached by two providers this year to establish the tenancy support service partnership to deliver services for their Asian tenants. A total of 7 Asian whanau have been referred to CNSST and accessed to language and cultural support as well as social work and counselling services, with 100% satisfaction from the whanau and other partner housing providers.

5. Covid-19 Response

Challenging as it may have been, we were able to maximise the hygiene and safety of our tenants during this pandemic and unsettling time and keeping all tenants safe, secure, and healthy.

During the lockdown periods, all our social housing staff were operating as normal from their homes. The social housing team and volunteers handed out free mask, sanitizers and food parcels to high need tenants and the handling process were made sure contactless. Staff check with each of the tenants daily that they are well and healthy.

At time of uncertainty, it's important to look after tenants mental health, hence why, we have our in-house counsellor providing mental wellbeing workshops online as well as counselling team standby in case some tenants feeling anxious, worried or isolated. Free online Tai Chi were also introduced every Thursday morning, to provide opportunities for tenants to social, chat and exercise.

We implemented Covid-19 response plan to help our vulnerable senior tenants through the lockdown. The lockdown rules implemented were followed, acknowledged and appreciated by our tenants, their families, community service providers. Those were the moments we felt deep inside how we were one, and the reflections of good characters of us all.

As a Community Housing Provider (CHP), we play a key role, of taking care of our tenants, providing adequate housing to seniors, continuously improving our services. On behalf of social housing team, we thank all our tenants for their understanding and cooperation, as we continue to adapt to deliver our services in line with government guidance and health sector advice.



Free Tai Chi Online Classes



15/04/2021 Tenants Flu Shots



Donated nutrition food packs from local Chinese Business 19/10/2021

Domestic & International Engagement Projects

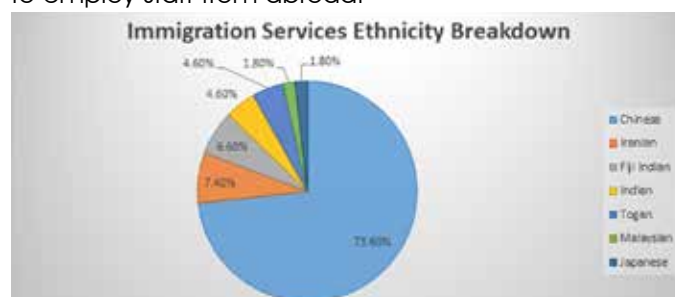
CNSST's International Department was established in August 2019. Its reflects to the demands for international engagements from the local migrant communities by initiating and creating self-sustainable social enterprise projects with social value that contribute positively to those in the community.



Immigration Consultation Serves

Immigration services are provided by the New Zealand Government approved licensed immigration advisor in CNSST. Naturally over F21 the department has been operating in a severely limited environment due to the impact of COVID-19, and the drastic measures that the New Zealand government took in response to the pandemic. The effect has been ongoing with the border closure due to continue for an unforeseen period of time. Many projects planned for the year, such as study tours, overseas employment placement service and other collaborative undertakings with partners outside of New Zealand remain currently on hold. Therefore, domestic clients were the main source for immigration services in the past year. A total of 108 service users and 10 local

employers received professional immigration advice over that period. Recent changes in immigration policy that have focused on an employer-led visa regime have been driving a demand for specialist support to local employers who must undergo an accreditation process to employ staff from abroad.



Translation Services

CNSST Foundation's accredited translation service continued to provide translation services to both individuals and businesses over F21. The successful undertaking of several collaborative large-scale translation projects for different levels of government organizations, e.g. Auckland Council, DHBs..., a total 76,572 words have been translated to remove the language barriers of our community to access to the needed information.

The CNSST Volunteer Centre:

There have been more than 20,000 volunteers at CNSST since its founding in 1998. The CNSST Volunteer Centre was established in 2004 to offer valuable work experience to graduating students, others starting new careers, or those just wanting to help the community. Highlights of its operations for this year are as follows:

With our strong reputation in the community, volunteers continued to be placed in various teams throughout CNSST via the Volunteer Centre in 2020 and 2021, including students from Massey, AUT and Auckland University. Volunteers assisted in many ways this year, including by fully supporting and operating the CNSST phone line and reception desk, and so reducing a significant workload on CNSST full time staff.

112 volunteers attended 21 training workshops delivered this year; a total of 9 volunteers received the CNSST Outstanding Volunteer certificate and 4 volunteers were given Howick Local Board Volunteer Awards. All registered volunteers expressed that they had gained valuable experience by undergoing training and working under supervision at the CNSST Volunteer Centre.

They all expressed their enjoyment in working at CNSST and felt the working experience gained here would serve

Overseas Chinese Youth Elite Virtual Cultural Exchange Expo

Because of the global pandemic, the overseas cultural trip could only be organised online in this financial year. Students from worldwide were invited to join the overseas Chinese Youth Elite Virtual Cultural Exchange Expo. Three students from CNSST Cultural Learning Centre (Le MA, Botany Centre, Diankun YIN, New Lynn Centre, Wenxin NA, Howick Centre) joined the event this year and were awarded as Star of Cultural Exchange with the scholarship to enjoy the free study at universities in China. They are the only Three students receiving scholarship from Oceania as well as from New Zealand. Congratulations on their achievements!



as a sound foundation for building their future careers.

Finally, we are pleased to report that, with support from our Employment and Enterprise team for job placement, 95% of volunteers have successfully found jobs after training and working experience gained via the CNSST Volunteer Training Centre.

Review and Reflection of CNSST Responses to COVID-19

(08 Oct 2020 ~ 26 Oct 2021)

Background:

From Oct 2020 to July 2021, New Zealand had maintained a highly successful control over the national pandemic of COVID-19 through the nation-wide efforts including CNSST Foundation's frontline work towards the COVID response prevention and interventions in Asian community. However, the situation has been acutely changed due to the invasion of Delta COVID in Aug 2021. The Prime Minister announced that Auckland Regional went to Alert Level Four and Lockdown from 11:59pm, Tuesday, 17th Aug 2021, which was the time of this recent round of COVID-19 resurgence till present. Till this report date of 26 Oct 2021, Auckland Region remains at Delta Alert Level Three.

As a professional and essential community service provider, we have immediately launched **"Unite Against COVID-19" CNSST Service Response System** on the same of the lockdown on 17 Aug 2021, to offer the Asian community focused timely wrap-around support services including the initiatives of COVID Welfare Support, Vaccination campaign, food parcel delivery and COVID-Response Community Connection Services, directly empowering and benefiting 6,500+ individuals, whanau, business and community organisations.

Our Journey from October 2020 to Oct 2021

Under the global pandemic, it is worthwhile to record on our team's annual COVID-related responsive services. The summary of our journey from October 2020 to Oct 2021 is outlined as below:

Date	Event(s)	Purposes & Key Objectives
8 Oct 2020	Auckland joined the rest of the country on Alert Level 1, and CNSST returns to the new business as usual.	A mix of both online and face to face services to the community are delivered, while some Covid-related health and safety measures remain in place, such as QR code scanning, hand-sanitiser use, and face mask availability for visiting clients.
12 Oct 2020	CNSST launched Communication Connection Centre for Asian community, and appointed the Community Connector, and the volunteer team have been trained and established.	The service is funded by MSD as a social psycho response to support the recovery of our people under the impact of COVID-19 through accessible information, financial assistance and wrap-around support with cultural responsiveness.
08 January 2021	Auckland remains Alert Level 1. Reopening of CNSST Services in Year 2021, all CNSST Services return to in-person services.	CNSST have returned to in-person services across all teams, while maintain the hygiene practice and the established online delivery system.
January 2021	Launched Community Connection Service Discretionary Fund to offer immediate financial assistance to the Asian whanau.	Priorities given to 1) Covid-19 related emergency support 2) Unfunded legal assistance in relation to family violence 3) Unfunded immigration assistance in relation to family violence 4) Children and Youth related wellbeing and educational support 5) Unfunded home-based support services for seniors and disability 6) Other emergency purposes with no access to any other financial support.
20 January 2021	CNSST Foundation has been recognised as Community Heroes Award from the COVID-19 Group, Department of the P.M. and Cabinet	Recognition and inspiration of all our staff team's commitment and efforts to empower and support our community in vulnerability.
28 January 2021	CNSST launched COVID Welfare Support Services for Asian whanau in mandatory isolation. Services have been expanded in Oct 2021 to groups of Residence in Asian motels or hotels.	This services are the urgent response for the confirmed cases and their close contact; services including communication support, financial assistance, cultural support and advocacy.
14 February 2021	Due to the confirmed community cases, and the Prime Minister announced that Auckland Regional Alert Level Three from 11:59pm, Sunday, 14/02/2021 till 17/02/2021.	All CNSST services are timely transmitted online through the established online service system to ensure the availability of services in a safe and low-risk environment.
14 February 2021	Notice to Lockdown CNSST Kotuku House with no external access	Maintained high standard Hygiene management to maximise the health and safety of all the senior tenants.
17 February 2021	The Prime Minister confirms that Auckland Regional Alert Level Two from 11:59pm, Wed, 17/02/2021.	CNSST services have been delivered in a combined model of online and onsite services with the hygiene practice in place.
22 February 2021	Following the Prime Minister's announcement on the afternoon of Monday 22/02/21 that Auckland will return to Level 1 from midnight of 22/02/21.	In compliance with the national guidelines, CNSST services have been delivered in a combined model of online and onsite services with the hygiene practice in place.

Date	Event(s)	Purposes & Key Objectives
24 February 2021	Following the two confirmed community cases in East and South Auckland that is related to a supermarket in East Auckland on 23/02/2021, and the government update of Auckland remaining Alert Level One at 1pm, 24/02/2021, the CNSST Management Team timely shifted our services in the East and South Auckland to online mode.	All CNSST Cultural Learning Centre classes in East and South Auckland will be transferred online from Wed. 24/02/2021 to Sat. 27/02/2021. CNSST classes in East and South Auckland will be transferred online from Wed. 24/02/2021 to Fri. 26/02/2021. All other programmes will remain face to face with the pre-check system in place.
28 February 2021	The Prime Minister confirms that Auckland Regional Alert Level Three from 11:59pm, Saturday, 27/02/2021. CNSST moved to Alert Level 3 Work mode.	All CNSST services are timely transmitted online through the established online service system to ensure the availability of services in a safe and low-risk environment.
08 March 2021	The Prime Minister confirms that Auckland Regional Alert Level Two from 6am, Sunday, 07/03/2021. CNSST moved to Alert Level 2 Work Mode.	In compliance with the national guidelines, CNSST services have been delivered in a combined model of online and onsite services with the hygiene practice in place.
12 March 2021	The Prime Minister has announced that Auckland will go down to Alert Level One from 12pm, 12/03/2021.	In compliance with the national guidelines, CNSST services have been delivered in a combined model of online and onsite services with the hygiene practice in place. Returned to Business as usual till the Resurgence in Aug 2021.
18 May 2021	Community Flu Fighter Injection Day of CNSST in partnership with Counties Manukau DHB.	A total of 50+ community members including the seniors were supported to get vaccinated at CNSST Kotuku House with cultural and language support.
02 June 2021	COVID Vaccination Booking Services for Asian Community in partnership with Pakuranga Unichem, and later developed to work with DHBs.	A total of 140+ community members have been booked and arranged to complete two dose vaccination through the booking system with cultural support.
17 Aug 2021	Resurgence occurred and the Prime Minister announced that Auckland Regional will go to Alert Level Four and Lockdown from 11:59pm, Tuesday, 17th Aug 2021. “Unite Against Covid-19” — CNSST Service Response System resumed and all services were moved online. Auckland Alert Level Four remained until 21 Sep 2021.	In respond to the government level 4 national alert and keep providing essential services during the lockdown period: <ul style="list-style-type: none"> • COVID-19 Welfare Support for ethnic families in mandatory isolation • COVID-19 Vaccination Booking • Food parcel and essential pack distribution and delivery • Community Connection Service (CCS) and Important Government Information Updates • CNSST Community Connection Service Discretionary Fund • Online Education & Wellbeing Programmes • Online One-to-One Consultation and follow up support services • CNSST Social Housing Services • Multi-language Support Services • General inquiries See the page 30 for details.
17 Aug 2021 to the report date of 26 Oct 2021	Auckland Regional Lockdown.	All CNSST Staff work from home, offering online services and contactless community-based work.
21 September 2021	Auckland moved to Alert Level 3 at 11:59pm, 21 September 2021, which lasts till the report date of 26/10/2021.	“Unite Against Covid-19” — CNSST Service Response System continues, which provided practical assistance to their life under pressure.
08 Oct 2021	Community Vaccine Hero Award by CMDHB	Recognition of CNSST Team’s contribution to Asian community vaccination work.
11 to 16 Oct 2021	Super Saturday Action Week COVID Vaccination Campaign Lead by MP and Government Officials, in collaboration with Chinese media, business and community groups.	Chinese community action and collaboration campaign to promote the awareness and offer access support to 5,000+ non-vaccinated Chinese community members in Auckland.
24 Oct 2021	Resumed the volunteers’ Team for food parcel delivery across Auckland.	With the health and safety guideline and PPE support, our volunteers have returned to the work team of CNSST. Under the bad weather, they were committed to distribute 70 food parcels to 70 Asian whanau in high needs across Auckland. Their warm heart and kind gestures convey the warmth the hope. CNSST recognises the contribution from our volunteers: Xiaodong Li, Kevin Ngatai Hiki, Zhihui Chen, Chunyang Sun, Wenjie Zhao, Yang Liu, Wei Wang, Xin Song, Zhenzheng Wu, Jing Lu, Liming Huai, Ye Lu, Tao Yu, etc.

Our Key Achievements:

"Unite against COVID-19" CNSST Service Response System have directly benefited and supported **6,500+** migrant community members in provision of information dissemination and immediate support for both **individuals, whanau, business and other groups**. Our key achievements have been summarised as follows:

- COVID-19 Welfare Support for ethnic families in mandatory isolation

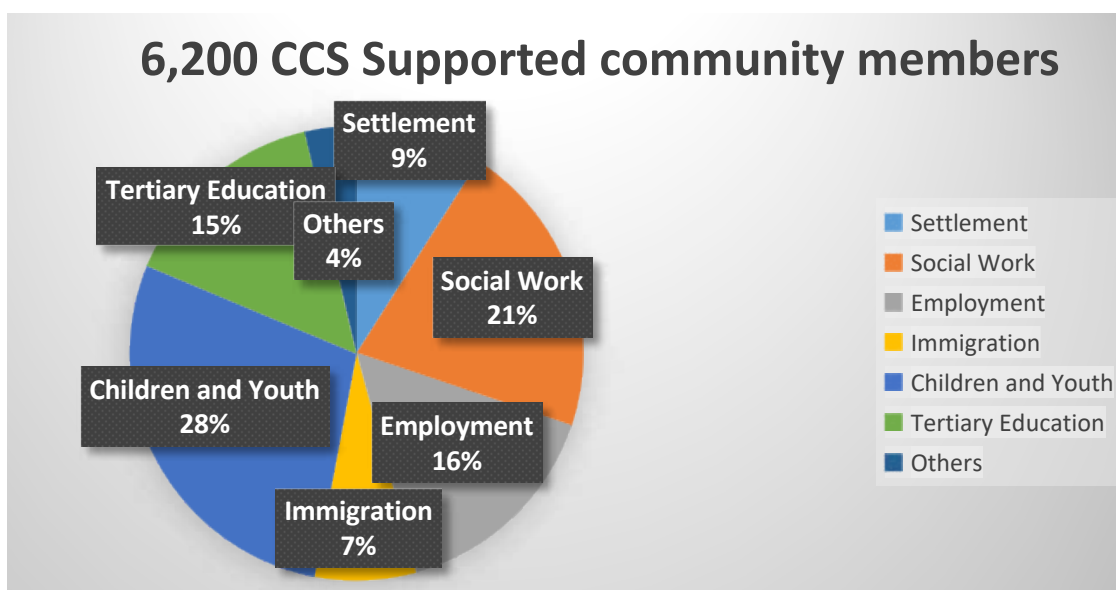
A total of 95 Asian whanau have been referred by NRHCC Welfare Team to CNSST Foundation including 46% Chinese and 54% other Asians of Korean, Filipino, Cambodian, Vietnamese and Thai. Furthermore, four groups of residence in an Asian-owned motels or hotels (three Chinese and one Korean) with 100+ tenants have also been supported by CNSST Team during their mandatory lockdown period. Mandatory isolation is apparently a stressful and sensitive journey to all our clients and the residences. The isolation guidelines, testing/vaccine arrangements and essential needs assistance (food, finance, accommodation support, etc.) as well as the cultural and emotional support have been timely provided in a culturally and linguistically appropriate way to those confirmed cases and their close contacts. The meaningful wrap-around services indeed contributed to enable them to go through their mandatory isolation in an informed, settled and well supported way in provision of welfare and wellbeing support.

- COVID-19 Vaccination Booking

Vaccination has been a priority work to our country in the "Unite Against COVID-19" process. CNSST have been committed to provide weekly social media updates sourced from official government channels as well as offering the voluntary vaccination booking assistance. A total of 140+ community members have been supported to arrange for the vaccination booking and completed two-dose injection with cultural support through CNSST's booking assistance. Last but not least, as a community organization partner, CNSST have proactively supported the Super Saturday Community Action Campaign in partnership with government, media, business and other community organisations.

- Community Connection Service (CCS)

CNSST Foundation have a wide range of grassroots contact in Asian community, hence the Community Connection Centre at CNSST has been mainly functional as a window to bridge the Asian community in Auckland with local and central government. A total of 6,200 people have been supported through CNSST Community Connection Services from Oct 2020 to Oct 2021. Among the 6,200 people and whanau who received our services, 90% are Asians, while 10% are from other ethnic groups. They have been provided with information and the culturally and linguistically appropriate wrap-around services to address their following issues:



Food parcels have been distributed and delivered to our community in high needs across the Auckland region. The food parcel delivery team consists of CNSST staff and community volunteers. Within the services period, a total of 310 food parcels have been given to the whanau in high needs of essential food support, totally benefiting 1,000+ community members, 99% of whom were Asians across the Auckland region. The food parcel service extremely well responded to alleviate the stress and difficulties of the most vulnerable groups lacking in basic needs in their daily life. Our team were very much touched after seeing the starving children holding the food bags in beautiful smiles. What we did indeed made a huge difference to them!



- Community Connection Service (CCS) Discretionary Fund

CNSST Foundation have been responsibly managing the CCS Discretionary Fund for the Ministry of Social Development (MSD) as one of the CCS providers of MSD, with cultural competency and responsiveness by working with ethnic communities. The CCS Discretionary Fund aims to provide financial support to people in extreme financial difficulty but with no other access to any other government support. So far, we have allocated \$71,331 funds which directly benefited 303 people in need of financial assistance with the priorities given to

1. Covid-19 related emergency support
2. Unfunded legal assistance in relation to family violence
3. Unfunded immigration assistance in relation to family violence
4. Children and Youth related wellbeing and educational support
5. Unfunded home-based support services for seniors and disability
6. Other emergency purposes with no access to any other financial support

CNSST have provided the weekly process to maximize the accessibility to the funds. This fund has its significance to enhance the funding equity of Asian communities especially empowered those people in urgent needs but with no access to any kind of government subsidies. The imminent support indeed made a great difference in their most difficult life under the impact of COVID-19.

- Information Hub - Weekly government information updates (collection, translation and weekly publishing through CNSST Wechat Social Media Account)

CNSST Team have been committed to timely offer our community with the translated and updated information from different government sectors, which ensured the connection, and functions as a bridge between government and community, and empowers our community to understand the latest COVID-related guidelines, vaccination-focused knowledge and support, the NZ welfare system, and their entitlement to support and services. Our team follows up with various government sectors, and provides the community with a weekly combined list of important guidelines and links to those sectors. This information hub system has widely benefited the Chinese community in Aotearoa New Zealand with cultural and language barriers. So far, we have published 500+ updates from different government sectors, and the highest view of one individual article was on New Zealand Government Plan for COVID-19 Vaccination and the Chinese Guide, with the reach out to 6,833 recorded community members.

Appendix:

Release of "Unite against COVID-19" CNSST Service Response System Launch

20/08/2021



"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系统

With the sudden reappearance of community cases of Covid-19, the New Zealand Government has announced a Level 4 National Alert from 17 August 2021. In immediate response to this, the CNSST Foundation team has resumed its "Unite Against Covid-19" CNSST Service Response System as of 18 August 2021. During these especially difficult times, with the community's health and safety as our top priority, CNSST will unite and work together with you to provide a range of essential and responsive services. With a spirit of mutual support and collaboration, we can all confidently look forward to brighter days ahead. The nine categories of services available are as follows:

1.COVID-19 Welfare Support (Direct referrals from NRHCC)

To support confirmed COVID cases of Asian families and their close contacts in self-isolation, CNSST has formed a team to provide COVID-19 related culturally appropriate welfare support. Referrals are received directly from Northern Region Health Coordination Centre.

2.COVID-19 Vaccination Booking (Please contact CNSST Head Office 09-5701188)

The CNSST Volunteer Centre has partnered with Vaccination Centres and WDH's Asian Health Services to empower community members to book for vaccination and to access language support. We have 10 vacancies per day open for community to book.

3.Community Connection Service (CCS) and Important Information Updates (Please contact Gloria 021 990 082):

CCS provides connection, and functions as a bridge between government and community, and empowers our community to understand better the NZ welfare system, and their entitlement to support and services. Our team follows up with various government sectors, and provides the community with a weekly combined list of important guidelines and links to those sectors. This list is updated every Saturday. Please access this weekly release on the CNSST WeChat and Website.

- CNSST WeChat Account: CNSST-NZ-2014
- CNSST Website: www.cnsst.org.nz

4.CNSST CCS Discretionary Fund (Please contact Rachel 0222 760582)

The Ministry of Social Development (MSD) has designated CNSST Foundation as one of the managers of their CCS Discretionary Fund on account of our cultural competency and responsiveness in working with ethnic communities. Families, with no access to other financial assistance, are eligible to apply through us for a grant under this funding where they require financial support for:

- i. Covid-19 related emergency support
- ii. Legal assistance in relation to family violence
- iii. Immigration assistance in relation to family violence
- iv. Children and Youth related wellbeing and educational support
- v. Home-based support services for seniors and disability
- vi. Other emergency purposes with no access to any other financial support

- For inquiries: info@cnsst.org.nz

5.Online Education & Wellbeing Programmes:

CNSST Foundation have an established online educational system to ensure the continuation and accessibility of our educational options for our community. The comprehensive package of online education includes Tai Chi wellbeing courses, tertiary education, vocational training, Chinese and other subjects for children and young people, cultural education, online parenting courses, and online mental health courses. The professional and accredited trainers and teachers from CNSST Foundation are committed to ensure a high quality of education. Please feel free to make enquiries:

i. Online Senior Tai Chi Wellbeing Courses (Please contact Don 021 760 258)

Provided by CNSST Kung Fu World with support from Auckland Wushu Association. These are free online Tai chi courses, prioritised for seniors aged 60 or more of any ethnicity with the aim of improving their health and wellbeing during the lockdown period.

ii. Online Learning for Chinese Language and Other Subjects for Children & Young People (Please contact Susan 021 760 399 or Lucy 021 760 596)

Provided by the Chinese Language Teaching Model School CNSST Cultural Learning Centre. Subjects available: Chinese, Mathematics, Chinese Martial Arts, etc. All After-school programmes are available online and will continue through the

school holidays.

iii. Online Adult NZCEL English Courses (Please contact Penny 021 091 99680)

Provided by the NZQA accredited CNSST Education Institute, MOE No: 7158. Available courses range from Foundation to Level 2. Whether you are a newcomer or longer term migrant, as long as you are currently living in Auckland and in need of a basic English course, we will have something for you.

iv. Online Chinese Cultural Competency Programme (Please contact Cathy 021 760 998)

Provided by NZQA accredited CNSST Education Institute, MOE No: 7158. The CCC programme targets non-native speakers. The course enables learners to understand Chinese culture and basic language skills for use in their industry or vocational field. It has been successfully delivered to groups from Auckland District Police, Counties Manukau Police and Waitemata District Police, with very positive feedback and much appreciation from the officers who took part.

v. Online Introductory Food Safety (Please contact Jay 021 276 0555)

Provided by NZQA accredited CNSST Education Institute, MOE No: 7158. This NZQA approved one day (6-hour) training scheme delivers basic skills and knowledge around food safety. From legislation, food hazards, prevention of contamination and cross-contamination, to personal hygiene and industry best practice, this 1 credit, Level 1 short course will give you what you need to get started working in the food-related industry.

vi. Online Employment and Enterprise Courses

Provided by the CNSST Employment and Enterprise Team(Charities Commission No. 24999) and CNSST Accounting Training Centre (ATE No: 2082228)

A.Online employment consultation & coaching including professional CV writing, interview skills & preparation, strategic job search and NZ employment law (Please contact employment@cnsst.org.nz or Alex 021 760 586)

B.Online Industry Certificate Courses: MYOB & Xero accounting software trainings, provided by accredited and licensed trainers (Please contact employment@cnsst.org.nz or Connie 021 808 068)

vii. Online New Mums Health and Nutrition courses (Please contact Fangfang 021 760 121)

Provided by CNSST HBHF Project Team including NZ registered health professionals and dietitians. HBHF is a maternity care project to improve women's health during pregnancy as well as to promote healthy feeding of babies and physical activity of toddlers. As the Asian HBHF provider, CNSST is offering a free Community Learning Programme to Asian pregnant women and mothers who have a baby or toddler under 4 years to support their health and wellbeing through what can be a difficult period for them. A range of classes are available including: Pregnancy yoga and nutrition class; New mum support class; Toddler class; Cooking class, etc.

viii. Online Parenting Programmes (Please Contact Hanying 021 760581):

- Teenage Parenting Workshop
- Triple P Parenting Programme
- Toolbox Parenting Programme

ix. Online Mental Wellbeing Workshops (Please contact Abby 021 760 834)

Provided by a registered social worker or counsellor from the CNSST Social Work and Counselling Team. Course content includes mental health, stress management, family relationships, etc.

6. Online One-to-One Consultation and follow up support services:

i. Immigration Consultation and Services (Provided by a CNSST Licensed Immigration Advisor. Please contact Rachel 0222 760 582): Online visa facilitation & lodgement; Employment Accreditation; Special visa categories consultation & support: S61/Domestic Violence/Humanitarian.

ii. Employment and Enterprise Consultation Services

A. COVID-19 government support including Wage Subsidy, Resurgence Support Payment, Leave Support Scheme and Short-Term Absence Payment information (Please contact employment@cnsst.org.nz or Scott 021 760 583)

B. Essential workers employment support (Please contact employment@cnsst.org.nz or Alex 021 760 586)

iii. Newcomers' Settlement Information Consultation and Services (Provided by CNSST Newcomers' Settlement Services. Please contact Brian 021 760 818)

This is for newcomers in Auckland, Permanent Residents in New Zealand who have been here for less than 2 years, or recently graduated international students. We provide information, consultation and wrap-around support services through your settlement or transitional stages.

iv. Social Work and Counselling Services (Please email socialwork@cnsst.org.nz)

During Level 4 lockdown period, all social work and counselling cases and programmes are delivered remotely via Phone/Zoom as follows:

Family Violence Intervention

Individualised one to one case management to support individual Asian migrants and their families who have experienced or caused family violence and want help to make positive changes to their lives.

Children Who Witness Family Violence

A registered social worker/counsellor offers a one-to-one confidential counselling service (up to Six sessions) for children and young people who are growing up in an atmosphere of family quarrels or violence and who are likely to suffer short-term or long-term psychological effects. The aim of the program is to help children reduce the negative emotional impact from family violence, to provide them with them positive guidance and help them create a healthy life style for themselves.

Safety Programme

The Strengthening Safety Service provides free, confidential and immediate assistance to victims of family violence.

Safety programme is available for adult, children and any other person who's specifically named in a protection order as a protected person. The programme is available for adult, children and any other person who is specifically named in a protection order as a protected person. The programme aims to help protected people understand family violence and the laws relating to it, to understand the effects of this violence on families, and to learn how to protect themselves from family violence in the future.

The Children's Safety Programme is specifically developed for children and can help them understand and deal with family violence and its effects on them and the family. Although they cover very serious issues, these programmes are designed to be interactive and fun so that children will enjoy them.

Counselling Services

SWCT provide individual/couple/group counselling for adults, children and young people that focuses on: Family Conflicts, Couples and Marriage, Communication, Stress Management, Addictions, Adolescent Issues, Anger Management, Depression/Anxiety, Trauma Healing, Cultural Issues, Domestic Violence, Grief and Loss, etc.

7.CNSST Social Housing Services (Please contact Don 021 760 258)

CNSST Foundation has established a communication channel and monitoring system for its tenants at CNSST Kotuku House, aiming to keep all tenants out of harm's way and ensure their health and safety during the lockdown period. The Social housing team is on call 24/7 and ready to provide support to its tenants whenever needed. A free online Tai Chi Class is offered to encourage all tenants to stay healthy and active, and during this difficult time, we are committed to providing ongoing support. For any social housing related matter, please contact CNSST Foundation Staff via housing@cnsst.org.nz

8.Multi-language Support Services:

CNSST Foundation team possesses multi-lingual professional workforce. In this special period, we are committed to offer multi-language support to assist your communication for emergencies or important matters.

English:	Jay: 021 276 0555
Greek & Mongolian:	Peter: 022 276 0581
Mandarin & Cantonese:	Rachel: 022 276 0582
Japanese & Shanghainese:	Jiajia: 021 760 591
Korean:	John: 022 276 0580
Malay, Hokkien & Hakka:	Magdalene: 021 760 589

9.General inquiries:

Telephone: 09-5701188

Email: info@cnsst.org.nz

Website: www.cnsst.org.nz

Dear Stakeholders, in this special time, CNSST Foundation is always here to provide services and support for you. With regard to our "Unite Against Covid-19" CNSST Service Response System, should you have any further questions or suggestions, please contact Jenny WANG QSM, Executive Director at 021 760 582 or email to management@cnsst.org.nz

He waka eke noa.

We're all in this together.

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 Asian new settlers and the community as a whole in New Zealand.



Our Mission:

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

Our Goal:

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

Our Vision:

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

Long Term Strategic Goal:

By 2028 CNSST aims to have developed itself as an "Asian community hub" and achieve the goal of being "CNSST Foundation" which is to be a successful social enterprise including social services, education and housing running in a financially sustainable way. Our Organization will therefore be capable of making a significant positive impact on local Asian and Wider communities, enabling Asian migrants to more fully participate in and contribute to New Zealand society in social, economic, cultural and environmental aspects.

Our Current Services

Social Services

NZ government approved community service provider:

- Professional social work and counselling interventions;
- Employment and enterprise services for both 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 Training
- Holiday programmes, Chinese language and cultural training and after school programmes for local young people at our six cultural learning centres in Auckland.

Social Housing

NZ government approved social housing provider, in partnership with HUD, to run a social housing apartment "CNSST Kotuku House" for local senior migrants 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.

CNSST Board Members



From Left to right:

Lingjuan Wang, QSM, Med, BSc, Dip SW -- Life Hon Chair & Trustee (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. a member of the National Ethnic Forum for NZ Police commissioner & 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 & 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.

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.

Kit Wong, MNZM, -- Trustee (from Oct 2003): Migrated from Hong Kong in 1987 and elected as chairman of the Trust from 2009 to 2017, a Property Professional and member of various property professional organizations including PINZ and RICS. Kit started property development in Manukau in 1991 and at the same time has been invited to set up various charitable trusts in Manukau. Kit has been the founder trustee of COMET (City of Manukau Education Trust) and appointed as trustee of Comet Auckland as well member of the Auckland Business Advisory Panel. Kit was inducted to Manukau City Hall of Fame in 2008 and awarded Member of NZ Order of Merit in January 2011. Currently Kit still involve in various community work including supporting St. John Ambulance Services as well as committee member of Howick and Botany Neighbourhood Support Group.

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 was admitted as a barrister and solicitor of the High Court of New Zealand in 1999. She is a founding partner of Auckland city law firm Forest Harrison established in 2006. Stella is a member of the Property Law Committee of the Auckland District Law Society and a board member and past president of the Hong Kong New Zealand Business Association. She was appointed by the Minister of Conservation as a member of the Auckland Conservation Board in 2011 for 3 years. She was a founding trustee and a past chair of the Chinese Conservation Education Trust and served on that board for over 8 years.

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.

Maggie CHEN, PGDip Business--Trustee (from Oct 2007): Migrated from China with family in 2002. General Manager of Alpha Group Holdings Ltd since 2015. CEO and co-owner of NZ Chinese Herald from 2002-2015. Proven track record of connecting business across cultures. Board member of Employment & Manufacturers Association (EMA) since 2019.

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.

CNSST Staff Members



Current Head Office Staff Member (from left to right, from back to front)

1st Row : Don Haidong WANG, Jay Robert ACTON, John Yejoon JUNG, Easton SCOTT, Brian Liang QIAO, Alex Hao XU

2nd Row : James Xiaojin XU, Rachel Yu HUANG, Susan Sushan LIU, Jo Hingyi NG, Gloria Yaping GAO, Hanying CHEN, Abby Zijun ZHANG, Fangfang CHEN, Jiajia Lingjia MA

3rd Row : Cathy Qing LI, Lucy Tongjing LU, Peter Le BAIGE, Jenny Lingjuan WANG QSM, Magdalene Chin Gok TAN, Connie Gang LI, Maya Hyun Soon PARK

Current Full-time Staff Member:

Ordered by length of employment at CNSST

1. **Jenny Lingjuan WANG QSM**-Executive Director (1 Oct 1997~)
2. **Connie Gang LI**-Senior Manager, Finance & Social Enterprise (7 Oct 2004~)
3. **Lucy Tongjing LU**-Programme Leader (30 Jul 2005~)
4. **Gloria Yaping GAO**-Senior Manager, Social Service & Education (4 Aug 2006~)
5. **Hanying CHEN**- Programme Leader & Social Worker (21 Jul 2008~)
6. **Easton SCOTT**-Employment & Enterprise Leader (1 Jul 2009~)
7. **Fangfang CHEN**-Project Leader & Social Worker(15 Aug 2011~)
8. **Jiajia Lingjia MA**- Manager, Social Work& Counselling (18 Feb 2012~)
9. **Rachel Yu HUANG**-Manager, International Department (14 May 2012~)
10. **Peter Le BAIGE**-Employment Coordinator/Exam Assessor (14 May 2012~)
11. **Brian Liang QIAO**-Manager, Settlement & Education/ Housing Coordinator (19 Feb 2014~)
12. **Jo Hing Yi NG**- Programme Coordinator(8 Sept 2014~)
13. **Cathy Qing LI**-Senior Programme Leader(6 Oct 2014~)
14. **John Ye Joon JUNG**-Manager, Employment & Enterprise(1 Jul 2015~)
15. **Maya Hyun Soon PARK**-Social Worker(8 Jan 2016~)
16. **James Xiaojin XU**-Programme Leader/Social Worker(29 Feb 2016~)
17. **Don Haidong WANG**-Manager, Social Housing (4 Jul 2016~)
18. **Alex Hao XU**-Employment & Enterprise Coordinator (24 Oct 2017~)
19. **Jay Robert Acton**-Manager, CNSST Education Institute(6 Aug 2018~)
20. **Abby Zijun Zhang** - Whanau Support Worker (15 Apr 2020 ~)



Current CLC Centre Management Team (from left to right, from top to bottom)

- 1st Row :** Hong LIN, Tiana Tianyun WU, Nancy Bo ZHANG
2nd Row : Selina Dandan BI, Anna Lifeng HAO, Jane Qijie HUA
3rd Row : Sunny Shunquan HUANG, Grace Hong DONG, Gracie Ye MEI
4th Row : Shirley Xiaoli CHENG

Current Part-Time & Fixed Term Staff Member:

Ordered by length of work at CNSST

1. **Sunny Shunquan HUANG**-Branch Assistant (New Lynn) (26 Jul 2003~)
2. **Magdalene Chin Gok Tan**-Employment & Enterprise Coordinator (1 Oct 2003~)
3. **Jane Qijie HUA**-Branch Assistant (Howick) (4 Aug 2004~)
4. **Grace Hong DONG**-Branch Manager (New Lynn) (5 Oct 2013~)
5. **Nancy Bo ZHANG**-Branch Manager(Howick) (14 Feb 2015~)
6. **Shirley Xiaoli CHENG**-Branch Manager(Botany) (25 Jul 2015~)
7. **Selina Dandan BI**-Branch Assistant(Botany) (5 Nov 2016~)
8. **Susan Sushan LIU**-Graphic Designer & Programme Coordinator (5 Aug 2018~)
9. **Gracie Ye MEI**-Branch Manager (North Shore) (20 Oct 2018~)

Current Contractors:

-Social Work & Counselling Team:

Irene Ho-Counsellor/contractor **Ai Kihara**-Counsellor/Contractor **In Hwa Jung**-External Supervisor
Jean McElhaney-External Supervisor

-International Department:

Li Huang-Translation and Interpreting Contractor

-CNSST Education Institute:

Carol Wang-Class Tutor **Xiaoming Xun**-Class Tutor **Joe Sun**-Class Tutor **Nancy Yan**-Teaching Assistant
Penny Li-Class Tutor **Qiumei Cui**-Class Tutor **Shirley Zhang**-Class Tutor **Wendy Chih**-Class Tutor **May Wang**-Class Tutor

Bella Zhang-Individual Tutor **Chris Hu**-Individual Tutor **Eric Zhang**-Individual Tutor **Michelle Chen**-Individual Tutor
Wynsome Wong-Individual Tutor **Xiang Zhao**-Individual Tutor **Dewan Khan**-Food Safety Trainer

-CNSST Cultural Learning Centre Management:

Tiana Tianyun WU-Branch Manager (Manukau) (1 May 2010~)
Hong LIN-Site Manager(Murrays Bay) (11 Feb 2019~)
Anna Lifeng HAO-Branch Manager (Parnell) (28 Mar 2021~)

CLC Contracted Tutors at 6 CNSST Cultural Learning Centres:

Manukau Centre: Yanan Han(April), Xiaochang He (Chole), Xinyi Huang (Claudia), Xinyu Hu, Weihong Shen(Christine)

New Lynn Centre: Deanna Wong, Jing Chen, Junya Cai, Lei Chen, Weibin Zhao, Xiaojing Zhu, Xiaowen Li, Xudong Gao, Cheng XU, Jieliang Yuan

Howick Centre: Hong Zhang (Jenny), Hongxia Zhou (Hanna), HuiTian, Jingjing Gong, Judy Chao (Judy), Li Wang, Nan An, Ping Chen, Zhanwei Wang, Hua Yang, Xinyu Hu, Sushan Liu(susan), wei Qiang(vicky), Wei Xiong (Alvin)

Botany Centre: Chunmei Song (Mae), Yonghui Chen(Yuri), Hong Wei, Junqi Fu, Philip Tse, Siyuan Wang, Xiaohong Chen, Xiqian Hou, Xuefen Wang, yongming Xiong (Linda)

North Shore Centre: Hong Lin, Yun Bian, Shan Yim, Junqi Cai, Kuek Tze Lee (Jonathan), Xiang Li(vivian), Qian Wang(Alice)

Parnell Centre: Bei Li, Jiaying Li, Ming Wu, Ning Dai, Qing Zhao, Wei Ren, Ying Lou, Ying Zhou

-CNSST CLC Kungfu World Tutor: Bing you Qiao-Tai Chi, Peter Gordon-Tai Chi, Orlando Garcia Morales-Tai Chi,

-CLC After School Programme Staff and Contractors:

Shirley Xiaoli Cheng-Assistant (Point View)

Tiana Tianyun Wu-Assistant (Pigeon Mountain)

Hong Lin-Assistant (Murrays Bay)

-CLC After School Programme Contracted Tutors:

Can Zeng (Cherie), Hong Lin, Hongxia Zhou (Hanna), Jingjing Gong, Jing Zhang (Amanda), Junqi Cai, Xiaochang He (Chole)

Current Volunteers and Students:

-Accounting and Admin Team Volunteers:

Yusi Li, Qian (Alice) Wang, Alex He, Anna Ji, Jackie Chong, Juan Wang, Lily Zhu, Ling Xie, Oliver Xia, Qiuming (Rachel) Du, Tommy Sun, Xiuli Wu, Yuchen (Gorden) Guo, Yuemei Ma, Lianying Yan, Linda Wenxin Na, (Sarah)Diankun Yin

-Cultural Learning Centre Volunteers:

Hong Lin, Alec Guan, Zhenyu (Cyndi) Yin, Tao (Allen) Yu, Paul (Paul) Gao, Eden Li, Amanda Zhang, Junya(Joey) Cai, Diankun (Sarah) Yin, Weiliang (Alan) Huang, Kemo Xu, Lucy Long, Xin(Jackie)Lu

-Social Work and Counselling Team Volunteers:

Janice Lee, Victoria Lin, Kathy Lian, Emma Mclean, Shufang Hu, Xiaojun Fan, Miran Chun, Emma Qi

-Student Placements:

Massey: Miran Chun, Jina Song

UoA: Mei Taing,

AUT: Yajun Zhao, Yuchen (Gorden) Guo

Departures during July 2020~June 2021

Jo Jo Xue HUA-Cultural Programme Coordinator (15 May 2016~ 30 Aug 2020)

CNSST FOUNDATION

Financial Statements

For the year ended 30 June 2021

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CNSST Foundation
As at 30 June 2021

Board of Trustees

Sze Man Stella Chan

Wilson Wai Sang Young

Minmin Wang

Geng Tian

Lingjuan Wang

Kok Kit Wong

Xiaoyan Chen

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 Comprehensive Revenue and Expenses

CNSST Foundation

For the year ended 30 June 2021

	Notes	2021 \$	2020 \$
Revenue from non-exchange transactions			
Donations, fundraising and other similar revenue	5	149,743	223,284
		<u>149,743</u>	<u>223,284</u>
Revenue from exchange transactions			
Revenue from providing goods or services		3,782,074	3,344,598
Rental income		863,747	852,331
Dividends		840	1,125
Interest income		9,536	12,872
Other revenue		36,703	-
		<u>4,692,900</u>	<u>4,210,926</u>
Total revenue		<u>4,842,643</u>	<u>4,434,210</u>
Expenses	7		
Employee related costs		2,192,647	2,065,327
Interest Expenses		397,567	416,849
Rent		45,142	47,737
Other expenses		1,004,296	1,015,096
Total expenses before depreciation		<u>3,639,652</u>	<u>3,545,009</u>
Total surplus/(deficit) for the year before depreciation		<u>1,202,991</u>	<u>889,201</u>
Depreciation and amortisation	11, 12	202,485	208,015
Total surplus/(deficit) for the year after depreciation		<u>1,000,506</u>	<u>681,186</u>
<i>Other comprehensive revenue and expenses</i>			
Gain on revaluation of buildings	4	-	-
Gain on revaluation of land	4	-	-
Capital Grant-Social Housing Unit		-	-
Total comprehensive revenue and expenses		<u>-</u>	<u>-</u>
Total comprehensive revenue and expense for the year		<u>1,000,506</u>	<u>681,186</u>



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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 2021

	Asset revaluation reserve	Special Projects Reserve	Accumulated comprehensive revenue and expense	Total equity
	\$	\$	\$	\$
Opening balance 1 July 2020	2,167,909	6,023,753	1,508,308	9,699,970
Surplus/ (Deficit) for the year	0	-	1,000,506	1,000,506
Other comprehensive income	-	-	-	-
Transfers	-	500,000	(500,000)	-
Closing equity 30 June 2021	2,167,909	6,523,753	2,008,814	10,700,476
Opening balance 1 July 2019	2,167,909	5,723,753	1,127,122	9,018,784
Surplus/ (Deficit) for the year	0	-	681,186	681,186
Other comprehensive income	-	-	-	-
Transfers	-	300,000	(300,000)	-
Closing equity 30 June 2020	2,167,909	6,023,753	1,508,308	9,699,970



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 2021

	Notes	2021 \$	2020 \$
Current assets			
Cash and cash equivalents	9	3,365,271	2,875,047
Short-term investments	10	14,621	14,317
Receivables from exchange transactions		289,342	141,904
Prepayments		32,761	41,117
Other current assets		72,646	20,796
		<u>3,774,641</u>	<u>3,093,181</u>
Non-current assets			
Intangible assets	11	-	3
Property plant and equipment	12	15,523,826	15,580,893
		<u>15,523,826</u>	<u>15,580,896</u>
Total assets		<u>19,298,467</u>	<u>18,674,077</u>
Current liabilities			
Trade and other creditors		121,043	335,777
Employee entitlements		331,756	360,448
Current portion of long-term borrowings	13	99,996	100,009
GST liability		59,732	22,652
Income in advance		198,451	268,211
		<u>810,978</u>	<u>1,087,097</u>
Non-current liabilities			
Long-term borrowings	13	7,787,013	7,887,009
		<u>7,787,013</u>	<u>7,887,009</u>
Total liabilities		<u>8,597,991</u>	<u>8,974,106</u>
Net assets		<u>10,700,476</u>	<u>9,699,971</u>
Equity			
Accumulated comprehensive revenue and expense		2,008,814	1,508,308
Special projects reserve		6,523,753	6,023,753
Asset revaluation reserve		2,167,909	2,167,910
Total net assets attributable to the owners of the controlling entity		<u>10,700,476</u>	<u>9,699,971</u>

Signed for and on behalf of the Board of Trustees who authorised these financial statements for issue on 26/10/2021 2021:

Charity
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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 2021

	Notes	2021 \$	2020 \$
Cash flows from operating activities			
<i>Receipts</i>			
Receipts from donation, fundraising and other similar revenue		133,755	224,817
Receipts from revenue from providing goods and services		3,549,879	3,697,261
Rental income received		842,504	852,331
Dividends received		840	1,125
Interest received		9,713	12,973
Receipts from other revenue		(134,328)	171,201
		<u>4,402,363</u>	<u>4,959,708</u>
<i>Payments</i>			
Payment to employees		2,221,338	1,856,172
Interest paid		401,935	417,464
Rent payments		45,142	47,737
Payments to suppliers		1,035,075	1,008,442
Net GST payments		(37,080)	(2,029)
		<u>3,666,410</u>	<u>3,327,786</u>
Net cash flows from operating activities		<u>735,953</u>	<u>1,631,922</u>
Cash flows from investing activities			
<i>Receipts</i>			
Capital Contribution		-	-
Sale of property, plant and equipment		-	-
Withdrawal of short term investments		-	-
		<u>-</u>	<u>-</u>
<i>Payments</i>			
Purchase of property, plant and equipment		145,416	663,650
Investments in short term deposits		304	444
		<u>145,720</u>	<u>664,094</u>
Net cash flows from investing activities		<u>(145,720)</u>	<u>(664,094)</u>
Cash flows from financing activities			
<i>Receipts</i>			
Proceeds from borrowings		-	-
		<u>-</u>	<u>-</u>
<i>Payments</i>			
Repayment of borrowings		100,009	245,194
		<u>100,009</u>	<u>245,194</u>
Net cash flows from financing activities		<u>(100,009)</u>	<u>(245,194)</u>
Net increase/ (decrease) in cash and cash equivalents		490,224	722,634
Cash and cash equivalents at 1 July		<u>2,875,047</u>	<u>2,152,413</u>
Cash and cash equivalents at 30 June	9	<u>3,365,271</u>	<u>2,875,047</u>

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 2021

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.

Charity
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Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2021

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 2021

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 2021

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 2021

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 2021

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 | DV | 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 2021

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

The amortisation periods for the Groups 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 2021

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 2021

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 2021.

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 2021

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:

	2021	2020
	\$	\$
Government Grants	113,703	146,970
Other Grants	34,588	67,330
Donations – General	1,452	8,984
	<u>149,743</u>	<u>223,284</u>

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2021

6 Donations and grants

The Trust acknowledges the support of the following government and non-government organisations in 2021.

Auckland Council

Auckland Council Devonport-Takapuna Local Board

Auckland Council Henderson-Massey Local Board

Auckland Council Howick Local Board

Auckland Council Orakei Local Board

Auckland Council Waitakere Ranges Local Board

Auckland Council Waitemata Local Board

Auckland Council Whau Local Board

Department of Internal Affairs

Dragon Community Trust

Foundation North

Lottery Grants Board

Massey University

Milestone Foundation

Ministry for Women

Ministry of Business, Innovation and Employment

Ministry of Justice

Ministry of Social Development

Ministry of Housing and Urban Development

Mt Wellington Foundation Ltd

Oranga Tamariki – Ministry for Children

Panmure Business Association

Tertiary Education Commission

Tu Manawa Active Aotearoa Fund

Waitemata District Health Board

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2021

7 Components of net surplus

Surplus before tax includes the following specific expenses:

	2021	2020
	\$	\$
Audit fees	3,285	6,015
Leasing and rental costs	45,142	47,737
Loss/ (gain) on disposal of assets	-	-
Loss/ (gain) on revaluation of buildings	-	-
Trustees' fees and expenses	17,308	12,306

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:

	2021	2020
	\$	\$
Cash at bank	3,006,612	2,518,049
Short-term deposits with maturities of less than 3 months	359,259	356,998
Total cash and cash equivalents	<u>3,365,271</u>	<u>2,875,047</u>

10 Investments

	2021	2020
	\$	\$
Term deposits – Maturing within 12 months of balance date	<u>14,621</u>	<u>14,317</u>
	14,621	14,317
Term deposits – Maturing 12 months after balance date	-	-
Shares	-	-
	<u>-</u>	<u>-</u>

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2021

11 Intangible Assets

2021	Software	Licenses	Total
	\$	\$	\$
Cost/Valuation	10,044	-	10,044
Accumulated depreciation	10,044	-	10,044
Net book value	-	-	-

2020	Software	Licenses	Total
	\$	\$	\$
Cost	10,044	-	10,044
Accumulated depreciation	10,041	-	10,041
Net book value	3	-	3

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

2021	Software	Licenses	Total
Opening balance	3	-	3
Additions	-	-	-
Disposals	-	-	-
Amortisation	3	-	3
Closing balance	-	-	-

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2021

12 Property plant and equipment

2021	Land	Buildings	Furniture and Fittings.	Furniture and Fittings-EI	Office Equipment	Plant & Equipment	Total
	\$	\$	\$	\$	\$	\$	\$
Cost/Valuation	1,856,000	13,748,151	311,688	2,546	275,543	52,634	16,246,562
Accumulated depreciation	-	356,286	115,015	1,665	229,709	20,061	722,736
Net book value	1,856,000	13,391,865	196,673	881	45,834	32,573	15,523,826

2020	Land	Buildings	Furniture and Fittings.	Furniture and Fittings-EI	Office Equipment	Plant & Equipment	Total
Cost/Valuation	1,856,000	13,615,186	299,862	2,546	274,918	52,634	16,101,146
Accumulated depreciation	-	216,082	90,084	1,528	196,822	15,738	520,254
Net book value	1,856,000	13,399,104	209,778	1,018	78,096	36,896	15,580,892

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

2021	Land	Buildings	Furniture and Fittings	Furniture & Fittings EI	Office Equipment	Plant & Equipment	Total
	\$	\$	\$	\$	\$	\$	\$
Opening balance	1,856,000	13,399,104	209,778	1,018	78,096	36,896	15,580,892
Additions/valuation	-	132,965	11,826	-	625	-	145,416
Disposals	-	-	-	-	-	-	-
Depreciation	-	140,204	24,931	137	32,887	4,323	202,482
	1,856,000	13,391,865	196,673	881	45,834	32,573	15,523,826

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2021

13 Loans

	Effective Interest Rate %	Maturity	2021 \$	2020 \$
Current interest bearing loans and borrowings				
Obligations under finance lease	-	-	-	-
Secured bank loan	3.70%	23/06/2023	99,996	99,996
			99,996	99,996
Non- Current interest bearing loans and borrowings				
Obligations under finance lease	-	-	-	-
Secured bank loan	3,70%	23/06/2023	7,787,013	7,887,009
			7,787,013	7,887,009

Secured bank loan

The Bank loans were secured by registered mortgages over the properties owned by the Trust as at 30 June 2021. These properties are located at 15, 20 and 22 Clifton Court, Panmure Auckland.

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 \$2,540 (2020: \$3,010).
Total board expense is \$17,308 this year (2020: \$12,306).

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:

	2021 12 months	2020 12 months
Total remuneration	\$1,066,1581	\$849,861
Number of persons, FTE	8.25	7.5

Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2021

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

During the reporting period, total remuneration and compensation of \$0 (2020: \$0) was provided by the Trust to employees who are close family members of key management personnel.

16 Leases

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

	2021	2020
	\$	\$
Not later than one year	3,597	6,286
Later than one year and no later than five years	-	3,597
Later than five years	-	-
	<u>3,597</u>	<u>9,884</u>

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:

	2021	2020
	\$	\$
Financial assets		
<i>Financial assets at fair value through surplus or deficit</i>		
Investments	-	-
<i>Loans and receivables</i>		
Cash and cash equivalents	3,365,271	2,875,047
Short term investments	14,621	14,317
Receivables from exchange transactions	289,342	141,904
Receivables from non-exchange transactions	-	-
Investments	-	-
	<u>3,669,234</u>	<u>3,031,268</u>
Financial liabilities		
<i>At amortised cost</i>		
Trade and other creditors	121,044.00	335,777
Employee entitlements	331,756.00	360,448
Loans and borrowings	7,887,009.00	7,987,018
Deferred Income (conditions attached)	198,451.00	268,211
	<u>8,538,260.00</u>	<u>8,951,454</u>

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Notes to the financial statements

CNSST Foundation

For the Year ended 30 June 2020

1 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.

	2021	2020
	\$	
PTE Income	1,087,858	827,959
	<u>1,087,858</u>	<u>827,959</u>

2 Capital commitments

There is no capital commitment at 30 June 2021 (2020: Nil).

Total special project reserve made this year is \$500,000 (2020: \$300,000). The accumulated special project reserve as at 30 June 2021 is \$1,250,000 (2020: \$750,000).

3 Loss on disposal of buildings

There is no Loss on disposal of buildings incurred during the year (2020: Nil)

4 Contingent assets and liabilities

The Trust has received \$5,273,750 from SHU (HUD) as 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.

5 Events after the reporting date

The Board of Trustees and management is not aware of any other matters or circumstances since the end of the reporting period, not otherwise dealt with in these financial statements that have significantly or may significantly affect the operations of the Trust (2020: \$Nil).

6 Events after the reporting date

The Board of Trustees approved to transfer \$500,000 from the surplus made during the year to future social housing project reserve. (2020: The Board of Trustees approved to transfer \$300,000 from the surplus made during the year to future social housing project reserve).



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INDEPENDENT AUDITOR'S REPORT

To the Trustees of the CNSST FOUNDATION, for the year ended 30 June 2021

Opinion

We have audited the financial statements of the CNSST FOUNDATION on pages 1 to 22, which comprises the statement of financial position as at 30 June 2021 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements on pages 1 to 22 present fairly, in all material respects, the financial position of the CNSST FOUNDATION as at 30 June 2021 and its comprehensive revenue, expenses and its cash flows for the year ended, in accordance with Public Benefit Entity Standards Reduced Disclosure Regime.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)). 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. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor 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 financial statements in accordance with Public Benefit Entity NZ IPSAS Standards with the Reduced Disclosure Regime and for such internal control as the governance determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial 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 Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial 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) 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 financial statements. We are also required to apply the explanatory guide EG Au 1.

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, South Auckland
 27th October 2021



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



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