



# ANNUAL REPORT

2019-2020

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# 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

**The Room 1xx Social Housing Tenants write,** Congratulate on your significant achievement of ensuring the health and wellbeing of all the vulnerable tenants aged 60 to over 80 years old. The Health and Safety Policy requires us of staying home; not allowing external visitors; not going to the public activities; hygiene practices; flu vaccine injections... The CNSST Social Housing Team are always available to support us with difficult moments. All of these enabled us to survive the pandemic! CNSST is our protection umbrella...'

**Ms. S says,** 'I am writing to deeply appreciate the employment support that I have gained from CNSST. Within a month, I have been supported to find a skill-matching job, I am fortunate that I have arranged my children to learn Chinese language at CNSST, through which I knew of CNSST Employment services. I have gained my confidence in job searching with your career planning support. Furthermore, with the CV, job referrals and interview preparation, I found a job within a month! I am extremely lucky to benefit from your professional service and find a suitable job...'

**Mrs. XL writes,** 'Thank you CNSST for teaching and supporting me in the past months. I have learnt a lot about how to communicate with my children, gained knowledge to cultivate a love-based family environment. I extended my parenting skills and learnt to communicate with my children in a peaceful manner. With the support from CNSST, the relationship between my children and I have been improved a lot. I will recommend CNSST to my friends in need.'

**Mr. Z states,** 'It is my third term to study English at CNSST. I feel warm, happy, progressing and gaining knowledge all the time. CNSST is the home of our Chinese people... Teachers at CNSST are patient, detailed and informative... Maori history, lifestyles and culture learning were also included in our learning... It is extremely appropriate to have online English courses and free online Tai Chi courses under COVID-19's impact. It's hard for learning, with CNSST, we have confidence...'

**Miss R.Z. emphasises,** 'Firstly, I would like to thank you for giving me this valuable opportunity to accumulate work experience, which is very important for an international student who will graduate and start a career. Under the guidance, I have understanding of workplace environment and accounting workflow in NZ. CNSST empowering us to applying our talents in New Zealand labour market'

### From Network:

'On behalf of the leaders of Christ New Creation International, we would like to thank you for the donated masks received in June. It will surely benefit our church community which is comprised of the following ethnic groups: 80% Filipino, 14% Kiwi, 1% Chinese, 1% Sri Lankan, 2% Indian, 1% Islander, 1% Korean. It will be part of our preparedness / survival kit. May God richly bless you for your thoughtfulness towards our church community.' – **the Christ New Creation International**

'In recognition of outstanding dedication and commitment of CNSST Foundation; With sincere thanks for your support in volunteering your time and skills to translate community COVID-19 information.' - **the Northern Region Health Coordination Centre**

'The Healthline Coronavirus Line thank you for supporting our Coronavirus response. We are indebted to your ability to reach out into Chinese communities and help us build a Response Team. We are so grateful.' – **Homecare Medical Team**

'Thank you very much for participated in the 2020 Community Flu Fighters programme. With your enormous support, the project team was able to vaccinate more than 960 people despite the challenges posted by COVID-19. **Counties Manukau Health CEO Fepulea'i Margie Apa** would like to invite you to attend a certificate presentation...'

'CNSST provided good level of engagement and support. The clients' feedback and comments clearly showed that there was a good sense of satisfaction. Further, it indicated commitment and dedication by the team at CNSST. Overall, the three services appeared to be achieving good positive outcomes which are good value for money for the Ministry.' - **Kuini Saili, Advisor, Oranga Tamariki – Ministry for Children**

'It is a great testament to the Preparation for Work services your team provides that the overall participant satisfaction rate is an impressive 96%. Another highlight is the participation numbers in F20 and that you were in such a strong position, participation-wise prior to the Covid-19 lockdown period and were able to deliver training online to participants where face-to-face service delivery was not an option. Thank you too for the continued focus, which I know will continue and strengthen further in F21 on assisting participants to secure employment...'

– **Amanda Eves, Regional Contracts Manager, MSD**

# Highlights for the Year



Three Awards - Community Volunteer Award; Community Flu Fighter Award; Zero Waste Award.



“Unite Against Covid-19” CNSST Service Response System: launched on 28 March 2020. All CNSST services are transferred online and all staff worked from home for 10 weeks.



Distributed the donated 25,000 face masks and 17,000+ eggs from local Chinese business and government-funded food parcels to our community members in high need.



Presentation at the Migrant Service International Conference in USA and the Diversities of Migration Forum at Massey University in Nov 2019; and overseas scholars' visit.



Provided virtual social work and counselling interventions to 200+ families, and contributed to the co-design of Whanau Resilience with a goal of violence free community.



Empowered 200+ employers towards their business continuity planning, connection with their employees and capability building e.g. Free MYOB training to small business owners.

# July 2019 - June 2020



"New Kiwis" Cross-cultural Learning Programme benefited 1,366 Asian, Maori and ethnic community participants.



CNSST Cultural Learning Centre opened the 5th afterschool programme at Parnell District School on 11/02/2020; the Holiday programme educated 188+ youth.



CNSST Kung Fu World won 10 gold medals, 13 silver and 7 bronze in National Wu Shu Kung Fu Championship.



Successful organisation of NZ-based study tour by attracting overseas students to local schools.



CNSST Kotuku House ensured the tenants to live in high standard health and safety management system under National alerts, e.g. providing PPEs...



Provided a training ground for a total of 207 students and volunteers.

# Annual Statistics



**11,364**

General enquiries & drop ins  
& community venue users



**1,800**

Social Work and Counseling  
Supported Families



**141**

Family Violence Related  
Interventions



**110**

Parenting Teenagers Programme  
Participants



**277**

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



**6,650**

Asian Community Engagement  
and civic participation



**530**

Registered Job Seekers taking  
employment services and  
coaching



**98**

Meaningful Job Placements



**519**

CNSST Entrepreneur Network -  
Active Employer Members



**51**

CNSST Kotuku House Residents



**373**

Settlement Support Programme  
- Supported New Comers



**1,754 kg**

Waste Minimisation Project  
2019 (Reduced Waste)



**37,552**

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



**637**

English for Migrants and  
Literacy courses



**1,366**

"New Kiwis" Cross  
- Cultural Learning



**188**

School Holiday Programmes  
- Attendees



**207**

CNSST Volunteer Centre &  
University Student Placements



**160**

MYOB & XERO Training Graduates  
(95% successful employment)



**186**

Immigration services



**1,916+**

Community-based cultural  
event participants

# Chairperson's Report

The past 12 months has been a challenging period for everyone, with COVID-19 having an unprecedented effect on our daily lives. Despite this, I am pleased to report that CNSST has had another successful year.

## COVID-19

The CNSST team worked quickly to respond to the COVID-19 lockdown measures. While the health and safety of staff and senior members at Kotuku House was of the utmost priority, staff members (despite working from home) were able to set up an online platform for almost all of CNSST's services and classes within a week of the introduction of the NZ government's level alert system. In addition, CNSST introduced extra measures to further support the community; including the distribution of Personal Protective Equipment, offering free online Tai Chi classes to the public, and distributing food parcels to non-residents overseas who were unable to return home due to the border restrictions.



## General review

Over the past year, the different teams at CNSST have completed a number of projects and workshops by working with several government and non-government agencies, as well the Maori and the Pacific Island communities.

In November 2019, Jenny Wang represented CNSST in the United States, presenting at the Migrant Service International Conference. CNSST is proud to be recognized internationally as a successful NGO in the migrant service sector.

CNSST is pleased to report that CNSST has passed all auditing requirements from various government organizations including Oranga Tamariki, the Ministry of Social Development, the Ministry of Justice, the Ministry of Business, Innovation and Employment, and the New Zealand Qualifications Authority. We also received a number of awards from local councils and District Health Boards.

The work that CNSST does is not possible without the generous support and trust we receive from our funding partners and stakeholders, including government agencies and local boards, as well as other philanthropy and private donors. On behalf of CNSST, I would like to express my sincere thanks for all your ongoing support.

Despite the challenges of this year, our trust board continues to be extremely dedicated. I would like to thank all the board members for their commitment and contribution to CNSST. Your strategic oversight and governance of CNSST is invaluable. We would like to thank Nancy Lu, Board Member and Secretary, who resigned in September to pursue other interests. We thank her for work with us, and wish her success in her new endeavors.

Finally, a big thank you to our senior management team: Jenny Wang, Gloria Gao and Connie Li, our team managers, other full and part-time staff, contractors and the many wonderful volunteers we have. The continued success of CNSST is the result of your hard work, dedication and genuine care for our clients. Well done team!

**Stella Chan**  
Chairperson

# Executive Director's Report



Our financial year 2019 – 2020 happened to coincide with one of the most challenging and difficult periods in recent human history. The emergence of the COVID-19 pandemic has exposed our society, like that of other countries around the world, to a health threat that leaves us facing an uncertain future and all its attendant anxieties. Nevertheless, the situation difficult as it appears, teaches us invaluable lessons, and has allowed us to affirm commonly shared values, such as kindness, compassion, human rights and social equality that were visibly less valued in the pre-COVID context. Ironically, it is precisely these ideals that social and community workers have been fighting for over past decades.

Despite the adversities posed in these unprecedented circumstances, in reaching another annual milestone CNSST is able to look back over a year of achievements and unforgettable moments. The warm support we have received from our stakeholders over this period has allowed us to maintain our unique place in the community and overcome those difficulties that threatened the normal running of our operations. CNSST rightly takes pride of its resilience and strengths shown over the course of the last financial year, and especially in our response to the pandemic crisis, which has allowed us to remain in good operational shape and to continue service delivery to meet community needs as a designated 'essential services' provider.

## Our Milestone Achievements the Financial Year 2019 – 2020 in Review:

- **Responsive & Innovative Services**

By means of creative and innovative alternatives to our traditional service delivery models, CNSST has been able to meet the high service demand of its ever growing client base, even through the most restrictive period of the COVID-19 level 4 lockdown. In establishing our "Unite Against Covid-19" CNSST Service Response System on 28 March 2020 (see page 27 for details), we were able to continue our services tailored to our clients' needs regardless of the impact of the pandemic and the attendant lockdown restrictions. For the first time in our organisation's history, all of our services and programmes were shifted onto an online platform enabling their remote delivery. In looking through the positive feedback we gathered for the period July 2019 to June 2020 in serving a total of 719 migrant businesses and community groups as well as over 4,554 children, youth and families, CNSST can be rightly proud of the contribution we have made.

Apart from the above services and programmes, we also made contributions through a range of charitable activities towards the safety and wellbeing of those communities with whom we enjoy close relationships. These comprised of free online Tai Chi classes for senior groups with a total number of 405 participants, as well as distribution of medical and food supplies including over 20,000 face masks and 17,000 plus free range eggs to local ethnic communities (e.g. Pasifika, Indian, Muslim, South Africa, Chinese, Korean and other migrant groups) with the help of donations from local Chinese businesses. With MSD's kindest support, we have also distributed food parcels to the Asians in high vulnerability who have been dramatically impacted by the pandemic, e.g. the over-stayers. These charitable activities have responsively contributed to the wellbeing of the targeted migrants so as to warm our people by showcasing the social justice and humanitarian values of New Zealand. We were touched to receive expressions of appreciation from those whom we reached out to in this way.

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**Jenny Wang QSM**  
Executive Director

- **Remarkable Team Work, Care & Dedication**

Over the year our staff retention continues to remain high rate, with a total of 8 board members, 23 full-time staff, 13 part-time staff, 104 contractors, 55 student and volunteers working for the organisation. With the aim of elevating our profile as a highly professional NGO, we have continued to encourage the professional development of all staff in their particular areas of expertise. Above all, with the constant threat to the health of our staff COVID-19 poses, CNSST prioritised their wellbeing and safety by putting a "COVID-19 Prevention Health and Safety Hygiene Management Policy" in place to ensure all staff and their families were protected and looked after. The organisation's KiwiSaver Scheme contributions continued without pause, and face masks were also distributed to all of CNSST workers and their families.

Collaborative leadership and management were reviewed to ensure our service approaches, operations and developments remain systematic and functional. CNSST's team of capable and committed managers are now engaged in key decision making processes, while staff share innovative ideas and responsibilities through more proactive engagement in cross-team project development and implementation. This system has allowed the organisation to become more responsive and constructive in dealing with unexpected issues or conflicts, and provides a platform for open discussion to inspire and encourage all staff in determining best possible solutions. In response to the pandemic and its impact on society, CNSST is known to be one of the very first NGOs to have established a response system which involved shifting of all services to a remote delivery model to avoid any interruption. In March 2020, over a thousand service recipients were assisted with trainings on proper use of the Zoom software platform (chosen as our online medium), and we were able to make a complete transition to online to maintain our connections to the community with improved resilience.

- **Reacting to Economic Crises: Our Social Enterprise Strategy**

Looking ahead, two questions need to be answered by our team: **How can we turn the crisis into opportunity in the post-pandemic climate? Where does CNSST sit within the ecosystem services approach?**

CNSST's scope of services were further expanded over the past year, and for the first time the organisation's total annual revenue reached \$4 million plus. Income generated through our various social enterprises played a significant role in achieving this milestone. This achievement has encouraged us to develop new social enterprise initiatives in future, because we believe that the businesses that combine entrepreneurial talent with social conscience in helping to solve community issues, will assume greater significance in terms of their contribution to the economy overall and people's well-being.

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.

**Jenny Wang QSM  
Executive Director**

# Senior Managers' Reports



**Gloria Yaping Gao**  
Senior Manager, Social Service & Education

Despite the difficulties of the past year, CNSST Social Service and Education departments have not only survived, but continued to deliver our high quality wrap-around community services by utilising our strengths, unity, and collective wisdom. Under the impact of COVID-19, we have taken a significant step forward by successfully establishing our virtual service and educational system. Furthermore, we are proud of our annual contribution to co-designing the Whanau Resilience family violence response model as well as providing our Intensive Literacy and Numeracy courses throughout the Auckland region.

Through both online and offline delivery of social services, our team has empowered 4,728 individuals and their families in this past year through social work and counselling, employment and enterprise, settlement and cultural support services. Regarding our education services, our CNSST Cultural Learning Centre (Children and Youth Education) and CNSST Education Institute (Tertiary Education) have provided quality education and wellbeing programmes for 3,391 students with ages ranging from 5 to 70.

Under the auspices of all our extended network with 200+ government and non-government organisations and 519 business groups, we continue to achieve successful and meaningful engagement with the Asian community. In the meanwhile, CNSST has been functioning as a bridge between the government, universities, businesses, and our migrant community via our established promotional channels, leadership network, targeted engagement, and partnership projects.

Gratitude and team-work has a big part of our achievement this year, so I am really grateful for all the genuine trust and support that CNSST Social Service and Education teams have gained internally and externally. In particular, thanks to our Team Managers Brian Qiao, John Jung and Joanna Jensen (July to Nov 2019) and all team members. It is with great spirit and heart for the community that we keep united and moving forward!



**Connie Gang Li**  
Senior Manager, Finance & Social Enterprise

2020 has been both a very special and challenging year. Despite the great challenges of the year brought about by Covid-19 and the subsequent government mandated restrictions, funding this year has been remarkably stable as all our teams worked extremely hard to transfer their services online. We are delighted to see this since, during these tough times, we haven't had any employees become redundant.

Throughout the year, due largely to the presence of Covid-19, the CNSST Health and Safety Committee met several times online to respond to the emerging health and safety issues by setting nine amendments to policy and procedures in the workplace to align to the government's alert level requirements. All the policies ensured the health and safety of the staff members and clients, included the use of social distancing, hand-sanitiser, face masks, scanning of the QR code for the COVID Tracer app, and more.

In addition to workplace policy and procedure, the Social Housing Team also gave great consideration to the safety of the CNSST Kotuku House residents, by setting policy and procedures that ensured their well-being and aligned with both CNSST and government policy. We ensured the health and safety of our 51 tenants through the tracking of their daily health on WeChat, and by providing ample face masks and hand-sanitiser. We also delivered free tai-chi classes every week to help both the residents' physical and mental wellbeing during the lockdown period. Unfortunately, the International Department has been negatively impacted by the global pandemic, and we have to cancel all the scheduled study tours and international conference.

Finally, as Senior Manager, Finance & Social Enterprise, I am pleased to report that CNSST was granted an unqualified financial report. I would like to express my appreciation to our Team Managers Don Wang and Rachel Huang and their team members, and in particular the volunteer-students – for their hard work. Without their help, CNSST would not enjoy the success it does.

# Social Services and Social Enterprise Project Reports

## Social Services

**As an MSD approved Level Two accredited social service provider and high trust NGO, CNSST offers a range of culturally and linguistically appropriate social work and counselling, employment and enterprise, settlement support and public health programmes to the local migrant community.**



## Social Work & Counselling

**The Social Work and Counselling Team (here after SWCT) provides 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.**

For the past financial year our SWCT has consisted of 8 professional social workers and counsellors. From March 2020 we successfully transitioned from the traditional face-to-face of working with clients to using a remote service platform in consideration of the health and safety needs of both clients and staff. By means of this platform they continued to provide Social Isolation, Mental Health and Family Violence Response Services to our community in high need throughout this most difficult time including the national lockdown period.

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### ***Prevention***

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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.

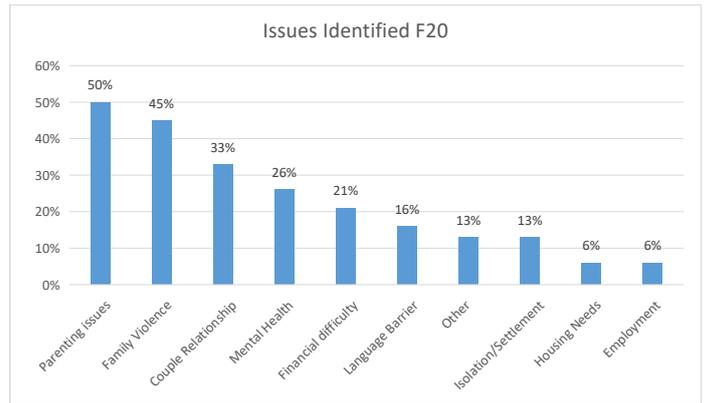
### **Healthy Babies Healthy Futures (HBHF)**

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. 277 mothers benefited from the programme in the past financial year. 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; 97% feel better and more confident about themselves. 67% have met new people in the community, as well as the 95% who report receiving help for themselves and their whanau. HBHF F20 project was very successfully completed with an excellent outcome.

## Parenting Programme

Further to the public health programme, SWCT has been developing a series of parent training courses to prevent violence against children 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 family communication, love discipline, sleep and technology, and compassionate mindful communication. Through service delivery, the total 110 participants have obtained knowledge and skills in setting up routines, establishing love and connection, and building effective strategies to communicate with their family in a more mindful and peaceful way and promote loving and non-physical discipline.



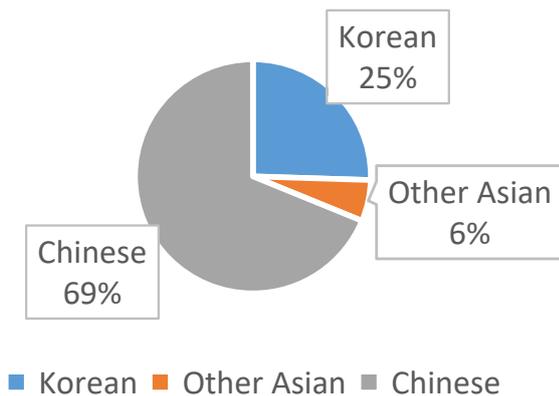
## Intervention

Our Team supported approximately 1800 brief interventions including family violence safety checking calls and other incoming calls for support and drop-in services. The 236 individual cases handled included 95 instances of social work and counselling, 46 of family centred service, 76 family violence educational visits, 8 Asian Family Violence Support Service instances with an elderly focus as well as 11 cases of children who witnessed family violence cases. The diverse ethnicities of clients included Chinese, Korean, Japanese, Philippine, Vietnamese, Burmese and others.

The five areas for which we monitored client outcomes after intervention was completed are shown as follows:



## Ethnicity



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: Parenting issues, family violence, relationship breakdown, mental health and financial difficulties. SWCT has developed a holistic approach to meet each client's multiple needs, including employment, settlement, education, translation, immigration, social housing, and Chinese playgroups. These help our clients to reconnect to social support resources and overcome their issues.

## Family Violence Collaboration (FSS – Whangaia NgaPa Harakeke)

During this financial year, there was a significant increase in Covid-19 related referrals. 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. The number of family violence incidents between parent and child has increased as well. According to clients, trying to manage working from home at the same time their children were taking school classes online from home only imposed more stress and anxiety on them.

A total of 714 referrals were received from Waitemata, Central and the Counties Manukau's Family Safety System (FSS). During the four-week lockdown (25/03/20-22/04/20), SWCT received 80 FV-related referrals from Police. From March 2020 till 30/06/2020, SWCT received 47 parent-child violence referrals.

Most referrals were given for family violence education information and relevant social work support. 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. 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. 11 children have been supported in the last financial year. All 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 21 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 participated in 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.

Five online workshops were completed with 160 participants. The Zoom webinar has become an innovative and effective way to deliver workshops which will attract even more parents to participate and attend in the future. Regular online prevention training has been required by participants to better support them and enhance continual improvement.

The SWCT established the I-CARE-WE-LOVE service model which is a culturally and linguistically appropriate approach to dealing with family conflict and improve couple and parent-child relationships. I-CARE-WE-LOVE is a developmental intervention to better address clients' needs and effects a substantial influence on developmental outcomes.

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. Further to this, the SWCT have participated in 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.

## "Unite Against Covid-19" --On-line Mental Health Workshops

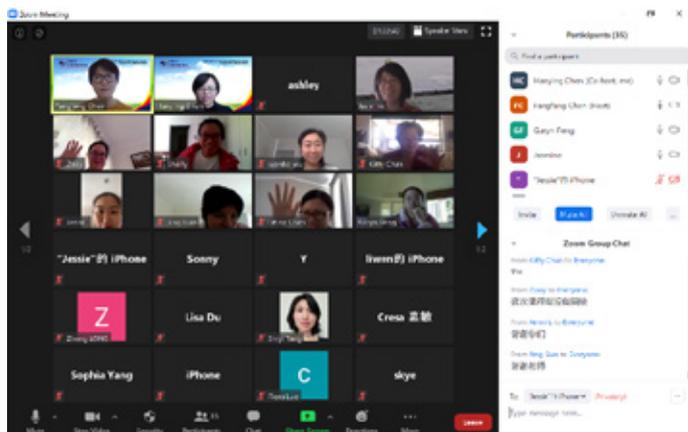
Due to the psychological effects of social distancing and self-isolation, clients have required more emotional support which in turn demands other channels to socialise and longer phone sessions are needed, especially for the elderly. The Team delivered two "Unite Against Covid-19" On-line Mental Health Workshops on 30/Apr/2020 and 6/May/2020 with a total of 78 participants. Clients gained social, psychological, and cultural benefits from participating and engaging in these two culturally and linguistically appropriate workshops.

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# Development

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Due to the impact of Covid-19 pandemic, all social work and counselling services shifted online from March 2020. The SWCT has found virtual intervention can be an equally effective approach to work with clients and children where face-to-face meetings are not possible. It may also be utilised in the future where clients are not able to access our services due to safety reasons or transportation problems. We are aiming to achieve a level of consistency and best practice that will more effectively support the clients in our community.





## Employment & Enterprise

**Employment & Enterprise Team have continued making its own significant contribution to the New Zealand economy not only through empowering job seekers to gain employment competencies and secure jobs for themselves, but also by keeping local employers connected with their employees in the COVID-19 context.**

### Introduction:

Employment & Enterprise Team, with 6 employment service specialists reinforced by the professional teams of management and tertiary education institute, served approximately 700 migrant job seekers during the financial year 2019 – 2020. The establishments of the 4 onsite vocational trainings across the Auckland regions, while securing the capacity to provide online trainings and other remote services, allowed the committed team to provide more systematic and practical assistances for a wider range of the employment programme participants. CNSST’s well-established network of 519 local employers and the organisation’s strong ongoing partnerships among the leading industry skills training specialists of NZ also enabled the services to take appropriate approaches to matching the individual areas of expertise as well as upskilling those who seek further professional development opportunities.

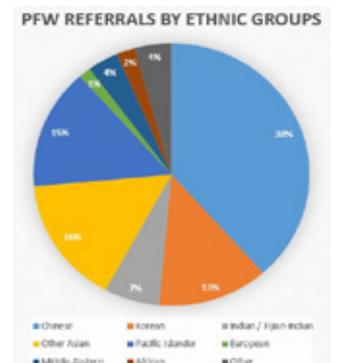
### Jobseeker Support Services (PFW, NSM and SE):

While being engaged with new migrant jobseekers as well as over 30 Work and Income Service Centres across Auckland, CNSST Foundation recognizes that the key to improving the employment preparation level of local migrant job seekers is through effective practical trainings. To this end, the organization has been working with clients to equip them with core employment competencies and, where appropriate, industry certifications, as well as creating individualized career plans tailored to their particular needs. In response to the impact of COVID-19 in New Zealand, online training components have been added to allow a range of remote services including Zoom-based vocational and industry certificate trainings (online delivery) as well as other employment related assistance delivered by conventional means (phone and email).

### Culturally & Linguistically Appropriate Approach:

In order to meet their specific set of needs, in the past year CNSST Foundation empowered a wide range of migrant job

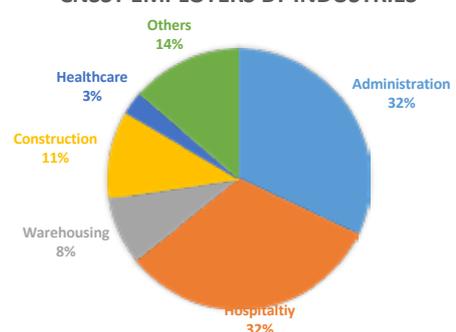
seekers by providing personalised assistances in multiple languages, and supporting their integration into the New Zealand employment market with improved employment prospects and a more solid understanding of how to access employment opportunities.



### Business Support Services:

With the arrival of COVID-19 in New Zealand in early 2020 and its attendant economic recession, most local employers were subject to serious fall-offs in their business and expected income. Despite the uncertainty prevalent with respect to implications in changes of the COVID-19 'Alert Levels', CNSST Foundation swiftly responded to establish appropriate measures to help businesses access available government supports as well as to secure other alternatives to resolve operational limitations on their continued running. As a result, CNSST Foundation was able to play an important role in maintaining its entrepreneur network and enabling a significant number of local businesses to stay connected with their employees, while helping them to gain access to financial assistances and upskilling in marketing strategies.

### CNSST EMPLOYERS BY INDUSTRIES





## Settlement Support

**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 Support for Newcomers**

For newcomers, moving to and living in a new environment can be a big life change that involves a lot of adjustments. Many new migrants do not expect this, so they experience a degree of “culture shock”, which may affect their life at some point. There are 5 stages of culture shock that newcomers will experience when they move to a new country. Based on the different needs on each stage, we provide targeted services to our clients, that help them to gradually overcome their symptoms and make the necessary changes.

In the first stage, newcomers may feel excited and have lots of curiosity about almost everything. We provide services regarding every day information that help newcomers start a new life in New Zealand, such as Road Safety, and enrolling with a GP and local schools. After the initial excitement, they might have a bad experience or some kind of difficulty. For example, many of newcomers may have language barriers and no local work experience, so when they are seeking jobs or having conversations with locals, they may have a bad experience. Therefore, we provide English courses for newcomers and help them seek jobs by providing interview skills training and CV writing services. Later, new migrants may suffer from a most difficult moment that may make them question if they want to continue to stay in this country. For instance, they may have a dispute with their employers because they are not familiar with

New Zealand employment law and the minimum rights of employees, or they may have an argument with their landlord. Based on their needs, we provide useful information and may refer them to other organizations or services for further engagement. After this difficult period, newcomers gradually find a way to fit into the new culture. We still deliver services to empower them to deeply understand social justice issues and social policies such as taxation, family violence, and financial and emotional support.

Due to the COVID-19 this year, the settlement programme empowered a total of 373 newcomers this year through one to one consultations and 20 settlement workshops across the Auckland region. The most popular topic for the elderly is emotional and financial wellbeing support, as well as the local election. Tenancy services and interview skills training attract more young people.



# Education

Our education arm consists of the following three key areas:

- an NZQA approved PTE, CNSST Education Institute, providing tertiary education, eg. NZCEL English programmes.
- an NZICA approved ATE & MYOB approved working partner, CNSST Accounting Training Centre, providing vocational training to local young people, eg. MYOB & Xero training programmes.
- an accredited Chinese teaching modelling school, CNSST Cultural Learning Centre, providing Chinese cultural education to local children and youth aged 5-17.

## CNSST Cultural Learning Centre (CNSSTCLC)

CNSSTCLC are the base for Chinese language and cultural learning programmes throughout Auckland. This year we have an average of 987 weekly attendances among all the six branches.

CLC branches	Off-line	Online
Botany	266	160
Howick	294	196
Manukau	120	59
New Lynn	184	106
North Shore	180	108
Parnell	222	80
<b>Total</b>	<b>1266</b>	<b>709</b>

### CNSST CLC After School Programme

The programme provided 2 to 3 days' afterschool care and cultural learning classes per week. The fifth Afterschool Programme was launched at Parnell District School on 11/02/2020. The number of registered students across the five campuses reached up to 110 students by the 30th of June 2020.

### Youth Break-Away School Holiday Programme

This financial year, CNSST ran the Youth Break-Away School Holiday Programme 3 times, benefitting 168 local children and youth, in July and October 2019, and January 2020. We accomplished the programme with a 100% satisfaction rate from the participants. The highlights of the school holiday programme were traditional Chinese cultural education and outdoor activities including Kung Fu, Chinese painting, Beijing opera face painting, and a ferry trip to Waiheke Island.

### CNSST Kung Fu World

CNSST Kung Fu World has been promoting and teaching Wushu for children and adults across Auckland. A total of 65 enrolled students have weekly learning with us within this period. The CNSST Kung Fu World Annual Wushu Competition was successfully organised with over 100 competitors and another 100+ community participants. During the lockdown period, we have also initiated a free online Tai Chi wellbeing programme for 405 local seniors with the aim of improving the health and wellbeing of the participants.



### Chinese Cultural Programme for Local Schools

CNSST Education and Settlement team also provides Chinese cultural programmes, delivering them in partnered local schools. A variety of cultural activities were delivered this year with 1,650 student participants, and activities including making dumplings, Beijing Opera face painting, martial arts, calligraphy and traditional Chinese painting.



### China Root Seeking Trip

In December, 2019, one Root Seeking trip to Guangdong province was held with 18 local-born Chinese students taking part. All the students had art and cultural classes at Jinan University and visited places of interests and cultural heritage in Guangzhou, Shenzhen, Zhuhai, Foshan, and Zhongshan. All students acknowledged that the root-seeking trip was a meaningful experience which opened up their horizons towards both their traditional cultural heritage and modern economic development in China.





## ***CNSST Education Institute (CNSSTEI)***

CNSSTEI, now with 24 staff and tutors, has been providing NZQA approved tertiary education in the language, culture and employment sectors. As a category 2 Private Training Establishment, NZQA explicitly acknowledged the EI team's educational plans and academic oversight of teaching performance as well as associated review mechanisms as sound and leading to good outcomes for both learners and stakeholders in the most recent External Evaluation and Review.

### **Online Transition for English Language Programmes:**

In the financial year 2019 – 2020, CNSSTEI recorded 637 enrolled students across 3 key English teaching programmes. 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 Training Scheme courses to the migrant community in New Zealand, along with wrap-around support services for students provided by CNSST's four other departments.

With the outbreak of Covid-19, many students were wary of attending classes in person, and expected enrolments dipped. With the added prospect of a potential lock-down in mind, CNSSTEI had to adapt quickly and was able to undergo a shift to online delivery in early March, just days before the move to alert-level 3 was announced. Having successfully transitioned to online delivery, CNSSTEI saw a welcome increase in enrolments, and is now once again poised to expand the delivery of its English language courses to the migrant community across Auckland.



### Extra-curricular Classes and Workshops:

Apart from the English teaching programmes, onsite/online extra-curricular classes and workshops have also been delivered on a range of topics including Maori culture, Chinese Cultural Competencies (CCC), safety & wellbeing and Qi Gong. From Aug-2019 through to May-2020, 79 extra-curricular classes were formed with a number of Marae & the Howick historical village visits. It was recorded there were 679 participants in total. All of the deliveries were successfully arranged and managed, and CNSSTEI has been able to receive positive feedback for the variety and depth in the delivery components that helped to promote the interest of the learners as well as to provide practical trainings for improving the awareness of the students' safety and wellbeing.



### Vocational Training Development:

As a business model, Social Enterprises are now a common feature of the commercial landscape in many countries. While the financial year 2019 – 2020 for CNSST has been a period where the organisation was able to achieve a significant milestone in terms of increasing the Social Enterprise contribution rate to the total annual revenue through finding more pathways to planning and implementing further new initiatives, CNSSTEI has also been in line with the strategy by putting all resources and ideas together to develop a range of Social Enterprise projects in the education sector. It is of the institute's genuine interest now to progress into the next phase of the planning to offer industrial and cultural academic platforms that can contribute to improving the cultural awareness in the community as well as filling hospitality and employment gaps in the post-COVID context.

## CNSST Accounting Training Centre (ATC)

Being a MYOB Silver Partner, the CNSST ATC has been delivering MYOB courses since 2011 to local small business owners, managers and students. The MYOB and XERO training programmes can help attendees increase their opportunities for employment, and enhance their accounting knowledge and capabilities. There were 160 attendees in the MYOB and XERO class from July 2019-June 2020, including those in the two free MYOB training classes we ran during the very tough Covid-19 lock down period to assist those in the community in need of upskilling for their own business or employment purposes.

Numerous thank-you letters have been received from students and volunteers as over 95% of students have gone on to obtain meaningful employment after training and working experience gained at CNSST.



# 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.**



**During the financial year 2020, our key priorities were to help our tenants settle into their new environment and look after their wellbeing while building an age friendly community, and to identify opportunities to expand our portfolio.**

**Below are the 4 factors, which we focused on to achieve our goals**

## 1. Tenancy Management

At CNSST Kotuku House, we have a unique group of tenants, who are mostly elderly Asians over the age of 65. In their daily life, these tenants face a unique set of challenges, such as language barrier, lack of family support, and lack of knowledge of local laws and practices. In order to help our tenants age well and live in an age friendly home environment, we systematically:

- Help tenants understand their rights and responsibilities
- Help tenants understand their tenancy agreements and deal with their housing tenancy related enquiries
- Advise them on their housing options and assess their housing needs
- Empower tenants to participate in community activities and integrate with each other as a community
- Navigate appropriate support

## 2. Property Management

It is our mission to manage our properties well so that our tenants can live in a safe, comfortable and fully functional home. Throughout the year, our social housing team diligently managed the building and attended swiftly to each and every task with the sole aim of ensuring our tenants could have peace of mind and enjoy their life in CNSST Kotuku House. It is, then, no surprise, that we have received so much positive feedback from tenants. In addition, we also transformed the roof garden area into

a nice comfy café environment for everyone to enjoy. Highlights of our property management services, which our social housing team has delivered:

- In total, we carried out 48 repairs and maintenance related tasks
- In two rounds we conducted and a total of 72 property inspections
- We conducted inspections on specified systems listed in the compliance schedule and were granted the Building WOF for the building
- There were monthly as well as weekly safety inspections to identify and mitigate safety hazards. For instance, anti-slip safety mats were placed to mitigate the risk of slipping on the walkways of each floor.
- We installed kitchenette and kitchen cabinets on level 4, to create a café environment
- Ziptrak drop covers were installed in the Roof Garden Café area to provide shelter for tenants, staff and visitors.
- There were 2 internal building washes and one roof wash
- We carried out daily audits on organic compost bins to ensure all tenants were following recycling and compost rules, in order to minimise waste
- We corresponded regularly with Unicom NZ to ensure online connectivity of our tenants

### 3. Wellbeing of Our Tenants / Wrap Around Support

The aim of our social housing services is the well-being of our tenants, and we do everything we can to achieve this. We have delivered specific activities and provided culturally and linguistically support as below, so our tenants are mentally and physically fit to enjoy life and meet its challenges.

- We organized a Chinese New Year celebration party and invited all of our tenants to attend and enjoy
- We ran workshops to keep tenants updated on community activities, council plans and regulations
- We facilitated flu shots for our tenants after the first national lockdown
- We ran 21 free weekly online Tai Chi lessons for our tenants
- We ran 1 safety and 2 anti-scam workshops to keep tenants out of harm's way
- We provided age friendly activities and empowered and encouraged tenants' participation
- We organized a "United Against Covid-19" Online Mental Health Workshop
- We distributed face masks to all 51 tenants
- Checked daily with each and every tenant during the two national lockdowns
- We sanitised all high touch areas to prevent the spread of Covid-19
- We had 2 special edition newsletters prepared and distributed in order to educate tenants on the preventive measures and tips to fight Covid-19
- Trays of free-range eggs were given to our tenants

CNSST Kotuku House Wellbeing/Wrap Around Support Activities 2020 Summary

	Quantities	Time Consumed (Hours)	Attendees
Chinese New Year Celebration	1	1	35
Fire Drill	2	2	41
Education workshops	2	2	100
Seasonal Flu Shot	1	3	28
Free Online Tai Chi	21	11	250
Anti-Scam Workshops	2	2	86
Safety Workshop	1	1.5	51
"Unite Against Covid-19" Online Mental Health Workshop	1	1.5	52
Free Face Masks	2	2	51
Special Edition Newsletter	2	4	51
Free Range Eggs	1 tray	2	51
<b>Total</b>	<b>36</b>	<b>32</b>	<b>796</b>

### 4. New Project Developments

- We worked with developers and property owners and identified opportunities for new projects
- We conducted feasibility studies for 11 projects, of which, two are shortlisted for further discussion and assessment
- We are aiming to add another 28 apartments to our portfolio in the coming year

Moreover, this year has been extremely challenging due to Covid-19, and the threat of a resurgence will continue to pose difficulties and dangers for the elderly. We have had to establish additional systems and rules for the sake of our tenants' health and safety both in the short term and the long term, and have been very proactive in doing so. We have and will endeavour to provide the best possible services and wrap around support for our

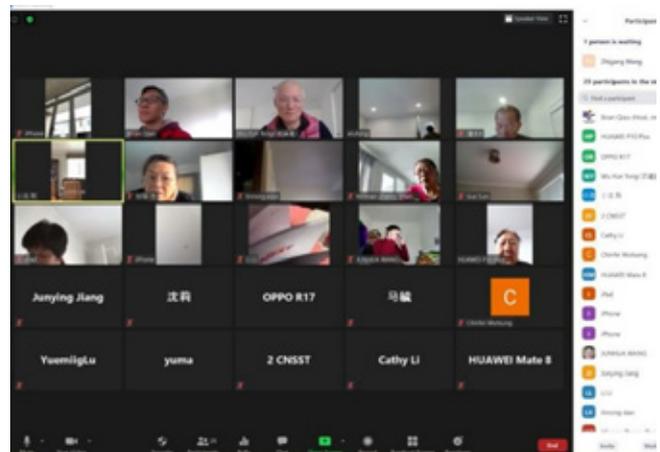
tenants, especially while the pandemic exists as an ongoing threat to their well-being.

We are reasonably proud of our achievements and progress made in the past financial year in this new social enterprise. Nevertheless, there is always room for improvement and we look forward to meeting and overcoming new challenges in the year ahead.

### CNSST Kotuku House Wellbeing Programmes



Chinese New Year Celebration and the Anti-scam Safety Workshop on 21/01/2020



Weekly online Tai Chi Wellbeing Programme from April to June 2020



Emergency evacuation training and fire drill on 10/06/2020

# Domestic & International Engagement Projects

- NZ licensed immigration consultants providing immigration services and support.
- NZSTI & NASTI licensed translators providing English & Chinese translation services.
- Partnerships with local and overseas schools organising study tours between China and New Zealand;
- Engagement with local and international academic sectors providing student internships and participation in conferences and research projects etc.
- Engagement with NZ central and local government organisations to voice migrants' insights through our large grassroots contacts, eg. ethnic feedback towards policies or plans etc.

## International Department

Our International Department was established in August 2019. The department's scope reflects the need to create a self-sustainable enterprise with good social values and that can promote positive changes in the community. In provision of its services, we have worked in collaboration with Auckland Council, Auckland Transport; Immigration New Zealand, DHBs, NZQA, Local schools, PTEs, polytechnics and tertiary education groups as well as overseas organizations.

The key service scopes for International Department are:

1. Immigration advice & facilitating visas applications for both New Zealand & Australia
2. Study tours
3. English-Chinese/English-Korean translation & interpreting services
4. Overseas recruitment & employment placement services
5. International collaborations & event management
6. International student support



## Domestic Engagement:

### 1. Asian community engagement

In partnership with Auckland Council, CNSST have successfully engaged with the Asian community for public consultation on the councils' annual budget, local board plans and its emergency budget with a total of 1650 collected feedback forms and 5,000+ reach-outs to the Asian community. The community partnership engagement projects have substantially improved the numbers of civic participation of the Asian community in Auckland. With the aim of enhancing community awareness and accessibility to our wrap-around services, CNSST took part in the

ANZ Community and Migrant Expo on 05/10/2019 and Chinese New Year Celebration on 18/01/2020, proactively providing our service information as well as one-to-one employment, education and immigration related consultations to 10,000+ people in the community.



### 2. Translation Services:

CNSST has been collaborating with New Zealand local government agencies providing professional translation services to both the Chinese and Korean communities. Translated contents cover a variety of areas, such as civic engagement; health and wellbeing information; public transportation services, and enable these communities to stay connected within an embrace of cultural and language diversity.

CNSST, as a professional service provider and sounding-board, has responded quickly to the increasing need for these services from the community. Materials available in their own language break down any communication barriers for those who may feel marginalized and enhance a strong sense of belonging for local migrants.

### 3. The CNSST Volunteer Centre:

The CNSST Volunteer Centre was established in 2004 to offer invaluable 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 2019 and 2020, including students from AIS, Unitec, Auckland University, AUT, and MIT. Volunteers assisted in many ways this year, including fully supporting and operating the CNSST reception desk, which was a significant reduction in the workload on CNSST full time staff.

125 volunteers attended 28 training workshops delivered this year, and all registered volunteers expressed that they had gained valuable experience by undergoing training and working under supervision at the CNSST Volunteer Centre.

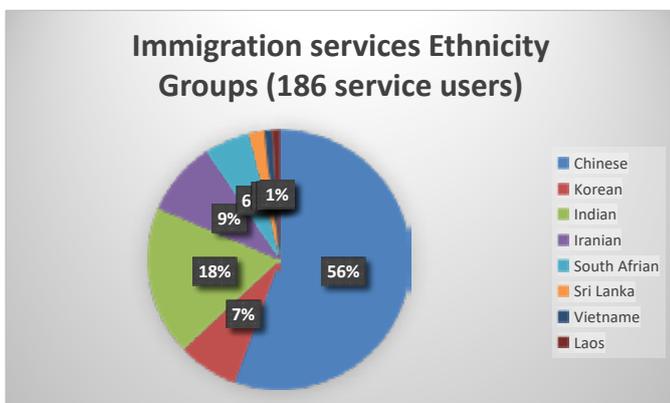
Finally, we are proud to report that, with support from our employment and enterprise team for job placement, 95% of volunteers have successfully found jobs after training and working experience gained via the CNSST Volunteer Training Centre.



## International Engagement

### 1. Immigration services:

The CNSST Licensed Immigration Advisor continues to provide professional and personalized advice and support for different types of temporary visas, residency applications, appeals and ministerial interventions. Since February 2020, CNSST has been able to provide advice on both Australian and New Zealand immigration processes for a broad range of visa options. A total of 186 service users were supported by International Department's advisor. Ethnicities of clients we supported are as follows:



### 2. Study Tours

CNSST organised two study tours which were from China in July 2019. The customised itineraries were well designed and planned to broaden the horizon and mindset for both students and parents. According to the feedback from parents, apart from the enjoyment and excitement they felt on their tour, the educational, cultural, social and interpersonal benefits that students can gain from

a study tour is immeasurable. Both students and parents consider it is one of the most effective and empowering ways to rediscover the real meaning of education and inspire them to think about their future career path.

However, due to the COVID-19 pandemic, two Study tour groups from Guangzhou had to be cancelled. We are very confident the connectedness and unique experience through study tour is indispensable., and are looking forward to their continuation in the coming years, providing circumstances allow it.



### 3. International Conference

In 2019 CNSST took the decision to serve as an anchor point for a series of hosting international conferences and events which, originally were to be held in New Zealand from 9 to 12 December 2020.

These events involve collaborative arrangements with overseas as well as local organisations. Organising these events provides an ideal chance for CNSST to gain exposure on a global scale as a reputable organisation that supports the Asian diaspora. The current pandemic has, however, disrupted the original planning, and the events have been rescheduled to December 2021.

# Review and Reflection of CNSST Responses to COVID-19 (January ~ September 2020)

## Background:

From the beginning of 2020, the Covid-19 pandemic suddenly emerged and created a huge crisis among organisations across all the economic sectors in New Zealand, including CNSST. The crisis directly resulted in the tension of our financial and human resources as well as the organisational management and operational system. As the situation continued to change rapidly, our government introduced four national alert levels in order to protect the public health, with the Prime Minister announcing a Level 4 National Alert and Lockdown from the 25th of March, 2020, under the slogan “stay home, save lives”. The events of 2020 bring us, as a professional and essential community service provider, the following question:

**To survive in a time of crisis and uncertainty, how do we respond to the community needs in an innovative way under the ‘new normal’ lifestyle people have to live in?**

## Our Journey from January to September 2020

Looking back over the past year, CNSST should be proud of our achievements as we not only survived, but also proactively responded and continued our services for the migrant community in this unique period of time. The summary of our journey from January to September 2020 is outlined as below:

Date	Event(s)	Purposes & Key Objectives
21 January 2020	First official response by CNSST - Notice to the public and drop-in clients	All visitors who just returned from China and have fever or dry cough, do not meet the staff in person but go to see GP and use our telephone service.
22 January 2020	First time to provide staff with face masks	Awareness and prevention work upgraded.
28 January 2020	CNSST Foundation Anti-Novel Coronavirus Hygiene & Health Policy announced and since then the policy has been amended 8 times based on MOH guidelines.	dealing with external visitors; keeping a safe work environment. postponing the opening dates of all the CLC centres, afterschool programmes, and English classes.
29 January 2020	Announced “CNSST Kotuku House Urgent Health and Safety Policy– 2019-nCoV infection Prevention Steps”	The early interventions minimise the risk and prevent our residents’ health and safety from the Novel Coronavirus spreading in our building.
11 February 2020	Supported Healthline by recruiting Chinese-speakers for their Homecare Medical Team’s Coronavirus Line.	Through CNSST’s network, they received over 200 applicants and managed to build a response team within 2 weeks.
16 March 2020	Completion of online transition for all English teaching classes	System building, training, and technical support were provided to all tutors and 300+ students and the first class was opened on 16 Mar 2020.
23 March 2020	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.
24 March 2020	Under the national lockdown, all staff started working from home, doing weekly reports and implementing the team Zoom meeting monitoring system.	Policy and guidelines are in place for service practices
24 March 2020	After-school programmes moved online.	Continuing education online at National Alert Level 2 to 4.
28 March 2020	“Unite Against Covid-19” – CNSST Service Response System launched and all services moved online.	In response to National Alert Level 4, CNSST kept providing essential services during the lockdown period.
28 March 2020	Remote visa and immigration consultation services started.	One to one phone, WeChat, or email based inquiries and consultation by CNSST’s licensed immigration advisor.
30 March 2020	Received confirmation from Oranga Tamariki to categorise CNSST as an essential social service in the Government’s COVID-19 response.	OT encouraged all providers to provide remote services. CNSST had established the online service system before then.
31 March 2020	The first Healthy Babies Health Futures (HBHF) community learning programme was delivered online. Since then, CNSST HBHF has successfully established the online series of the programme.	HBHF programmes have been developed and delivered online to maximise the health and safety of pregnant women, mums, and children aged 0 to 4. Individualised follow up support services have been provided in addition to the group learnings. 100% of participants have achieved positive behavioural changes.

Date	Event(s)	Purposes & Key Objectives
04 April 2020	6 CNSST Cultural Learning Centre Saturday cultural programmes moved online.	Continuing education online at National Alert Level 2 to 4. Daily attendance from 490 gradually increased to nearly 700 in July.
07 April 2020	The first online Free Tai Chi Wellbeing Class started.	CNSST organised free Tai Chi and Wellbeing programme for 405 people from all ethnicities with the aim of enhancing the physical and mental wellbeing of the participants.
April 2020	Small business owners were supported by CNSST's Employment & Education team.	We provided information and assistance regarding the Wage Subsidy application and business continuity.
14 April 2020	The first distribution of PPEs to all Kotuku House tenants.	We distributed 3 rounds of PPEs to our senior tenants, acknowledged as extremely important and appreciated by all the tenants.
17 April 2020	The first CNSST Online Parenting Workshop successfully delivered and introduced "I-CARE-WE-LOVE" communication model to the Asian parents in need.	This was responsively designed to cope with the parent-child violence issue and the increased need for culturally and linguistically appropriate parenting courses and counselling services. A total of 5 online workshops were completed with 100% participants claiming their extension of the parenting skills.
26 April 2020	First Online Settlement Workshop for the migrant community. Topic was responsively designed as the Mental Wellbeing under COVID-19, This themed workshop has been delivered to different groups in our community in need, including our social housing tenants.	A total of 8 settlement workshops have been organised online with 330+ attendees, which successfully empowered our community to improve their mental wellbeing and security as well as access to financial support.
11 May 2020	Online vocational training started.	Online certification channels secured across 5 key industries in NZ.
Mid May 2020	Online learning assessment surveys by tertiary education students.	This enabled the management to identify the areas in need for improvements. CNSST was able to frequently improve our online delivery system to meet the expectations of all associated parties.
28 May 2020	Received 25,000 donated face masks from Chao Shan General Association of New Zealand.	Distributed the face masks to the Chinese and other ethnic communities in need.
02 June 2020	The first partial-return to office-based work since the national lockdown.	Flexibility was given to staff to have a combined office-based and home-based work to prioritise health and safety. From 02/06/2020, we fully returned to 5-days office-based work.
25 July 2020	CNSST Cultural Learning Centre reopened and resumed onsite education.	Five CLC centres reopened, and Manukau Branch continued online. Attendance recovered from 700 to 960.
28 July 2020	Distributed 17,000 eggs to the Chinese community in high need.	Eggs donated by Good Farms
12 Aug 2020	Resurgence of COVID-19 resulted in our return to Work from Home. New Zealand moved to National Alert Level 2 but Auckland Region remained at Alert Level Three from 12pm, Wed, 12 Aug 2020.	CNSST office was physically closed and we restarted the Work from Home Model from 12pm, Wed, 12 Aug 2020.
15 Aug 2020	CNSST Cultural Learning Centre all transferred back online, again.	Stabilised attendance of over 900 on Saturdays.
31 Aug 2020	Food Parcel Project in Chinese Community funded by MSD has been confirmed.	Over 100 most vulnerable individuals and families received food parcels including temporary visa holders and overstayers.
07 Sep 2020	All staff returned to office-based work under Auckland Alert Level 2.5. All services remain online.	Policy was made to open all face to face group activities under Alert Level One only. *Auckland officially moved to Level One from 08/10/2020.
29 Sep 2020	First CNSST Online School Holiday Programme started.	This opened a new approach to deliver online academic and cultural education for Youth aged 11 or above. The pilot was successful and proven suitable for youth.
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.

### Our Achievements

As a leading Asian community organisation, we carry the social responsibility and mission to empower, unite, and revitalise our community together with the government. Externally, we officially launched the "Unite Against COVID-19" CNSST Service Response System for the migrant community on 28/03/2020 that widely benefited the migrant community in this difficult time. Internally, we worked cohesively as a team to ensure the health and wellbeing of our staff through clear and timely policies and guidelines, provision of PPE, an adaptable management system, continuous trainings, etc. In the transitional period, all our staff worked day and night to build capability and complete the new system; successfully transferring all our services and education online within a very short timeframe. Thanks to the collaborative effort of each of our team members, we have achieved the following outcomes in provision of the responsive services to our community:

1. Combined Government Sectors' Updates through Weekly CNSST Wechat, reaching 8,000+ readers
2. Online Education & Wellbeing Programmes, upskilling 1,890 learners
3. Online One-to-One Consultation and Follow-up Support Services, empowering 696 individual clients and/or their whanau
4. Multi-language Support Services for 2,686 service users
5. Other General Inquiries and Follow-up Support for 150+ inquiries
6. Received donations from local Chinese businesses and helped distribute over 25,000 face masks, about 17,000 free range eggs to ethnic communities, as well as over 100 food parcels.

We believe that a positive change has made in our community through our team provided empowerment, advocacy and responsive services towards the emerging needs resulting from COVID-19 and its consequences.

### What have we learned?

The impact of COVID-19 has made a great change to people's values and lifestyles. Furthermore, the social, economic, cultural, and environmental impacts are likely to be ever-lasting. It is worthwhile to reflect on what we have learned through the journey from different perspectives:

- Covid-19 has caused both a physical and a psychological crisis for many of us, and has led to a change in values; such as financial wealth becoming less important in our lives, and instead prioritising good health and a family-oriented lifestyle.
- We learned the great importance of client empowerment and a strength-based approach more than ever in this period of critical social work and counselling interventions.
- We are all connected together in a kind of eco-system, and if something is wrong in this ecosystem, we are all affected. Therefore, it is important to work collectively with multiple sectors to respond to the community needs in a service-ecosystem approach.
- Covid-19 has brought us so many challenges that it demands us to ask ourselves how we could turn this crisis into opportunity in a post-pandemic world. To do this, it is important that we continue to achieve our social enterprise strategic goal by providing services in an innovative and creative way.
- As online service provision and staff working more independently becomes the new normal, it is important to strengthen our team-work with a collaborative leadership and self-management system to ensure the quality of the services and programmes delivered.
- All human beings are equal regardless of our culture, age, race, religion, or social class. It is important to be kind to others, help each other, and treat the vulnerable fairly to make a just society across the globe.

Nevertheless, the Crisis word has two meanings in Chinese: Danger & Opportunity. The COVID teaches us invaluable lessons, and has allowed us to affirm commonly shared values, such as kindness, compassion, empowerment, team work, human rights and social justice etc, that were visibly less valued in the pre-COVID context. We believed that all of these values will guide us stronger as an individual human being and it made us much more resilience as a team, as well as a better community to be built and a brighter future for our country in the post-pandemic ahead. Thanks.

**Appendix:**

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



28/03/2020

### **"Unite Against Covid-19"-- CNSST Service Response System Launches**

**“守望的天空”-- 华社服基金会新冠病毒抗疫服务系统启动**

**As the Covid-19 situation is changing rapidly, the New Zealand Government has announced a Level 4 National Alert and Lockdown. In response to this, the CNSST Foundation team have planned and worked hard to get prepared for “Unite Against Covid-19” CNSST Service Response System. From this date, we officially launch the response system under the theme “Unite Against Covid-19”. During these especially difficult times, with the community’s health and safety our top priority, CNSST will unite and work together with you to provide our essential and responsive services. Through our mutual support and collaboration, we will get through these dark times and on to brighter days. The detailed services are in five categories as follows:**

#### **1. Important Information Update (Please contact Gloria 021 990 082):**

Our team will follow up with different government sectors, and provide the community with a weekly combined list of important guidelines and links to the various government sectors. This will be updated every Saturday. Please access this weekly publishing on the CNSST Wechat and Website.

- CNSST Wechat Account: CNSST-NZ-2014
- CNSST Website: [www.cnsst.org.nz](http://www.cnsst.org.nz)

#### **2. Online Education & Wellbeing Programmes:**

CNSST Foundation have successfully set up an 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, children and youth Chinese and other subjects, 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:

##### **1) Online Senior Tai Chi Wellbeing Courses (Please contact Jojo 021 760 399)**

Provided by CNSST Kung Fu World with the support from Auckland Wushu Association. This is free online Tai chi courses, targeting the seniors aged 60 or more from all ethnicities, in aim of improving their health and wellbeing during the lockdown period.

##### **2) Online Adult English Courses (Please contact James 021 760 528)**

Provided by NZQA accredited CNSST Education Institute, MOE No: 7158. Available courses from beginning to intermediate level English courses. No matter if you are newcomers or old migrants, as long as you are currently living in Auckland, we will have a suitable course for you to continue your study.

##### **3) Online Chinese Cultural Competency Programme (Please contact Cathy 021 760 998)** Provided by NZQA accredited CNSST Education Institute, MOE No: 7158. This CCC programme targets non-native speakers. The course enables learners to understand the Chinese culture and basic language skills in their engaged industries. It has successfully been delivered to classes from the Auckland District Police, Counties Manukau Police and Waitemata District Police, with positive feedback and appreciation from the trained local police officers.

##### **4) Online Children and Youth Chinese and Other Subjects’ Learning (Please contact Jojo 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.

**5) 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 career planning, CV and Interview Training (**Please contact Alex 021 760 586**)

B. Online Accounting Training Courses: MYOB and XERO courses are both available, educated by accredited and licensed trainers (**Please contact Connie 021 808068**)

**6) Online Mental Health Courses (Please contact Jiajia 021 760 591)**

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

**7) Online Parenting or New Mums Health and Nutrition courses (Please contact Fangfang 021 760 121)**

Provided by the CNSST Social Work and Counselling Team with NZ registered health professionals and dietitians. Course content includes parenting skills, grand-parenting skills, communication skills, stress management, physical and mental health, nutrition, and physical activities.

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

1) Immigration, Visa, and Translation Consultation and Services (Provided by a CNSST Licensed Immigration Advisor. Please contact Rachel 0222 760 582)

2) Employment and Enterprise Consultation and Services

A . Wage Subsidy Application- Information Support (Please contact Scott 021 760 583)

B . Essential Workers Employment Support (Please contact Alex 021 760 586)

3) Social Isolation and Mental Health Consultation and Services (Provided by CNSST Social Work and Counselling Team. Please contact Jiajia 021 760 591)

4) Family Violence Response Services – Consultation and Services (Provided by CNSST Social Work and Counselling Team. Please contact Hanying 021 760 581)

We provide family-centred wrap-around support services in confidence.

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

This is for newcomers in Auckland, new Permanent Residents 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.

**4. Multi-language Support Services:**

**CNSST Foundation team have 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
Shanghainese:	Jiajia: 021 760 591
Korean:	John: 022 276 0580
Malay, Hokkien & Hakka:	Magdalene: 021 760 589

**5. General inquiries:**

Telephone: 09-5701188

Email: [info@cnsst.org.nz](mailto:info@cnsst.org.nz)

Website: [www.cnsst.org.nz](http://www.cnsst.org.nz)

Dear Stakeholders, in this special time, CNSST Foundation is always here to provide services and support for you. In terms of this "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](mailto:management@cnsst.org.nz)

**"Be Strong! Be Kind! And we'll be fine!"**

**Wish you and your family safety and health!**

# 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.

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## ***Our Current Services***

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### **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.
- 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.

**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.

**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.

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

**Stella Chan LLB -- Chairperson (from Oct 2011):** Stella Chan, LLB -- Chairperson (from Oct 2011): Stella 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. Stella is also a board member of the Hong Kong New Zealand Business Association and was a past president of that Association. She was appointed by the Minister of Conversation as a member of the Auckland Conservation Board in 2011 for 3 years . She was a founding trustee of the Chinese Conservation Education Trust and served on the board of trustees for over 8 years, two of which as the chairperson.

**Kit Wong, MNZM, -- Trustee (from Oct 2003):** Migrated from Hong Kong in 1987 and elected as chairman of the Trust since 2009, a Property Professional and member of various property professional organizations including PINZ and RICS. Kit started property development in Manukau in 1991 and thereafter has been involved in setting up various charitable trusts in Manukau. Inducted to Manukau City Hall of Fame in 2008 and awarded Member of NZ Order of Merit in January 2011. He is the founder trustee of COMET (City of Manukau Education Trust) and appointed as trustee of Comet Auckland and member of the Auckland Business Advisory Panel.

**Maggie CHEN, BA--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.

**Nancy Nan LU, CA --- Secretary (Oct 2018 ~Sep 2020):** a 1.5 generation immigrant with parents from China over 20 years ago, Nancy is a Chiwi (Chinese-Kiwi) with her fluent Mandarin, English and Chinese. She is a Chartered Accountant and have had a diversified career as a tax consultant, auditor, finance manager and now a general manager. She have worked in professional services firms and state owned enterprises, and now working for one of the largest private companies in China as the general manager in their New Zealand business.

# CNSST Staff Members



## Current Full-Time Staff Member (from left to right)

- 1<sup>st</sup> Row :** Brian Liang QIAO, James Xiaojin XU, Alex Hao XU, Jo Hingyi NG, Connie Gang LI  
**2<sup>nd</sup> Row :** Jenny Lingjuan WANG QSM, Abby Zijun ZHANG, John Yejoon JUNG, Fangfang CHEN, Jay Robert ACTON  
**3<sup>rd</sup> Row :** Maya Hyun Soon PARK, Gloria Yaping GAO, Rachel YU HUANG, Magdalene Chin Gok TAN, Jiajia Lingjia MA  
**4<sup>th</sup> Row:** Don Haidong WANG, Easton SCOTT, Jojo Xue HUA, Peter Le BAIGE, Hanying CHEN  
**5<sup>th</sup> Row:** Cathy Qing LI, Lucy Tongjing LU

## Current Full-time Staff Member:

Ordered by length of employment at CNSST

1. **Jenny Lingjuan WANG QSM**-Executive Director (1 Oct 1997~)
2. **Magdalene Chin Gok Tan**-Employment & Enterprise Coordinator (1 Oct 2003~)
3. **Connie Gang LI**-Senior Manager, Finance & Social Enterprise (7 Oct 2004~)
4. **Lucy Tongjing LU**-Programme Leader (30 Jul 2005~)
5. **Gloria Yaping GAO**-Senior Manager, Social Service & Education (4 Aug 2006~)
6. **Hanying CHEN**- Programme Leader & Social Worker (21 Jul 2008~)
7. **Easton SCOTT**-Employment & Enterprise Leader (1 Jul 2009~)
8. **Fangfang CHEN**-Project Leader & Social Worker(15 Aug 2011~)
9. **Jiajia Lingjia MA**- Social Services Coordinator & Social Worker (18 Feb 2012~)
10. **Rachel YU HUANG**-Manager, International Department (14 May 2012~)
11. **Peter Le BAIGE**-Employment Coordinator/Exam Assessor (14 May 2012~ )
12. **Brian Liang QIAO**-Manager, Settlement & Education/ Housing Coordinator (19 Feb 2014~)
13. **Jo Hingyi NG**- Programme Coordinator(8 Sept 2014~)
14. **Cathy Qing LI**-Programme Leader/English Tutor(6 Oct 2014~)
15. **John Yejoon JUNG**-Manager, Education Institute & Employment(1 Jul 2015~)
16. **Maya Hyun Soon PARK**-Social Worker(8 Jan 2016~)
17. **James Xiaojin XU**- Tertiary Education Coordinator/Social Worker(29 Feb 2016~)
18. **Jo Jo Xue HUA**-Cultural Programme Coordinator(15 May 2016~)
19. **Don Haidong WANG**-Manager, Social Housing (4 Jul 2016~)
20. **Alex Hao XU**-Employment & Enterprise Coordinator (24 Oct 2017~)
21. **Jay Robert Acton**-Tertiary Education Leader/English Tutor(6 Aug 2018~)
22. **Abby Zijun Zhang** - Whanau Support Worker (15 Apr 2020 ~)



**Current CLC Centre Management Team (from left to right)**

- 1<sup>st</sup> Row :** Selina Dandan BI, Gracie Ye MEI, Hong LIN
- 2<sup>nd</sup> Row :** Shirley Xiaoli CHENG, Christine Xin SU, Nichole Zerong PAN
- 3<sup>rd</sup> Row :** Tiana Tianyun WU, Nancy Bo ZHANG, Grace Hong DONG
- 4<sup>th</sup> Row :** Jane Qijie HUA, Sunny Shunquan HUANG, Susan Shanshan LIU

Ordered by length of work at CNSST

1. **Sunny Shunquan HUANG**- Branch Assistant (New Lynn) (26 Jul 2003~)
2. **Jane Qijie HUA**- Branch Assistant (Howick) (4 Aug 2004~)
3. **Tiana Tianyun WU**- Branch Manager (Manukau) (1 May 2010~)
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 Shanshan LIU**- Graphic Designer & Programme Coordinator (5 Aug 2018~)
9. **Gracie Ye MEI**- Branch Manager (North Shore) (20 Oct 2018~)
10. **Hong LIN**- Site Manager(Murrays Bay) (11 Feb 2019~)
11. **Nichole Zerong PAN**- Site Manager(Baverstock Oaks)(7 May 2019 ~)
12. **Cristine Xin SU**- Branch Manager (Parnell) (5 Sep 2019~)

**Current Contractors:**

-Social Work & Counselling Team:

**Gus Lim**-External Supervisor **Jean McElhaney**-External Supervisor **Irene Ho**-Counsellor/contractor

-CNSST Education Institute:

**Carol Wang**-Class Tutor **Haishun Yin**-Class Tutor **Joe Sun**-Class Tutor **Michelle Chen**-Class Tutor **Nancy Yan**-Class Tutor  
**Penny Li**-Class Tutor **Qiumei Cui**-Class Tutor **Shirley Zhang**-Class Tutor **Wendy Chih**-Class Tutor

**Bella Zhang**-Individual Tutor **Chris Hu**-Individual Tutor **Harry Zhao**-Individual Tutor **Jennifer Liu**-Individual Tutor  
**Linda Xiong**-Individual Tutor **Lisa Yelavich**-Individual Tutor **Peter Fang**-Individual Tutor **Wynsome Wong**-Individual Tutor

CLC Contracted Tutors at 6 CNSST Cultural Learning Centres:

Manukau Centre: **Hong Zhang, Xiaochang He (Chole), Xinyi Huang (Claudia), Xinyu Hu, Yongming Xiong (Linda)**

New Lynn Centre: **Deanna Wang, Jing Chen, Jixu Yang, Jun Selwyn, Junya Cai, Lei Chen, Weibin Zhao, Xiaojing Zhu, Xiaowen Li, Xudong Gao, Xue Zhou, Hee Seung Chae (Steve Chai), Jun Selwyn**

Howick Centre: **Angela King, Hong Zhang (Jenny), Hongxia Zhou (Hanna), HuiTian, Jing (Jackie) Zhao, Jingjing Gong, Judy Chao (Judy), Kuek Tze Lee (Jonathan), Li Wang, Nan An, Ping Chen, Wei Xiong (Alvin)**

Botany Centre: **Chunmei Song (Mae), Emily Xu, Hong Wei, Junqi Fu, Philip Tse, Siyuan Wang, Xiaohong Chen, Xin Lu, Xiqian Hou, Xuefen Wang**

North Shore Centre: **Hong Lin, Yun Bian, Eve Chen, Ming Lei Qian, Yian Yuan (Ann), Hua Yu, Cecilia Song, Weiyao Wu, Ian Qiu, hao Jia, Junqi Cai**

Parnell Centre: **Bei Li, Jiaying Li, Jingjing Zhang, Ming Wu, Ning Dai, Pan Hou, Qing Zhao, Wei Ren, Ying Lou, Ying Zhou**

-CNSST CLC Kungfu World Tutor: **Bing you Qiao-Tai Chi, Jun Selwyn-Wu Shu, Peter Gordon-Tai Chi, Orlando Garcia Morales-Tai Chi, Wang Hui-Wu Shu, Yin-Chi-Lee-Wu Shu,**

-CLC After School Programme Staff and Contractors:

**Shirley Xiaoli Cheng**-Assistant (Point View) **Selina Dandan Bi**-Assistant (Point View)

**Tiana Tianyun Wu**-Assistant (Pigeon Mountain) **Nichole ZeRong Pan**-Assistant (Baverstock Oaks)

**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)**

-Social Housing:

**Ace Engineering Ltd** – Contractor, **GNM Group Ltd** – Contractor, **RS Roofing** – Contractor

### Current Volunteers and Students:

#### -Accounting and Admin Team Volunteers:

Aiqi (Crystal) Zhong, Angela Hong, Belinda Ji, Bo Zhang, Dongyan (Doris) Liu, Enrique Guilarte, Harpreet Kaur, Hong (Jay) Jie, Hongbo (Alice) Wu, Jackie Chak Fai Chong, Jeassey Zhang, Jenny Chen, Jiajia Chen, Jin Rong Cheng, Lian Ying Yan, Lijun Zheng, Ling (Ling) Wang, Michael He, Min (Bonnie) Li, Nai Xin Liu, Oliver Xia, Penny Lam, Sushan (Susan) Liu, Shuer (Abby) Yan, Shuk Kei Chan, Siyuan Tan, Weilan (Coco) Jiang, Wenjia Cheng, Xianjun (Rebecca) Zhou, Xiaolian (Samatha) Peng, Xiuli Wu, Xue Mei (Lily) Zhu, Yan Hong, Yan Wang, Yixiao (Anita) Mai, Yuchen (Gorden) Guo, Yusi Li, Yue (Matt) Hai

#### -Cultural Learning Centre Volunteers:

Jingjing Gong, Junya Cai, Kemo Xu, Salendra Prakash, Tao Yu, Xin Lu Datt, Xinyu Hu, Yufang Ren, Zengwen Yu, Ziwen Li

#### -Student Placements:

Aiqi (Crystal) Zhong, Enrique Guilarte, Harpreet Kaur, Lijun Zheng, Siyuan Tan, Xianjun (Rebecca) Zhou, Xiaolian (Samatha) Peng

### Departures during July 2019~June 2020

#### Full time staff

**Joanna Jung Hee JENSEN** – Manager, Social Work & Counselling(Oct 2010 ~ Nov 2019)

#### Part Time & Fixed Term Staff

**Xiuli Tang** – Branch Assistant (North Shore) (July 2008 ~ Dec 2019)

**Linda Ping Zhang** – Branch Assistant (Parnell) (July 2010 ~ Sep 2019)

## INDEPENDENT AUDITOR'S REPORT

To the Trustees of the CNSST FOUNDATION, for the year ended 30 June 2020

### Opinion

We have audited the financial statements of the CNSST FOUNDATION on pages 2 to 22, which comprises the statement of financial position as at 30 June 2020 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 2 to 22 present fairly, in all material respects, the financial position of the CNSST FOUNDATION as at 30 June 2020 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

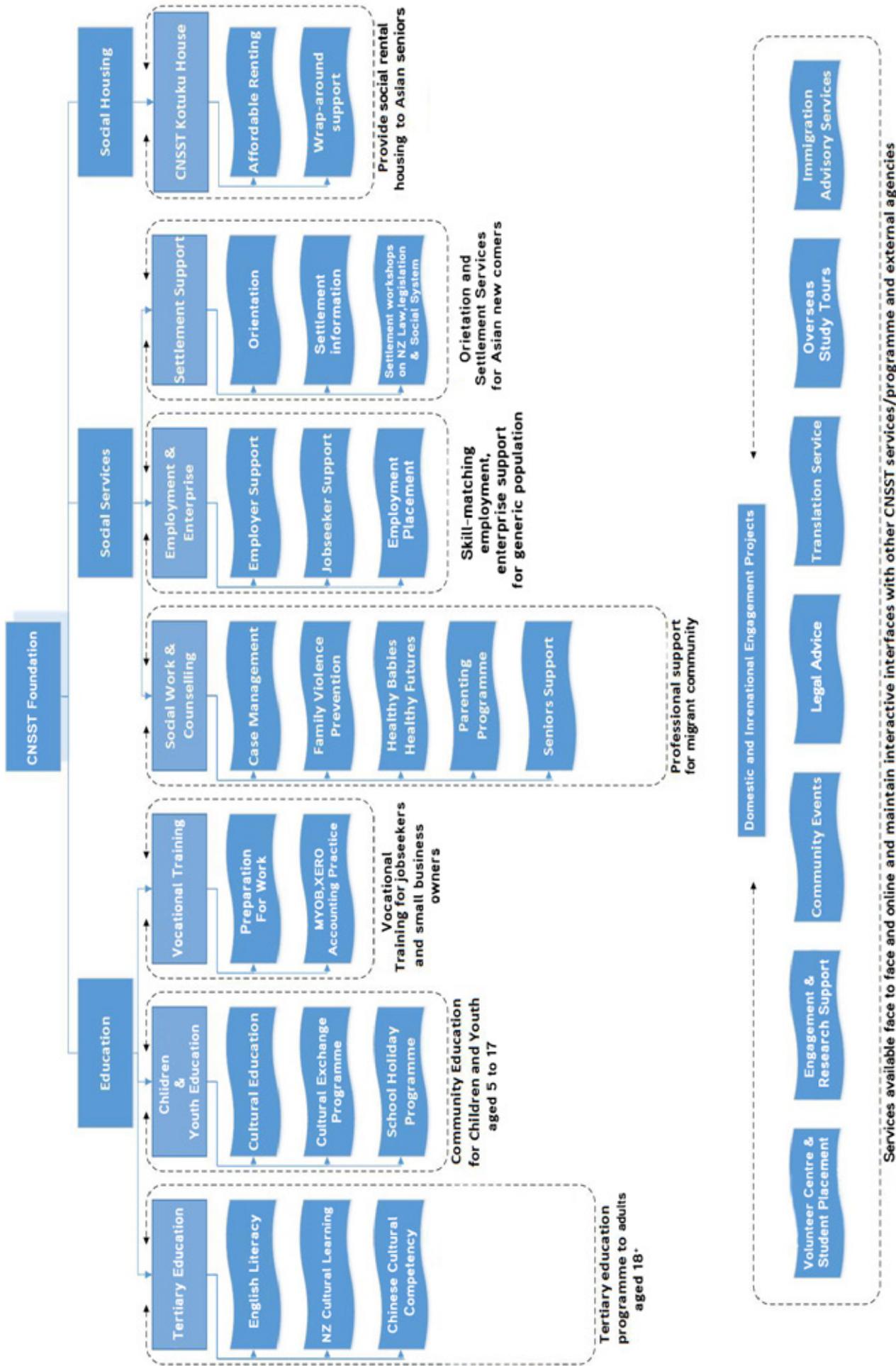
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee 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  
 16<sup>th</sup> October 2020

*CNSST Services Chart*



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

**15 Clifton Court  
Panmure  
Auckland  
New Zealand, 1072**

**PO Box 14129,  
Panmure  
Auckland  
New Zealand, 1741**

**Charities Reg. No: CC24999  
MoE No: 7158  
CHP Reg. No. RA045  
ATE Institute ID: 2082228**

**P: +64 9 570 1188  
E: [info@cnsst.org.nz](mailto:info@cnsst.org.nz)  
Wechat: CNSST-NZ-2014  
[www.cnsst.org.nz](http://www.cnsst.org.nz)  
[www.cnsstei.ac.nz](http://www.cnsstei.ac.nz)**