

NEW ZEALAND RED CROSS

2023 ANNUAL REPORT

RĪPEKA WHERO AOTEAROA PŪRONGO Ā-TAU



NEW ZEALAND
RED CROSS
RĪPEKA WHERO AOTEAROA

Celebrating World Refugee Day
at Araiteuru Marae, Dunedin.





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PŪRONGO Ā-TAU

This past year, alongside our core mahi | work supporting vulnerable communities at home and overseas, we continued to make positive progress towards realising outcomes from Strategy 2030 – our 10-year strategic plan.

We remained a trusted partner within Aotearoa New Zealand during emergencies and disasters, as shown through our work with the New Zealand Disaster Fund. Our people successfully responded to 15 domestic emergencies — including Cyclone Gabrielle and the other significant weather events in January and February 2023 that wreaked havoc across communities in the North Island. More than 11,000 hours were logged by our Disaster Welfare and Support Team in responding to these emergencies.

By 30 June we'd raised more than \$20 million through the New Zealand Disaster Fund to respond, assist communities and support the ongoing recovery efforts. We are deeply grateful to the people of Aotearoa New Zealand for their generosity in enabling us to carry out this work.

With Aotearoa New Zealand's migration pathways recovering from the impacts of COVID-19, we were pleased to see the refugee quota filled for the first time, making for a busy year for our Refugee Support teams. We supported 880 people from 23 countries to make Aotearoa New Zealand their new home, build new lives and begin making a positive contribution to communities throughout the country. We also helped 498 former refugees find work through our Pathways to Employment Programme, with 85 percent placed into work or supported with work experience by our teams.

We launched our Te Ao Māori programme and announced and implemented changes to our operating model and Area governance model — including shifting from 16 Areas (15 Area Councils) to seven Areas and Area Councils as part of a broader change programme.

Our international delegates provided vital support to the wider Red Cross and Red Crescent Movement across a number of humanitarian responses, through 19 deployments. This included deploying Dallas Roy to Türkiye as an International Federation of Red Cross and Red Crescent Societies operations manager.



Regional Communities Project Manager, Phil Parker speaks to locals at Ruataniwha Marae, Wairoa.

This pivotal role worked closely with Turkish Red Crescent (Türk Kızılay) and key stakeholders to bring much needed support to those affected by the devastating earthquake of 6 February 2023.

Our work in local communities and across the globe is made possible by our generous donors and the inspiring people in our New Zealand Red Cross whānau.

With your support, we continue to have real impact and make a difference every day.

Our Mission is to improve the lives of vulnerable people by mobilising the power of humanity and enhancing community resilience.

HERE FOR GOOD

At New Zealand Red Cross, we are always working hard to strengthen and empower communities at home and overseas. In this ever-changing world, our commitment to our Fundamental Principles and our Mission remains steadfast.

WHAT WE STAND FOR

TĀ MĀTOU KAUPAPA

OUR FUNDAMENTAL PRINCIPLES

The Red Cross Fundamental Principles guide all we do, whether it's delivering a meal in a New Zealand town or providing disaster management support here or overseas.

HUMANITY

TE NGĀKAU ATAWHAI

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

IMPARTIALITY

TE TŌKEKETANGA

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

NEUTRALITY

TE WHAKARAUPAPA

In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

INDEPENDENCE

TE TŪ MOTUHAKE

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

VOLUNTARY SERVICE

HE RATONGA TŪAO

It is a voluntary relief movement not prompted in any manner by desire for gain.



UNITY

TE KOTAHITANGA

There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

UNIVERSALITY

O TE AO

The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

The New Zealand Red Cross Dragon Boat team at a fundraising event.





NATIONAL PRESIDENT'S REPORT

PŪRONGO Ā-MOTU A TE PEREHITINI

Tēnā koutou katoa,

Firstly, I want to recognise everyone across Aotearoa New Zealand who was impacted by Cyclone Gabrielle and the series of extreme weather events in early 2023.

We have seen incredible generosity from New Zealanders contributing to the New Zealand Disaster Fund, which speaks to the level of trust and confidence in our organisation. We have been keenly aware of the responsibility that entails. The New Zealand Red Cross team have worked hard to ensure the Disaster Fund is managed and disbursed in a way that is transparent, fair and consistently targeted to those most in need, in alignment with our mission.

Over the last year, New Zealand Red Cross has also been developing, consulting and implementing elements of 'Realising 2030', our transformational change programme, to achieve Strategy 2030. This included implementing new geographical governance arrangements, transitioning from 16 to seven Areas on 1 July 2023. The National Board has an important role in establishing Area governance arrangements and approved this transition, which it considers will result in improved governance, effectiveness, efficiencies, and support for our members. This transition represented a huge amount of work across the organisation, from recruiting and establishing new Area Support Teams to amending our New Zealand Red Cross Constitution through a Special General Meeting of our National Council in June 2023. On behalf of the National Board, I thank all Red Cross people involved in this change process, from the consultation phases through to the changes now being implemented.

In November 2022, I chaired our first in-person annual National Council meeting since 2019 (due to COVID-19). It was wonderful to see our Red Cross people face-to-face in Wellington. As well as our usual Annual General Meeting proceedings, we enjoyed energetic discussions about managing through change, our health, safety and wellbeing responsibilities, and establishing our new Areas.

In February 2023, I participated in the International Federation of the Red Cross and Red Crescent Societies Pacific Leaders Meeting in Suva, Fiji, alongside our National Youth Representative, Sarita Love. This was a great opportunity to reconnect with our Pacific National Society colleagues and progress our common interests within the context of the wider Red Cross Red Crescent Movement.

In early 2022, New Zealand Red Cross was elected to the Governing Board of the International Federation of the Red Cross and Red Crescent Societies (IFRC) and I participate as one of two women representing Asia-Pacific National Societies. It has been a privilege to be part of the Governing Board which provides an insight into the global issues the IFRC faces — from disasters through to maintaining the integrity and reputation of the IFRC and its constituent National Societies.

I would like to thank and recognise the Trustees of the New Zealand Red Cross Foundation for their ongoing and valued support and advice to the National Board.

Finally, on behalf of the National Board, I also want to extend a very warm thank you to all of our Red Cross people — our members, those who volunteer their time, our employees and all of our supporters — for your hard work, and commitment to our mission over this period. Your contributions result in real benefits for communities around Aotearoa New Zealand and beyond.



National President – Kerry Nickels with DWST volunteer Monica Schael-Isenor at the Kelston Evacuation Centre.

Kerry Nickels

Kerry Nickels
NATIONAL PRESIDENT



SECRETARY GENERAL'S REPORT

PŪRONGO A TE HĒKERETARI MATUA

Tēnā koutou katoa,

The 2022/23 year has been incredibly gruelling in Aotearoa New Zealand, as well as overseas, as multiple emergencies have affected individuals, whānau and entire communities.

A heartfelt thank you to all of our Red Cross people for your hard work and dedication and to our donors and supporters. You enable New Zealand Red Cross to make a difference every day.

The impact of Cyclone Gabrielle and other extreme weather events has been devastating. Travelling to communities in Te Ika-a-Māui | North Island, I've talked with people affected as well as rural leaders and those across the horticultural and agricultural sectors and I've seen the broader impact on businesses and families. I was also fortunate to have an early opportunity, through Te Arawhiti, to talk with iwi leaders of affected areas and introduce the New Zealand Disaster Fund. As a result, New Zealand Red Cross has been able to build or deepen relationships with a number of iwi, hapū and marae around the motu | country.

There is no substitute for seeing and hearing from people directly to understand their unique needs. In mobilising our New Zealand Disaster Fund, we wanted to work as closely as possible with communities on the ground and ensure that the Fund was spent as quickly as possible. To achieve that, we needed to balance the speed of our response with kanohi ki te kanohi | face-to-face engagement and consultation to ensure that the Fund would be impactful and make a real difference.

The international environment over this period has also been uniquely challenging and volatile. We launched two emergency appeals for the earthquake affecting Türkiye and Syria and the significant flooding in Pakistan, and we also continued our appeal following the escalation of conflict in Ukraine. We deployed our international delegates to Pakistan, Türkiye and Vanuatu, and we continued our support for Tonga following the volcanic eruption in 2022 and Pacific Island National Societies. We were also pleased to start providing employment support to Ukrainians displaced to Aotearoa New Zealand.

I want to acknowledge that, during this period, our Red Cross people have been working to implement our transformational change process, Realising 2030, and respond to multiple, urgent emergencies whilst continuing to deliver our wide range of services and activities.

Despite these challenges, we have seen strong revenue generation, particularly through our 54 Red Cross Shops and First Aid training offerings, which help to fund our work. We have also achieved a significant transition in our governance model, shifting from 16 to seven Areas. I am particularly proud that we established our new Te Ao Māori Programme, and I look forward to seeing the tangible impact of this programme across our organisation for years to come.



Sarah (Norm) Stuart-Black
SECRETARY GENERAL

GM – Organisational Development
– Jane Derbyshire, Secretary
General – Sarah (Norm) Stuart-
Black and DWST Auckland Deputy
Team Leader – Logan Sheehan.

REALISING 2030

Strategy 2030 is our 10-year strategy. Our Realising 2030 change programme aims to build a New Zealand Red Cross that places our people at the heart of all we do, is sustainable for the future, provides improved services and has an even stronger impact in our communities.

This year we have made tangible progress, delivering a number of foundational changes through the Realising 2030 programme decisions, announced on 28 September 2022.



Operating Model consultation and implementation

During the 2021/22 period we undertook a review of our operating model. The review recommended some change that would ensure that the organisation can effectively respond to community needs. That meant making sure we have the right capabilities, systems and processes to support people now and well into the future.

As an organisation where people are at the heart of what we do, we must make this journey of change together. So, in July and August 2022, we consulted extensively with our people on proposals for change. We heard and understood what is important for us as an organisation. Our teams need to communicate better internally and externally and we need to work together to deliver services and solve problems sustainably.

To achieve this, and to grow and strengthen how we work, we implemented the new Operating Model, although some new roles are paused while we work towards our financial sustainability goals. We redeployed our people wherever possible and recruited for new roles.

We have also commenced leadership capability building to support the development of our people leaders.



Area model

Area Councils are fundamental to the way we are governed, and we have been working hard this year to ensure they are better supported. We believe that by doing so, we will be able to better focus on coordinating and supporting our members so that we can deliver services to communities.

A first step was the simplifying of our governance structure, moving from 16 Areas (15 Area Councils) to seven Areas and Area Councils. This was a significant and exciting development for our organisation and involved amending our New Zealand Red Cross Constitution.

In February 2023 we also established new Area Support Teams, to support the work of our Area Councils. Together, they will underpin the way our activities are organised, develop a shared understanding of our work and the benefits we achieve for local communities.

Te Ao Māori programme

Our Operating Model work also highlighted the need to build organisational capability and understanding of Te Ao Māori, and to forge stronger connections with iwi, hapū and mana whenua.

This year the National Board and Executive Leadership Team prioritised the establishment of our Te Ao Māori Programme, under the sponsorship of the Secretary General. This included the development and launch of the Aronui training programme — an important first step towards increasing understanding and capability of Red Cross people in Te Ao Māori, Te Reo Māori and Te Tiriti o Waitangi. We also established a Programme Steering Group and a Working Group to progress this work.

Sustainability

New Zealand Red Cross is an organisation that is here for good, and our Realising 2030 programme decisions included an undertaking to focus on sustainability (social, environmental and financial) and embed sustainability into our everyday operating practices.

In June 2022, New Zealand Red Cross became a signatory for the Climate and Environment Charter for Humanitarian Organizations (the Charter) developed by the International Committee of the Red Cross and the International Federation of Red Cross and Red Crescent Societies. It's our strongest climate commitment to date and we were one of the first 50 organisations to publicly submit targets under the Charter.

In June 2023, our National Board approved six new commitments for the next financial year. They are to:

- ① Step up our response to growing humanitarian needs and help people adapt to the impacts of the climate and environmental crisis.
- ② Maximise the environmental sustainability of our work and rapidly reduce our greenhouse gas emissions.
- ③ Embrace the leadership of local actors and communities.
- ④ Increase our capacity to understand climate and environmental risks and develop evidence-based solutions.
- ⑤ Work collaboratively across the humanitarian sector and beyond to strengthen climate and environmental action.
- ⑥ Use our influence to mobilise urgent and more ambitious climate action and environmental protection.



OUR PEOPLE

O TĀTOU IWI

With over 9,000 people across the motu | country, you'll see New Zealand Red Cross people making a difference in communities right across Aotearoa New Zealand.

Everyone is welcome to find their place with us and join good people making a difference in communities.

Our members, networks and teams make us who we are and we celebrate diversity. We are committed to growing the next generation.

Branches and members

Members and people who volunteer their time to support our work can belong to local branches or groups. They support communities through a range of programmes, including knitting groups, upcycling/recycling old items, curtain banks, community book fairs and fundraisers. This year, our 9,285 members, 41 branches and seven groups selflessly gave more than 105,000 hours to serve communities in more than 45 locations across Aotearoa New Zealand, from Kaitaia to Invercargill.

Green team

Our in-house sustainability champions have had a busy year. The team share ideas and resources on how we as an organisation can limit our contributions to climate change. Throughout the year the volunteer-led team promoted awareness of how we can reduce our carbon footprint and improve the overall environmental sustainability of New Zealand Red Cross.

Youth network

In support of our Youth Engagement Strategy, in March 2023 a New Zealand Red Cross Youth Hui introduced 30 rangatahi | young people to New Zealand Red Cross governance, leadership, team building, diversity and inclusion and youth-specific programmes.

Throughout the year, 64 rangatahi | young people were trained in Psychological First Aid. Results showed increased participant confidence supporting people in distress and an increased sense of wellbeing and awareness of available mental health services.

Another 21 rangatahi | young people participated in our Young Humanitarians Programme, sharing ideas to shape humanitarian action. Participants felt more inspired to become involved in addressing humanitarian issues in their communities and that their voice in humanitarian issues was stronger.



Pray Meh Nga, New Zealand Red Cross Migration Community Engagement Lead – Akililu Habteghiorghis, New Zealand Red Cross Vice President – John Dyer, NZGD, and Nayyara Gondal attending a World Refugee Day event.

Rōpū Hāpai Māori

Rōpū Hāpai Māori provides space for New Zealand Red Cross people to feel supported and empowered in their identity, and fosters a sense of belonging in our organisation. The rōpū met regularly over the year to help ensure that we can support Māori communities and reflect the communities we serve — in both representation and skills.

Rainbow network

Our Takatāpui and Rainbow Network is a group of Red Cross people made up of allies and members of Aotearoa’s Rainbow communities. The Network is committed to championing greater rainbow inclusion within the organisation, and is focused on providing a safe, supportive and welcoming environment for Rainbow employees, members and people who volunteer

their time. The Network meets monthly and discusses ways we can promote greater Rainbow awareness, diversity and inclusion at New Zealand Red Cross. It’s also a safe space for like-minded people to come together, connect and celebrate all things Rainbow! We invite opportunities to have input from a place of lived experience in the development of policies and procedures that may affect Rainbow Red Cross people and our communities.

GOVERNANCE

KĀWANATANGA

Our National Council

The National Council is our highest governing body. It develops the high-level direction of our organisation and is responsible for electing the National President, the National Board members, and the National Youth Representative.

Representatives from our branches and groups make up seven Area Councils (from 1 July 2023). Five representatives from each Area Council sit on the National Council. One of the representatives must be a Youth Area Councillor (if the Area Council has one). In addition to National Board members and Area Councillors, the National Council includes the National President and Vice President, the National Youth Representative and our Counsellors of Honour. These new governance arrangements are reflected in our updated New Zealand Red Cross Constitution, which was endorsed by our National Council at a virtual Special General Meeting of the National Council on 28 June 2023.

Our Patron

Dame Cindy Kiro, Governor-General of New Zealand is our Patron and is a non-voting member of the National Council.

Our National Board

The National Board sets our strategic direction, approves plans and ensures we are upholding our core principles and working effectively to achieve our mission.

Our Secretary General and Executive Leadership Team

Our Secretary General is appointed by the National Board, and her role is to oversee the operational functioning of our organisation and implement strategic direction from the National Board. The Secretary General is supported by an Executive Leadership Team, that comprises an Executive Director and five General Managers responsible for different areas and functions of the organisation.

Our relationship to government

New Zealand Red Cross works as an auxiliary to the public authorities in the humanitarian field. This means that while we are independent, we cooperate with the government for humanitarian purposes.

KERRY NICKELS



**NATIONAL
PRESIDENT**

NOVEMBER 2015,
ELECTED PRESIDENT
NOVEMBER 2018,
RE-ELECTED
NOVEMBER 2021

Kerry has a legal background and has held legal, governance and commercial roles in retail, utilities and financial businesses, the most recent being the General Counsel and Company Secretary for The Warehouse Group. Since leaving full-time employment Kerry has undertaken a number of consulting roles and is currently Company Secretary to Gentrack Group, an NZX/ASX listed company. Prior to joining the National Board, Kerry was Chair of New Zealand Red Cross Auckland Area Council. Since June 2022, Kerry participates in the Governing Board of the International Federation of Red Cross and Red Crescent Societies as the New Zealand Red Cross representative from the Asia-Pacific Region.

“ We have achieved a huge amount over the last year and I am proud of the extraordinary efforts by Red Cross people over the year, responding to large scale and complex emergencies here at home and overseas that have impacted communities deeply.

JOHN DYER, NZGD



**NATIONAL VICE
PRESIDENT**

OCTOBER 2017,
ELECTED VICE
PRESIDENT
NOVEMBER 2022

John initially joined New Zealand Red Cross in 2001 as a member of the Central Region Board. After his deployment to Indonesia as a New Zealand Red Cross international delegate in 2005, he worked for the International Federation of the Red Cross and Red Crescent Societies in Geneva until September 2016. He joined the National Board in October 2017.

“ To say that 2023 has been a turbulent year completely understates the events that New Zealanders have had to deal with. I remain immensely proud to be part of an organisation that has been there throughout — before, during and after — continuing to support those in need.

SARITA LOVE



**NATIONAL YOUTH
REPRESENTATIVE**

NOVEMBER 2018,
RE-ELECTED
NOVEMBER 2021

Sarita lives in Milton and is an administrator for Dunedin Kindergartens. Sarita joined New Zealand Red Cross in 2013 as a Disaster Welfare Support Team member and has been involved in many local, national and international Red Cross activities across her 10 years of service. She is currently the Interim Chair of the Asia Pacific Youth Network and continues to engage in local activities in the Otago region alongside her role on the Board and as National Youth Representative.

“ This year has been a busy one for our Red Cross people, from responding to natural disasters, continuing to navigate COVID-19 and moving through the Area Model process. A massive thanks must go to all those who have given time and energy to Red Cross to support the vital humanitarian work we do. Without each and every one of you we wouldn't be where we are today, and I continue to be excited to be part of the Red Cross Red Crescent Movement.

PATRICK CUMMINGS



NOVEMBER 2019

Patrick is a former long-serving senior staff member of New Zealand Red Cross from 1993 to 2016, including as a Regional Director, National Retail Manager and Acting National Fundraising Manager. Prior to joining the National Board, he was Chair of our Waikato Area Council. He has also had governance experience in the philanthropic and educational sectors.

“ I feel great pride in working for this organisation — an organisation which has been helping vulnerable people for over 100 years. It is an honour to be part of that work.

WARREN JOHNSTONE



OCTOBER 2017

Warren is a qualified Chartered Accountant and is currently the Managing Partner and Senior Audit Partner at BDO Christchurch. He joined the National Board in October 2017 and is currently Chair of the Audit and Risk Committee.

“ I continue to be inspired by the contributions of all those in our New Zealand Red Cross family and communities. From being focused on the changes to ensure our organisation is on the path to long term financial sustainability, to those making contributions to respond to our communities in need during times of emergency.

WENDY LAU



NOVEMBER 2018

Wendy has been a member of the New Zealand Red Cross since 2014 and lives in Auckland. Trained as a Chartered Accountant, Wendy has held risk, governance and strategy roles in financial services and consulting.

“ In times of need, New Zealanders look to Red Cross to play their part. I'm honoured to be a part of this humanitarian organisation that has the unique skills, experience, and relationships to support fellow New Zealanders when they are vulnerable.

New Zealand Red Cross National President – Kerry Nickels speaks with Disaster Welfare Response volunteers at the Civil Defence Emergency Management Evacuation Centre at St Leonards Primary, Kelston.



SCOTT TAMBISARI



NOVEMBER 2016

Scott has a background in community

development and engagement and has worked in a range of sectors across community, local and central government with a focus on empowering communities and driving meaningful change. He was previously President of New Zealand Red Cross Nelson Branch, Deputy Chair of our Tasman/Marlborough Area Council and Deputy Chair of our National Youth Panel before joining the National Board in November 2016 and Foundation in February 2019

“ Change has been a constant this year and I want to thank all our Red Cross people for embracing this journey of transformation. I am proud and inspired by our team’s response to the number of significant weather events we have seen this year and for the dedication shown to helping those in need and making a positive impact in our community.

SUE CHAMBERLAIN



NOVEMBER 2022

Sue has been with New Zealand Red Cross since 2008.

She joined as an international delegate specialising in organisational development and has worked with Red Cross societies in Timor-Leste and the Pacific.

She was the Area Council Chair in Wellington from 2016 to 2018 and Wellington Branch President from September 2021. She has worked in training, fundraising, marketing and communications. She has qualifications in teaching and business management.

“ It is a privilege for me to serve New Zealand Red Cross in a new way. We’re a large organisation and ensuring good communication throughout is vital — I hope I can help achieve that. We’re at an important point in our development as we aim to strengthen our volunteer/member base and ensure our environmental, social and financial sustainability. Thanks to all Red Cross people for their dedication in the past and their commitment to our future.

MAT DARLING



NOVEMBER 2022

Mat has been involved with New Zealand Red Cross since 2007.

He has a background in youth and organisational development, as well as emergency management.

He is an environmental scientist, with qualifications in geology and disaster risk and resilience. He is currently undertaking his PhD, considering how to better incorporate non-resident populations into New Zealand’s disaster risk framework.

He holds several other governance roles across primary industry, technology, local community, and sport organisations.

“ Our Red Cross people continue to respond to adverse weather events empowered by our principles of humanity and unity over these past twelve months. As we continue to face challenges, let us keep the goal of innovation front of mind, knowing that the generosity of all Red Cross people empowers us to create a future filled with hope and positive change.

NATIONAL YOUTH PANEL

TE MANA RANGATAHI

Over the past twelve months, through the Area Model review, the National Youth panel supported Area Councils, rangatahi | young people and wider New Zealand Red Cross to create a new approach for rangatahi | young people to be actively involved in Red Cross governance.

Since 2008, 38 young people have contributed to our National Youth Panel. The panel in turn has provided the opportunity for over 200 young people from across the country to participate in Youth Forums, providing valuable insight and advice. The Youth Panel has been an important conduit, ensuring the voice of youth is heard and that rangatahi | young people have been supported and encouraged in their contribution to community through New Zealand Red Cross.

From July 2023, rangatahi | young people will be represented throughout New Zealand Red Cross, with each Area Council to have at least one Youth Councillor.

“ *We would like to thank all past Youth Panel members, those who have supported the panel and all rangatahi | young people who are members of New Zealand Red Cross. The members of National Youth Panel would like to thank Sarita for her passion, dedication, and ongoing support for rangatahi | young people since she joined the panel in 2015.*

We wish the rangatahi | young people well as they step into important positions on new Area Councils across the country and look forward to seeing what the future will bring for rangatahi | young people in New Zealand Red Cross. **”**

SARITA LOVE



NATIONAL YOUTH PANEL CHAIR
(SEE GOVERNANCE SECTION)

DANIEL (DAN) WILDEN



Born and raised in Ōtepoti, Dunedin, Dan joined New Zealand Red Cross as a member in 2014 through the Youth Emergency Preparedness Programme (YEPP). He has since joined the Dunedin

Disaster Welfare Support Team where he continues to have a strong presence in mentoring new members, and spent several years coordinating YEPP.

He is particularly focused on youth development and leadership within New Zealand Red Cross. Dan stepped into the role of NYP deputy chair in early 2023 and continues his passion to mentor young leaders in Red Cross.

AHMED ABUSALEEQ



Ahmed grew up in Gaza, Palestine and arrived in Aotearoa in 2018. He is currently a third-year medical student at the University of Otago and undertakes bilingual youth work at the Ministry of

Education. Alongside his passion for medicine, he loves interacting with people, especially youth from different backgrounds, to bring their ideas together and to unite their vision as active members of Aotearoa New Zealand. He has done this by establishing

Otago Hope Makers as a club for empowering students from refugee backgrounds in 2020. He tries his best at listening to the youth's needs as it is part of his caring nature. He chooses to continue to give back whenever a chance comes his way.

ISOBELLE (IZZY) LANE



Izzy was based in Te Whanganui-a-Tara, Wellington, where she worked for the Ministry of Foreign Affairs and Trade and co-led the Kāpiti Mana Disaster Welfare and Support Team. Izzy discovered her passion for the Red Cross and Red Crescent Movement in Dunedin when she joined the local Disaster Welfare and Response team while studying towards Bachelor of Laws and Bachelor of Arts (Human Geography) degrees. Izzy resigned from the National Youth Panel in January 2023 to pursue her career in the United Kingdom.

MICHAEL RICHARDSON



Michael worked at Seed Waikato, a charitable organisation that creates space for personal growth opportunities and whanaungatanga for young people. He was involved in many programmes throughout Red Cross including a Disaster Welfare and Support Team, refugee resettlement support, Meals on Wheels, and sat as an elected member of the Waikato Area Council. Michael took part in Youth as Agents of Behavioural Change training where he was a peer facilitator for young people in his community. Michael resigned from the National Youth Panel in January 2023 to move to Australia with his family.

NICOLA CAMPBELL



Born and raised in Indonesia, Nicola is currently undertaking a Master of Public Health at the University of Otago. Her Master's degree is investigating the relationship between the level of prehospital care and survival for severely injured patients. Nicola's Red Cross journey started in 2015 at the Papakura Red Cross Shop. Currently, Nicola is a member of the Dunedin Disaster Welfare Support Team. Outside of Red Cross, Nicola volunteers for organisations in the harm reduction and climate justice area.

THOMAS (TOM) NOTTON



Outside of Red Cross, Tom works at New Zealand Clinical Research and has a community-based social media influence where they share activism and collaborate with different organisations to promote all things ethical. Of Aboriginal and Cook Island Māori heritage, Tom is fairly new to the New Zealand Red Cross journey, becoming a member earlier in 2021 and starting their volunteering efforts with the Annual Street Appeal that year. Tom's main personal focus is to promote and create spaces for diversity in all areas while taking up spaces as an ethnically diverse and queer (bisexual and non-binary) person themselves.

HIGHLIGHTS OF OUR WORK

JULY 2022 — JUNE 2023

DISASTER AND EMERGENCY SUPPORT



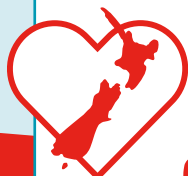
323 trained Disaster Welfare and Support Team members ready to respond to emergencies

15

emergencies responded to in Aotearoa



11,651 hours logged by Disaster Welfare and Support Team members responding to emergencies



More than **20,000** hours of volunteered time from our Disaster Welfare and Support Team members to help communities prepare for, respond to and recover from emergencies

Nearly

710,000

Meals on Wheels meals delivered across **43** locations



RED CROSS SHOPS



shops nationwide

27 Red Cross Shops

15 Red Cross Super Stores

12 Branch-led Shops

MIGRATION



880 new arrivals from **23** different countries

8

Pathways to Settlement teams, assisted by **784** volunteers



498 new Kiwi actively sought work through the Pathways to Employment programme

85% were placed or supported with work experience by our teams

108

clients supported through Refugee Trauma Recovery

Responded to more than

100 requests for practical support for asylum seekers



170

individuals who have been recognised as convention refugees in Aotearoa New Zealand supported through our Pathways to Protection programme

INTERNATIONAL PROGRAMMES



19 international deployments

Our Restoring Family Links (RFL) service received

112 new enquiries and opened

47 cases from individuals and families across

19 countries



COMMUNITY PROGRAMMES

9,285 members



41 branches and **7** groups



105,000

hours serving communities across the country, from Kaitiāia to Invercargill

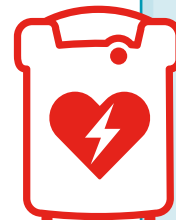
FIRST AID



Over **73,000** Kiwi trained in first aid



A total of **2,800** AEDs managed throughout Aotearoa



An additional **164** AEDs distributed this year



6,444 Fire and Emergency New Zealand (FENZ) staff and volunteers trained

WHERE IN THE WORLD ARE OUR INTERNATIONAL DELEGATES PROVIDING SUPPORT?

COUNTRIES SUPPORTED BY DELEGATES 01 JULY 2022 – 30 JUNE 2023



20 COUNTRIES SUPPORTED BY DELEGATES

NEW ZEALAND RED CROSS IN YOUR COMMUNITY

Area 1

Te Tai Tokerau | Northland
Tāmaki Makaurau | Auckland

Area 2

Waikato
Te Moana a Toi-te-Huatahi | Bay of Plenty

Area 3

Taranaki
Manawatū-Whanganui
Te Matau ā Māui | Hawke's Bay
Te Tairāwhiti | Gisborne

Area 4

Kāpiti
Pōneke | Wellington
Wairarapa

Area 5

Te Tau Ihu | Tasman Marlborough
Te Tai o Poutini | West Coast

Area 6

Waitaha | Canterbury

Area 7

Ōtākou | Otago
Murihiku | Southland





DISASTER AND EMERGENCY SUPPORT

WHAKAHAERE AITUĀ

Disasters don't discriminate — they can happen at any time, anywhere and affect anyone. Our Disaster and Emergency Support programmes help local communities prepare for, respond to, and recover from emergencies and disasters. Our response activities cover a wide range of tasks — from delivering First Aid and Psychological First Aid (PFA), to conducting needs assessments, or providing welfare support to communities in evacuation centres. We are committed to continuing to grow our capability and capacity to support individuals and families in their time of need.

This year our people helped local communities respond to and recover from the impacts of 15 emergencies and disasters. We also made significant progress strengthening our Emergency Management capabilities, ensuring we are ready to collaborate with other organisations to support affected communities.

Our Disaster Welfare and Support Team (DWST) volunteers supported emergency welfare functions across severe weather emergencies including storms and flooding, cyclones and a tornado. Close to 130 dedicated Disaster Welfare and Support Team volunteers, known for their skill and unwavering commitment, responded to the January and February severe weather events in the North Island.

Training all year round, 323 volunteers gave over 20,000 hours to help New Zealand Red Cross and communities prepare for, respond to and recover from emergencies. This includes approximately 11,651 hours for emergency response, and an additional 8,349 hours to recovery, training sessions, team meetings, and community events.

This year our Psychological First Aid support helped communities before, during and after emergencies. We saw significant demand for psychosocial support. The New Zealand Red Cross Hazard App had 21,872 downloads, and 1,019,862 screen views, helping deliver vital hazard information.

Our Meals on Wheels programme provides vulnerable people with at least one hot meal per day. Over the year, including through COVID-19 peaks, our 2,988 volunteers provided 722,760 connections with individuals and families. This included delivering 709,657 meals in 43 communities, and serving 4,024 breakfasts to school aged children in Decile 1 schools in New Plymouth and Napier.



Whanganui Disaster Welfare and Support team member – Gypsy Chant travelled to Napier to provide support following Cyclone Gabrielle.

This year, we also commenced a review of our Meals on Wheels programme to ensure we continue to provide an excellent service that aligns with our long-term strategy and goals, increase consistency across Aotearoa New Zealand and make sure we are better prepared to support those we provide meals to when emergencies happen.

As part of Realising 2030 and to foster closer collaboration between our international and domestic work, we brought together operations under the

Emergency Management and International group structure. This has already had significant benefits. For example, we deployed our Emergency Response Unit (ERU), which traditionally only focused on international deployments, into Hawke's Bay during the response to Cyclone Gabrielle.

This year, our resilience and ability to adapt to an ever-changing environment has once again been thoroughly tested. We have remained steadfast in

our commitment to enhancing response skills and fostering connections within communities across Aotearoa New Zealand. Our Disaster Response Alliance partners — NZ Post, Countdown, The Warehouse and ASB — played a vital role in strengthening community resilience and ensuring we have the resources to respond to emergencies at a moment's notice.



NEW ZEALAND DISASTER FUND

PUTEA AITUĀ O AOTEAROA

Climate change is causing more frequent and more intense weather events that impact communities across Aotearoa New Zealand. Cyclone Gabrielle and other significant weather events in January and February 2023 wreaked havoc on communities in the North Island. We provided crucial support during the initial emergency response and are continuing to provide assistance to communities as they recover. We are committed to having a continued presence in communities now and into the future.

Collaboration was at the heart of our approach. We worked closely with councils, Civil Defence Emergency Management groups, iwi, hapū, marae, community leaders, and government agencies. Through these relationships, we gained valuable insights into the needs and priorities of communities. This collective effort guided us in using the New Zealand Disaster Fund to its fullest potential, ensuring it is spent in ways that truly make a difference. We committed to allocating the majority of funds raised through the New Zealand Disaster Fund by August 2023 with all funds committed by February 2024.

We received over 54,000 individual donations to the New Zealand Disaster Fund and by 30 June had raised more than \$20 million. Almost half of these funds were contributed by businesses, trusts and foundations. Across the country, schools, community groups, local businesses, workplaces, New Zealand Red Cross branches and passionate individuals held fundraisers and donation collections to help out. Several businesses also donated essential supplies that we were able to distribute to affected communities.

All donations to the New Zealand Disaster Fund, along with any interest earned, will go towards supporting and assisting affected people.

We appreciate every single donation we received from our kind supporters, whether it was \$5 or \$2 million — every dollar made a difference.



New Zealand Northland Area Chair – Nancy Kereroa-Yorke was on hand to deliver goods to Mayor Moko Tepania of the Far North District Council following February’s flooding events.

“ We are so grateful for Red Cross and all the support you have continued to give us here in Wairoa. I say it over and over again but just one more time, Red Cross have been a saviour for us here and currently is the only access to funding we have to do these jobs, electrical, plumbing etc. that is lifting the spirits of our whānau. ”

Benita Tahuri, Wairoa Recovery Manager, Wairoa District Council.

KEY EVENTS

26 January

Local, community based DWST teams put on standby in preparation for a severe weather event.

27 January — Auckland floods

Our teams deploy and help run Civil Defence Centres (CDCs). We supply emergency bedding, provide psychological first aid, and conduct needs assessments.

1 February — More flooding in Auckland

Our teams continue to provide welfare support and perform needs assessments at evacuation centres.

14 February — Cyclone Gabrielle

National State of Emergency declared. Our teams deploy across affected areas to help set up and actively support evacuation centres.

14 February — 11 March

Our logistics team delivers stretcher beds, equipment such as generators and emergency communications equipment, and clean-up supplies into cyclone-hit areas. Our Disaster Welfare Support Teams provide psychological first aid, conduct needs assessments, and continue to help evacuation centre operations.

March 2023

Our specialist trainers begin providing psychosocial training to help people cope.

3 April — 25 May

The Partnership Grants Programme opens to applications from community organisations.

April 2023

Our Red Cross Home Bundles pilot begins.

15 June

Total grants allocated under the Partnership Grants Programme reaches \$10 million.



RESPONSE AND RECOVERY PROGRAMME

This programme supported our immediate emergency response on the ground and helps communities recover by providing goods, services, and people.

As of 30 June 2023, \$1.3 million has been spent across the programme. A further \$7.7 million has been ringfenced for recovery activities, including the Red Cross Home Bundles.

ACTIVITIES UNDER THIS PROGRAMME INCLUDE:



Deploying our Disaster Welfare and Support Teams to help set up and run Civil Defence Centres and provide Psychological First Aid during the emergency and to assess needs afterwards



Funding emergency food parcels.



Delivering items like generators, dehumidifiers, water blasters, and first aid kits to support community clean-up.



Distributing home clean-up kits, which include items like brooms, shovels, dust masks, tarpaulins, cleaning products, and overalls.



Providing psychosocial training in affected communities. These courses equipped people either directly affected or those assisting others to recognise and manage distress after a disaster and provide support through the recovery process.



Providing Red Cross Home Bundles — helping those most in need replace furniture and other essential household items damaged in the severe weather events.

PARTNERSHIP GRANTS PROGRAMME

Every community's path is different after a disaster. Needs change quickly and can vary across different communities.

We have provided grants to community organisations helping people affected by Cyclone Gabrielle and the severe weather events of early 2023. New Zealand Red Cross working with and supporting local organisations helps make sure response and recovery work was community-led and met local needs.

As of 30 June 2023, \$10.4 million across 164 grants have been distributed to community organisations.

A further \$400,000 in grants have been approved. The assessment and approval process will continue into next financial year.

WE ARE SUPPORTING GROUPS DELIVERING SERVICES LIKE:

- ✓ Facilitated delivery of financial hardship support to individuals and whānau.
- ✓ Providing food and temporary accommodation.
- ✓ Replacing clothing, bedding, and other essentials.
- ✓ Supporting volunteer clean-up and repair efforts with equipment, food, transportation, and coordination.
- ✓ Restoring access to things like water supply, power, septic tanks, and communications.
- ✓ Providing mental health services and community connectedness activities.
- ✓ Repairing and restoring community hubs, marae, and other common facilities.

RESILIENCE INVESTMENT PROGRAMME



This programme is focused on helping affected communities prepare for, respond to, and recover from future emergencies and disasters.

As of 30 June 2023, approximately \$5 million has been budgeted for this programme.

New Zealand Red Cross will work with national and local entities to identify and deliver this support over the first half of the 2023/24 year.



MIGRATION PROGRAMMES

NGĀ KAUPAPA HUNGA WHAKARERE

We are proud to welcome people from refugee backgrounds to Aotearoa New Zealand and to support and empower them on their journey to rebuild their lives.

Our eight Pathways to Settlement teams, ably assisted by 784 volunteers, welcomed 880 former refugees from 23 countries into eight regions across Aotearoa New Zealand. Many of these new Kiwi are from Myanmar, Pakistan, Colombia, and the Democratic Republic of the Congo.

Our Pathways to Employment programme offers career and employment support to refugee background individuals and whānau. This includes liaison with employers and ongoing support following placement in a role. 498 former refugees actively sought work over the past 12 months through our programme. 85 percent were placed into work or supported with work experience by our teams. An additional 534 former refugees participated in employment orientation workshops. We also started providing employment support to Ukrainians displaced to Aotearoa New Zealand.

Through our Pathways to Protection programme, we provided support to convention refugees and asylum seekers in Aotearoa New Zealand. Our national navigator service for convention refugees assisted 170 people who have claimed asylum and had their refugee status approved by Immigration New Zealand. We also trained 17 volunteers to provide specialised support to asylum seekers and worked with Asylum Seeker Support Trust to provide asylum seekers with necessary items such as warm clothing, blankets, homewares, grocery vouchers, and school uniforms.

Our five settlement youth workers, who are former refugees, continue to make an impact on young former refugees in the community. This innovative service provides youth-focused orientation and support.

Refugee Trauma Recovery, our Wellington-based mental health and wellbeing service, assisted 108 former refugees this year, including both adults and children. The psychosocial support, individual counselling, and family and group activities helped former refugees feel better and more in control of their lives.



We published the Humanitarian Migration Report in November 2022, which provides an overview of current and emerging migration issues within Aotearoa New Zealand.

The generous support from Countdown, Bunnings, Spark, Internet NZ, Icebreaker, Hanes Ltd, NZ Lottery Grants Board, Trust Waikato and many others helped give former refugee families the best possible start to life in Aotearoa New Zealand.

Pathways to Employment Community Champion – Humaira Hakeemi (right) is based in our Christchurch office.



INTERNATIONAL PROGRAMMES

NGĀ KAUPAPA Ā-AO

Our international programmes provide assistance to communities affected by emergencies, disasters and conflicts around the world, and work with our neighbouring Pacific Island National Societies to grow capacity and resilience in the region.

In the past 12 months, our International team provided support to some of the world's most urgent humanitarian crises. Our highly skilled delegates completed 19 deployments and the international programme provided support to 20 countries.

These deployments included:

- A delegate deployed to Pakistan as an Operations Manager from November 2022 until February 2023. This role was to help coordinate the response to severe widespread flooding, which affected a land area equivalent to the size of New Zealand and impacted a population of approximately 33 million people.
- A delegate deployed to Türkiye as an Operations Manager. This pivotal role worked closely with Turkish Red Crescent (Türk Kızılay) and key stakeholders to bring much needed support to the resident population affected by the devastating earthquake of 6 February 2023. Close to 46,000 people perished and more than twice that number were injured.
- Three highly skilled Information Technology and Telecommunication (IT&T) delegates deployed to Vanuatu in March. The deployments followed the double Tropical Cyclones Judy and Kevin, earthquake and subsequent tsunami warning, all within the space of one week. The delegates supported Vanuatu Red Cross Society to restore a stable internet and telecommunications platform to support national society work, ensuring that response and recovery work was well coordinated and families were able to be contacted and reunited.

- Work continued in Tonga to provide support to those affected by the volcanic eruption and subsequent tsunami of 15 January, 2022. Delegates deployed to assist Tonga Red Cross and the International Federation of Red Cross and Red Crescent Societies with a cash voucher programme, targeting those who had homes destroyed and livelihoods affected.
- A finance delegate continued to assist Pacific Island National Societies as they worked towards realising their fiscal goals, ensuring greater levels of financial independence.

Our Restoring Family Links (RFL) programme works to reconnect families across the world separated by armed conflict, disaster, and migration. This year, the RFL team received 112 new enquiries and worked on a total of 47 cases from individuals and families across 19 countries.

Dallas Roy deployed to Türkiye following the earthquake earlier this year.





INTERNATIONAL HUMANITARIAN LAW

TURE NGĀ TANGATA O TE AO

We take pride in promoting knowledge and respect for International Humanitarian Law (IHL) — the ‘rules of war’ protecting people who are not, or are no longer, taking part in a conflict.

This year, we ran the 11th International Humanitarian Law Moot Competition, a fictional war crimes trial that raises real issues of modern warfare. Five teams competed from three New Zealand law schools. The winning team, from Auckland University, went on to place as runner up in the regional competition, held in Hong Kong.

In August 2022, our IHL Principal Advisor attended the United Nations meeting in New York, to review progress on the Treaty on the Non-Proliferation of Nuclear Weapons (NPT), one of the international agreements made to reduce the risk of nuclear weapons. Work to strengthen the international agreements to reduce, and eventually eliminate, nuclear weapons, remains a priority.

With urban warfare as the new normal in the world, the IHL Principal Advisor also contributed to several public panels to raise awareness about an international diplomatic initiative with wide international support, to reduce the use of explosive weapons in populated areas.

We provided Secretariat services for New Zealand’s International Humanitarian Law Committee. In August, the committee met with the Minister for Disarmament to discuss emerging concerns and priorities that include weapons in space and lethal autonomous weapons systems.

A number of ‘DNA of the Red Cross’ workshops — interactive training focusing on New Zealand Red Cross’ distinct identity and why it matters — were successfully delivered during the year with strong interest and attendance from Red Cross people and members of the public.

Our wonderful interns, in collaboration with communications team colleagues and the support of the IHL Principal Advisor, raised awareness of challenges of modern warfare, IHL, and principled humanitarian response through social media channels. They facilitated learning at youth events in January and June on the humanitarian impacts of any use of nuclear weapons.



New Zealand Red Cross National President – Kerry Nickels and the Swiss Ambassador to New Zealand – His Excellency Viktor Vavricka awarded the cup to the 2022 IHL Moot winners, University of Auckland.



PHILANTHROPY

MAHI MONI

We rely on fundraising to ensure we can deliver our activities and services for communities, whenever and wherever we are needed. We are incredibly grateful to our tens of thousands of supporters — thanks to you, we make a difference in our communities every day.

This year we launched two international emergency Special Appeals following disasters affecting Türkiye, Syria and Pakistan, and we continued our appeal following the escalation of conflict in Ukraine.

At home, we were overwhelmed by the generosity following Cyclone Gabrielle and the severe weather emergencies in the North Island. More than 54,000 people, businesses and funders contributed to our New Zealand Disaster Fund Special Appeal supporting the response, recovery and future resilience for communities.

We also delivered a range of fundraising activities to enable our everyday work here in Aotearoa New Zealand. Our direct mail campaigns and regular giving programme raised awareness of the impact for people who have received our support during their most trying times. Our valued corporate partners, grant makers and businesses continued to give generously. We are grateful to those who chose to support our work through a major gift or by leaving a gift in their will.

Right across the country, passionate people helped raise funds to support our work. Despite the cancellation of our Annual Appeal this year due to our response work following Cyclone Gabrielle and the severe weather events earlier this year, countless community fundraising activities took place.

Some of the highlights for the year included:

- ✔ Our Disaster Response Alliance proved a critical way for our committed partners — Countdown, The Warehouse and NZ Post — to support community resilience and emergency response in Aotearoa New Zealand. They provided vital funding to ensure preparedness and mobilise support during emergencies.
- ✔ Several emergency appeals helped us respond to major crises and were generously supported by Kiwi with more than \$30 million raised. This includes the New Zealand Disaster Fund, Türkiye Syria Earthquakes Appeal, Pakistan Monsoon Floods Appeal and Ukraine Humanitarian Crisis Appeal.
- ✔ People right across Aotearoa New Zealand got involved — organising fundraisers and collections in many different settings from book fairs and BBQs to advertising campaigns and charity concerts. A special thank you to Red Cross branches across the country that championed local fundraising efforts.



New Zealand Red Cross can only
fundraise with the support of our
amazing donors and fantastic volunteers.

With increasing emergencies and disasters and the continued need for our everyday support in communities, this year the generosity of our supporters has been more important, and more impactful, than ever. Thank you for giving hope to those in need.



FIRST AID

WHAKAORA WHĀWHAI

Our leading first aid programme equips people with the skills and confidence needed to prevent suffering, and save lives, while providing funds to support our humanitarian activities.

Globally, the Red Cross Red Crescent Movement delivers first aid training to over 23 million people each year. In Aotearoa New Zealand we are one of the nation's largest providers. This year we trained just over 73,000 people in first aid.

The recent enhancement of our digital learning solutions has seen an increase of 13% of participants choosing blended learning options for their First Aid Training. In total, 17% of our First Aid Training participants have chosen to learn through a combination of face to face and online learning.

The uptake of our psychological first aid and workplace wellbeing courses continues to be strong, particularly in emergency affected regions where support is needed most. These courses provide the tools, understanding, and confidence to support people experiencing mental illness, stress, and distress in their workplace, community and whānau. The combination of psychosocial courses within the first aid portfolio are vital in our mission to enhance and encourage resilience, especially in vulnerable communities.

Our high quality first aid products continue to help save lives with an additional 164 automated external defibrillators (AEDs) distributed this year. There are now over 2,800 AEDs supported by New Zealand Red Cross in communities across Aotearoa New Zealand.

Throughout the year our First Aid team strengthened our products and training portfolio networks, through working with reputable agencies in the workplace including Woolworths New Zealand, Te Pukenga and Universities, Regional Councils, NZ Safety Blackwoods, NXP and the Automobile Association.

From July 2022 we were delighted to commence a partnership with Fire and Emergency New Zealand and now provide comprehensive specialist 'Co-response' First Aid courses for operational firefighters – both career and volunteer.



With our first-class training courses and our comprehensive first aid product range, we provide a complete solution for a wide range of first aid requirements to support Kiwi communities.

New Zealand Red Cross trained more than 73,000 people in first aid during the financial year.



RED CROSS SHOPS

NGĀ TOA RĪPEKA WHERO

Across our 54 shops, our people are passionate about supporting their customers, community, the environment and New Zealand Red Cross.

Red Cross Shops achieved an excellent result in a year that started off slowly, but gained momentum and exceeded our budget expectations. Our people have been incredibly innovative and committed. They have taken on new initiatives with positivity, including the recent launch of our new Red Cross Shop Facebook Community group.

In June we held a retail hui in Wellington, for our Shop Managers to come together, share ideas, knowledge and celebrate high achievers through our Retail Awards.

We are committed to continually improving both the presence and performance of our shops. In two areas — Napier and Christchurch — we have upgraded our retail presence. Our new large format shop in Carlyle Road, Napier opened in December 2022. We also opened a new shop in Hornby, Christchurch. We continue to look for opportunities as leases allow.

Business donor relationships continue to be valued and we appreciate the support from Inditex (Zara), Country Road, Retail Apparel Group and Teddy Bed. We also appreciate the many other retailers who continue to support us with regular donations of new items. Our shops are passionate about working together to divert as many items from landfill as possible, looking to recycle or redirect unsaleable items whenever possible.

An important part of our work is the training and support our shops provide many people with gaining customer service, communication and retail skills, helping them move in to paid employment. Together with Service IQ support, we continue to offer people who volunteer in our shops and our employees the opportunity to gain a NZQA recognised retail qualification. It's part of the social good we do in our local communities — something we are very proud of.



27 Red Cross Shops

15 Red Cross Super Stores

12 Branch-led Shops

Napier Red Cross Shop volunteers helped sort through thousands of donated items following Cyclone Gabrielle.



PERFORMANCE AND FINANCIAL SUMMARY

WHAKARĀPOPOTANGA PŪTEA

The New Zealand Red Cross Group (the Group) includes the performance and financial results of the New Zealand Red Cross Incorporated (Society), Red Cross Branches (member-operated activities, largely volunteer based) and the New Zealand Red Cross Foundation, (a charitable trust that invests funds for the benefit of the Group).

OVERVIEW OF THE YEAR

The 2022/23 financial and performance results have been impacted by the extreme weather events in early 2023. These events have seen our continued active involvement in the affected geographic locations as part of the response and recovery.

The Society may establish a Special Appeal as a result of a significant domestic or international disaster or crisis where additional funds will be required to effectively address the needs of those effected. The restricted funds for those Special Appeals are shown in our overall result. The donations provided for all Special Appeals, including the New Zealand Disaster Fund, are held as restricted funds which can only be used for direct response costs and not to cover existing operating costs. Specific to this financial year, \$0.5 million of additional costs not from the appeal but funded by the Society were incurred with administering the New Zealand Disaster Fund.

Therefore, exclusive of the Special Appeals donations and associated interest, the operating deficit for the Group was \$1.0 million which reflects our cost of operation.

The Total Comprehensive Revenue and Expense (operating surplus plus fair value change in investments) saw a surplus of \$16.0 million. This incorporates the operating deficit of \$1.0 million, a Foundation fair investment value increase of \$2.5 million in and \$14.5 million related to all restricted funds.

Restricted funds are funds that are restricted in their use by either the donor or the National Board. For example funds provided to Special Appeals for specific purposes, such as New Zealand Disaster Fund. In this financial year a significant contributor to restricted funds was the New Zealand Disaster Fund Special Appeal. Funds received or spent during the financial year in relation to restricted funds are recorded in the Statement of Comprehensive Revenue and Expense at the time they are received or spent in accordance with Tier 1 Public Benefit Entities Accounting Standards – the net movement of all restricted funds impacts the surplus (or deficit) shown for the Group. Where funds received are greater than those recognised as expenditure in the same year, a surplus is shown, and the funds are ringfenced as restricted funds on the Statement of Financial Position to be spent in future years. A deficit indicates spend of the balance carried over from a previous year.

The following audited performance and financial summaries for the Group include for the first time Consolidated Statement of Service Performance, prepared in line with the financial reporting standard: Service Performance Reporting (PBE FRS 48). The measures for our services provide a snapshot of performance across our organisation, and a baseline for future performance reporting.

NEW ZEALAND RED CROSS FOUNDATION

The New Zealand Red Cross Foundation generates investment revenue that provides annual funding to the Society whilst also maintaining the value of investments. The Foundation paid an operating grant of \$2.1 million to the Society during the year, which supports the delivery of New Zealand Red Cross activities.

New Zealand Red Cross Foundation	2023	2022
<small>(in thousands of dollars)</small>	<small>\$'000</small>	<small>\$'000</small>
Total Revenue	2,678	3,531
EXPENDITURE		
Operating grant to New Zealand Red Cross	2,070	1,995
Interest expense on legacy deposits	209	86
Other expenses	223	219
Total Expense	2,502	2,300
Net Surplus Before Fair Value Adjustments	176	1,231
Net Surplus/(Deficit) after Fair Value Adjustments	2,466	(8,905)
Total Comprehensive Revenue and Expense for the year	2,642	(7,674)

Total assets managed by the Foundation were \$66.0 million on 30 June 2023, an increase of \$2.6 million on the previous year.

The Foundation continues to be well served by the Trustees who volunteer their time and expertise to ensure the funds are invested wisely for the long-term benefit of the New Zealand Red Cross.

STATEMENT OF FINANCIAL POSITION

Members' Funds represented by Net Assets as at 30 June 2023 were \$125.7 million (2022: \$109.7 million). Net Assets includes cash of \$26.2 million (2022: \$12.4 million), property, plant, equipment, and intangibles of \$30.7 million (2022: \$31.6 million) and investments of \$72.1 million (2022: \$68.6 million).

Our financial position will always be dependent on the success of our ongoing fundraising efforts, trading activities and support from legacy donors to support humanitarian needs. Ongoing financial stewardship of the New Zealand Red Cross and the Foundation's investments ensures the organisation's long-term financial sustainability.



NEW ZEALAND RED CROSS GROUP

**SUMMARY PERFORMANCE AND FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2023**

STATEMENT OF SERVICE PERFORMANCE

INTRODUCTION

This consolidated Statement of Service Performance includes the results for the New Zealand Red Cross Incorporated and the New Zealand Red Cross Foundation. Together, these form the New Zealand Red Cross Group.

This is our first Statement of Service Performance prepared in keeping with the requirements of the External Reporting Board's financial reporting standard: PBE FRS 48: Service Performance Reporting. We have provided a snapshot of our performance across a range of our services, and our investment activities.

WHAT WE DO AND WHY WE EXIST

New Zealand Red Cross Incorporated (New Zealand Red Cross) is part of the largest humanitarian network in the world. With over 9,000 members, volunteers and staff, New Zealand Red Cross works to support vulnerable people across Aotearoa New Zealand.

Our mission is to improve the lives of vulnerable people by harnessing the power of humanity and enhancing community resilience. We focus on achieving our mission through the delivery of four core services:

- ① **Migration programmes;**
- ② **International programmes;**
- ③ **Emergency Management programmes; and**
- ④ **Other community services.**

The New Zealand Red Cross Foundation is a charitable trust that invests funds on behalf of New Zealand Red Cross.

On the pages that follow we describe our performance in 2022/23 and provide results for our measures. As this is our first Statement of Service Performance, the comparative results shown for 2021/22 are unaudited.

DISCLOSURE OF JUDGEMENTS

- The Statement of Service Performance covers the services and programmes we manage and deliver nationwide and internationally. Collectively, these contribute to achieving our mission.
- The Statement of Service Performance does not capture the smaller community services and programmes directly delivered by our Areas and Branches.
- The Statement of Service Performance does not report on Area or Branch fundraising, or any activities Areas or Branches carry out that are solely intended to generate revenue. While our First Aid and Retail services generate income, they are also a community service we provide. They are included here so that they can be measured and reported.

SERVICE 1: MIGRATION PROGRAMMES

OUR GOAL To address the humanitarian needs of vulnerable migrants.

ABOUT OUR SERVICE AND PERFORMANCE

Our migration programmes support vulnerable migrants across Aotearoa New Zealand. We provide settlement and employment support for former refugees, and a protection programme aimed at supporting other vulnerable migrants including convention refugees and asylum seekers. We also provide a Wellington-based mental health service for refugee background people. We are contracted with government agencies to provide our services.

Our Pathways to Settlement programme provides settlement support to vulnerable migrants entering the community through the Ministry of Business, Innovation, and Employment's (MBIE) quota refugee or refugee family support category pathways. This year, our settlement teams were assisted by 784 volunteers to support 880 former refugees to settle in Aotearoa New Zealand across 8 locations. We worked with more former refugees in 2022/23

than in 2021/22 as this year the Government increased the number of former refugees entering Aotearoa New Zealand.

Our Pathways to Employment programme provides career and employment support to refugee background people. This year, we worked with 1,044 refugee background people across 13 locations to support them into jobs, work experiences, training or further education opportunities. Our results for 2022/23 reflect the increased numbers of clients who this year joined our Pathways to Employment programme. For future reporting, we will consider how to provide information about our career guidance and employment services for the people supported through our Pathways to Employment programme.

Through our Pathways to Protection and Pathways to Employment programmes, we support asylum seekers and convention refugees by providing

information, advice, referrals to other service providers, and employment support. Our Pathways to Protection programme includes support of convention refugees as contracted by MBIE. This year, we worked with 170 convention refugees and 11 asylum seekers across Aotearoa New Zealand.

Our Wellington-based Refugee Trauma Recovery service is a mental health and wellbeing service for vulnerable migrants. We provide psychosocial support, counselling, and family and group activities for refugee background people. This year, we worked with 108 people helping them to address prior traumatic experiences and improve their wellbeing. Our multidisciplinary team made up of counsellors, a psychiatrist, psychologists, psychotherapists, and a social worker provides holistic care to support mental health and trauma recovery.

WHAT WE AIM TO ACHIEVE Refugee background people who we are contracted to work with are supported in their initial settlement in Aotearoa New Zealand.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Number of former refugee arrivals who received support through our Pathways to Settlement programme*	880	611
Number of locations (cities or towns) where we provide Pathways to Settlement programmes	8	11**
Number of trained volunteers who provided support to refugee family groups	784	639

*MBIE contracts us to provide settlement support to quota refugees from seven intakes each financial year. Refugee Family Support Category former refugees who self-refer to our service are included in our contracted service with MBIE and our outcomes. ** In 2021/22, MBIE contracted us to provide Pathways to Settlement programmes in 11 locations. Following a new contract with MBIE in 2022/23, the number of locations changed to 8.

WHAT WE AIM TO ACHIEVE Refugee background people who we are contracted to work with are supported with career guidance and employment services.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Number of refugee background people who received support through our Pathways to Employment programmes*	1,044	774
Number of locations (cities or towns) where we provide Pathways to Employment programmes	13	12

*The Ministry of Social Development may refer clients to our programmes more than once in a financial year. Our results count people each time they engage with our Developing Job Seeker or Active Job Seeker programmes. Approximately 30% of people engage in both programmes.

WHAT WE AIM TO ACHIEVE Asylum Seekers and Convention refugees who we are contracted to work with are supported and connected to services as required.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Number of convention refugees supported through our Pathways to Employment and Pathways to Protection programmes	170	120
Number of asylum seekers supported through our Pathways to Employment programme	11	8

WHAT WE AIM TO ACHIEVE Refugee background people who we are contracted to work with are supported in mental health and trauma recovery.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Number of refugee background people supported by our Refugee Trauma Recovery service	108	93

SERVICE 2: INTERNATIONAL PROGRAMMES

OUR GOAL To work in partnership to respond to humanitarian crises and support vulnerable communities in the Pacific and further afield.

ABOUT OUR SERVICE AND PERFORMANCE

Our international programmes assist communities affected by disasters and conflict around the world. Our support and assistance include deployment of trained delegates both remote and in-country, financial resources, equipment, and advice on a range of matters.

This year, our international programmes provided support to 20 countries. We facilitated 19 international delegate deployments, 58% of these in support of international humanitarian crises. For example, our delegates were deployed to assist communities in recovery from the Pakistan floods, Türkiye Syria earthquakes, and Vanuatu cyclones. We continued our support to the recovery from the Tonga volcanic eruption and tsunami.

With funding support from the Ministry of Foreign Affairs and Trade, we work in partnership with Red Cross Pacific Island National Societies. Of the 19 international deployments completed this year, 17 (89%) were focused on the Pacific region. Eight of these (42%) were aimed at supporting capacity and capability building in Red Cross Pacific Island National Societies.

Our Restoring Family Links programme helps to reconnect families separated by armed conflict, disaster, and migration, supporting vulnerable communities around the world. This year, we received 112 new enquiries, and opened 47 cases related to missing family members in 19 countries. New enquiries may become open cases provided they fall within the scope of our programme policies.

During the year, we closed 54 cases. The significant difference between new enquiries received and cases closed in 2022/23 and 2021/22 is due to the volcanic eruption and tsunami in Tonga. Following that disaster, we received 317 “anxious for news” enquiries, and closed these 317 cases within the same period.

WHAT WE AIM TO ACHIEVE Our action reduces the impact of international humanitarian crises and alleviates suffering.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Number of countries our International Programmes supported	20	22
Total number of international delegate deployments*	19	21
Percentage of international delegate deployments in support of international humanitarian crises	58%	38%

* Includes delegates seconded to the International Federation of Red Cross and Red Crescent Societies and International Committee of the Red Cross, remote deployments and International Federation of Red Cross and Red Crescent Societies positions we fund.

WHAT WE AIM TO ACHIEVE Pacific Island National Societies and their communities are supported to help strengthen resilience in the region.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Percentage of international delegate deployments in support of Pacific Island countries	89%	86%
Percentage of international delegate deployments specifically aimed at capacity / capability building for Red Cross National Societies in the Pacific	42%	57%

WHAT WE AIM TO ACHIEVE Reconnecting families across the world that have been separated by armed conflict, disaster and migration.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Number of new Restoring Family Links enquiries received	112	435
Number of new Restoring Family Links cases opened	47	386
Number of Restoring Family links cases closed	54	369

SERVICE 3: EMERGENCY MANAGEMENT PROGRAMMES

OUR GOAL To be New Zealand's leading community partner before, during and after emergencies

ABOUT OUR SERVICE AND PERFORMANCE

Our Emergency Management Programmes help local communities prepare for, respond to, and recover from emergencies. Our Meals on Wheels services support communities through providing hot meals to vulnerable people.

In 2022/23, our team of 323 Disaster Welfare and Support Team volunteers provided 11,651 hours of service in emergency response. This is a significant increase from last year due to Cyclone Hale, the Auckland floods and Cyclone Gabrielle. We responded to 15 new domestic emergency events nationwide.

Our team of 2,988 Meals on Wheels volunteers delivered 709,657 meals across 43 locations nationwide. We partner with Te Whatu Ora – Health New Zealand health districts or third-party meal providers who produce the hot meals daily. The number of meal deliveries fluctuates from year to year depending on the demand for the service.

WHAT WE AIM TO ACHIEVE New Zealand Red Cross people are equipped with training, tools and strategies to enable them to operate before, during and after an emergency, in a way that strengthens community resilience and wellbeing.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Number of new domestic emergency events responded to	15	10
Number of Disaster Welfare Support Team volunteers	323	301
Number of hours our Disaster Welfare Support team volunteers logged responding to emergencies	11,651	2,653

WHAT WE AIM TO ACHIEVE Provide a Meals on Wheels delivery service to vulnerable people around Aotearoa New Zealand to improve the lives of vulnerable people and promote community preparedness and resilience.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Number of meals delivered through Meals on Wheels	709,657	668,000
Number of volunteers who delivered Meals on Wheels	2,988	2,758
Number of locations (cities or towns) where we provide Meals on Wheels	43	44

SERVICE 4: OTHER COMMUNITY SERVICES

OUR GOAL To enhance community preparedness and resilience through other services.

ABOUT OUR SERVICE AND PERFORMANCE

We provide other services that contribute to disaster preparedness and resilience of communities, including First Aid training, Red Cross shops, and our work on International Humanitarian Law.

First Aid training

Our First Aid training courses help to equip people with the tools, understanding, and confidence to support those experiencing trauma, stress, and distress. Our work contributes to enhancing community preparedness and resilience.

In 2022/23, we trained just over 73,000 people in First Aid. This is a significant increase from 2021/22 due to a new contract with Fire and Emergency New Zealand to provide Co-Response training. Of those we trained this year, 12% responded to our survey about the quality of their training. 95% of those who responded rated our first aid courses as satisfactory or better.

To support community preparedness, we distributed 164 Automated External Defibrillators (AED) nationwide. We distributed over double the number of defibrillators in 2021/22 because a commercial bank purchased a large number for placement in its branches.

Red Cross shops

Our Red Cross shops help to support communities through providing recycled products at affordable prices, helping divert items from landfill, and raising funds to support our work in New Zealand and overseas.

This year, we had 42 nationally managed Red Cross Shops, two less than last year. Our shops operated their day-to-day business supported by 796 volunteers. We continue to assess our shop locations and consolidate our shops where appropriate.

International Humanitarian Law

Our work promotes knowledge and respect for International Humanitarian Law – the ‘rules of war’ that protect people who are not or are no longer taking part in a conflict.

This year, 64 people registered for our ‘DNA of the Red Cross Workshops’ which are designed to raise awareness of and increase respect for International Humanitarian Law. We also provided an opportunity for Law Schools to send teams to compete in an International Humanitarian Law ‘Moot’ where law students argue a fictional war crimes case, engaging in real issues in front of professional judges and other experts in the field. 35 people registered for this year’s International Humanitarian Law ‘Moot.’

WHAT WE AIM TO ACHIEVE Enhance Aotearoa New Zealand community resilience by delivering high quality First Aid training courses and supply and support AEDs and other First Aid products.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Number of First Aid courses delivered	9,524	8,821
Number of people in New Zealand trained in our First Aid courses	73,047	55,356
Percentage of training participants who rated our First Aid courses as satisfactory or better	95%*	98%**
Number of AEDs distributed	164	354

* Based on the 12% of training participants who completed the survey ** Based on the 20% of training participants who completed the survey

WHAT WE AIM TO ACHIEVE Support our customers, communities, and promote sustainability in our Red Cross Shops, that raise essential funds for New Zealand Red Cross.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Number of Nationally managed Red Cross shops*	42	44
Number of volunteers who worked in our Nationally managed Red Cross shops	796	742

*Nationally managed Red Cross shops are Red Cross shops managed by Red Cross employees.

WHAT WE AIM TO ACHIEVE Promote knowledge of and respect for International Humanitarian Law – the ‘rules of war’.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Number of registrations for ‘DNA of the Red Cross’ workshops	64	126
Number of registrations for the International Humanitarian Law Moot competition	35	26

NEW ZEALAND RED CROSS FOUNDATION **(THE FOUNDATION)**

The Foundation holds and invests funds on behalf of New Zealand Red Cross with the objective of providing a source of sustainable funding to support the work of New Zealand Red Cross.

The Foundation employs professional managers to invest and manage the funds across a range of investment sectors. The Foundation seeks to maintain and grow the accumulated funds, together with any additional capital funds transferred from New Zealand Red Cross, using best practice financial management. The Trustees have established a Statement of Investment Policy and Objectives which guides their investment philosophy and is reviewed every three years.

MEASURE	2022/23 result	2021/22 result (UNAUDITED)
Market value of total funds under management	\$66.0 million	\$63.8 million

NEW ZEALAND RED CROSS GROUP

SUMMARY CONSOLIDATED STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE FOR THE YEAR ENDED 30 JUNE 2023

<i>in thousands of dollars</i>	Note	2023	2022
REVENUE			
Sale of Goods and Services		22,097	16,781
Contracts and Grants		8,671	12,011
Donations and Fundraising		14,022	19,689
NZ Disaster Fund – Special appeal Donations		27,402	-
Legacies		2,965	2,650
Dividends		2,487	3,182
Other Revenue		1,874	703
Total Revenue	6	79,518	55,016
EXPENDITURE			
Employee Entitlements		27,100	26,144
NZ Disaster Fund – Special appeal Distributions		11,871	-
Other Expenses		27,057	25,910
Total Operating Expenses		66,028	52,054
Net Surplus from Operating Activities		13,490	2,962
Change in Fair Value Investments		2,466	(8,905)
Net Surplus / (Deficit) after Fair Value Adjustments		15,956	(5,943)
Net Gain on Land and Building Revaluation		-	2,110
Total Comprehensive Revenue / Expense		15,956	(3,833)

The accompanying notes on pages 58-61 form part of these summary consolidated financial statements


NEW ZEALAND RED CROSS GROUP

SUMMARY CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023

<i>in thousands of dollars</i>	Note	2023	2022
ASSETS			
Total Current Assets		38,145	23,778
Total Non-current Assets		94,765	92,234
Total Assets		132,910	116,012
LIABILITIES			
Total Current Liabilities		6,821	6,272
Total Non-Current Liabilities		393	-
Total Liabilities		7,214	6,272
Net Assets		125,696	109,740
MEMBERS' FUNDS			
Accumulated Funds		89,211	87,778
Restricted Funds	7	18,696	4,173
Asset Revaluation Reserve		17,789	17,789
Total Members Funds		125,696	109,740

The accompanying notes on pages 58-61 form part of these summary consolidated financial statements

For and on behalf of the National Board who authorised the issue of these summary consolidated financial statements on 22 September 2023



Kerry Nickels
National President



Sarah Stuart-Black
Secretary General

NEW ZEALAND RED CROSS GROUP

SUMMARY CONSOLIDATED STATEMENT OF CHANGES IN MEMBERS' FUNDS FOR THE YEAR 30 JUNE 2023

<i>in thousands of dollars</i>	Note	2023	2022
Opening Members' Funds		109,740	113,573
Net (Deficit) / Surplus after Fair Value Adjustments		-	-
Other Comprehensive Revenue and Expense		15,956	(3,833)
Total Comprehensive Revenue / Expense		15,956	(3,833)
Closing Members' Funds		125,696	109,740

The accompanying notes on pages 58-61 form part of these summary consolidated financial statements

SUMMARY CONSOLIDATED STATEMENT OF CASHFLOWS FOR THE YEAR 30 JUNE 2023

<i>in thousands of dollars</i>	Note	2023	2022
Net cash flows from Operating Activities		13,824	5,042
Net cash flows applied to Investing Activities		(65)	(5,157)
Net Increase in Cash and Cash Equivalents		13,759	(115)
Cash and Cash Equivalents at the beginning of the year		12,418	12,533
Cash and Term Deposits at the end of the year		26,177	12,418

The accompanying notes on pages 58-61 form part of these summary consolidated financial statements

NOTES TO THE SUMMARY CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR 30 JUNE 2023

NOTE 1: REPORTING ENTITY

This summary consolidated performance and financial report includes the consolidated statement of service performance and the summary consolidated financial statements for the year ended 30 June 2023 that comprise the activities of New Zealand Red Cross Incorporated and the New Zealand Red Cross Foundation (the Group).

The New Zealand Red Cross Incorporated (The Red Cross) is registered as a Charity under the Charities Act 2005.

The New Zealand Red Cross Foundation (The Foundation) is a charitable trust, registered under the Charitable Trusts Act 1957 and a registered Charity under the Charities Act 2005. The Foundation was established in 1978 to hold and invest funds on behalf of New Zealand Red Cross.

NOTE 2: BASIS OF PREPARATION

The summary consolidated performance and financial report have been extracted from the full performance and financial report of the Group that were authorised for issue by the National Board on 22 September 2023. The summary performance and financial report has been prepared in accordance with PBE FRS 43 Summary Financial Statements. The summary consolidated performance and financial report cannot be expected to provide a complete understanding as that provided by the full performance and financial report.

The full performance and financial report is available on request by contacting the General Manager, Organisational Services, PO box 12-140, Wellington 6144 or email payables@redcross.org.nz. The full performance and financial report has been prepared in accordance with Generally Accepted Accounting Practice in New Zealand. They comply with Tier 1 Public Benefit Entities Accounting Standards.

NOTE 3: MEMBERS' FUNDS

Members' Funds comprise Accumulated Funds, Restricted Funds and the Asset Revaluation Reserve:

- **Accumulated Funds** are those received and used general purposes;
- **Restricted Funds** are use of funds that have been restricted by the donor or by the National Board;
- **Asset Revaluation Reserve** represents the accumulated revaluation increases in the fair value of land and buildings.

NOTES TO THE SUMMARY CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR 30 JUNE 2023

NOTE 4: USE OF JUDGEMENTS AND ESTIMATIONS

The preparation of the consolidated financial statements requires Management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from those estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions in accounting estimates are recognised in the period in which these estimates are revised and in any future periods affected.

The estimates and assumptions that may have a material impact on the carrying amounts of assets and liabilities within the next financial year include the following:

- Fair value of land and buildings; and
- Useful lives of Property, Plant and Equipment; and
- Fair value of Financial Instruments

NOTE 5: SIGNIFICANT CHANGES DURING THE PERIOD

The changes to accounting policies and disclosures caused by adoption of new standards in the year are as follows:

- The Group has adopted PBE FRS 48 Service Performance Reporting which is effective for the year ending 30 June 2023. The new standard required the Group to disclose service performance information in the financial statements, including the Groups aims and objectives over the medium to long term, how the Group will go about achieving this, and results showing what the Group has done in order to achieve its broader aim and objectives. This is disclosed in the Statement of Service Performance.
- PBE IPSAS 41 replaces PBE IFRS 9 Financial Instruments and is effective for the year ending 30 June 2023. There has been little change as a result of adopting the new standard, as the requirements are similar to those contained in PBE IFRS 9.

NOTES TO THE SUMMARY CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR 30 JUNE 2023

NOTE 6: SUMMARY OF REVENUE

<i>in thousands of dollars</i>	2023	2022
REVENUE		
Sale of Goods and Services	22,097	16,781
Dividends	2,488	3,182
Other Exchange Revenue: Interest – NZ Disaster Fund Special Appeal	359	-
Other Exchange Revenue	1,368	460
Revenue from exchange transactions	26,312	20,423
Grants and Contracts	8,671	12,011
Donations and Fundraising	14,022	19,689
Donations – NZ Disaster Fund Special Appeal	27,402	-
Legacies	2,964	2,650
Other Non-Exchange Revenue	147	243
Revenue from non-exchange transactions	53,206	34,593
Total Revenue	79,518	55,016

NOTES TO THE SUMMARY CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR 30 JUNE 2023

NOTE 7: RESTRICTED FUNDS

These are the remaining funds at the end of the financial year that have been restricted by the donor or by the National Board. This includes special appeals, and ongoing disaster funds. The funds are held as cash and include funds which have been committed for particular spend within the appeal.

<i>in thousands of dollars</i>	2023	2022
Local Funds	218	142
NZ Disaster Fund – Special Appeal	15,890	-
International Funds	2,588	4,031
	18,696	4,173

NOTE 8: CONTINGENT LIABILITIES

There are no contingent liabilities as at 30 June 2023 (2022: nil).

NOTE 9: EVENTS AFTER BALANCE DATE

There have been no significant events post balance date.

Independent Auditor's Report on the Summary Consolidated General Purpose Performance and Financial Report

To the National Board of New Zealand Red Cross Incorporated

Opinion	<p>The summary consolidated general purpose performance and financial report ('summary consolidated performance and financial report') of New Zealand Red Cross Incorporated (the 'Society') and its subsidiary (the 'Group') comprises the summary consolidated financial statements on pages 55 to 61 and the summary consolidated statement of service performance on pages 45 to 54. The complete set of summary consolidated financial statements comprises the summary consolidated statement of financial position as at 30 June 2023, and the summary consolidated statement of comprehensive revenue and expense, summary consolidated statement of changes in members' funds and summary consolidated cash flow statement for the year then ended, and related notes. The summary consolidated performance and financial report is derived from the audited consolidated financial statements of the Group for the year ended 30 June 2023.</p> <p>In our opinion, the accompanying summary consolidated performance and financial report, on pages 45 to 61, is consistent, in all material respects, with the audited consolidated general purpose performance and financial report, in accordance with PBE FRS 43: <i>Summary Financial Statements</i> issued by the New Zealand Accounting Standards Board.</p>
Other matter	<p>The corresponding service performance information in the summary consolidated statement of service performance for the year ended 30 June 2022 is unaudited.</p>
Summary consolidated general purpose performance and financial report	<p>The summary consolidated performance and financial report does not contain all the disclosures required by Public Benefit Entity Standards. Reading the summary consolidated performance and financial report and the auditor's report thereon, therefore, is not a substitute for reading the audited consolidated general purpose performance and financial report and the auditor's report.</p>
The audited consolidated general purpose performance and financial report and our report thereon	<p>We expressed an unmodified audit opinion on the audited consolidated general purpose performance and financial report in our report dated 22 September 2023.</p>
The National Board's responsibilities for the summary consolidated performance and financial report	<p>The National Board is responsible on behalf of the Group for the preparation of the summary consolidated performance and financial report in accordance with PBE FRS 43: <i>Summary Financial Statements</i>.</p>
Auditor's responsibilities	<p>Our responsibility is to express an opinion on whether the summary consolidated performance and financial report is consistent, in all material respects, with the audited consolidated general purpose performance and financial report based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) ('ISA (NZ)') 810 (Revised): <i>Engagements to Report on Summary Financial Statements</i>.</p> <p>Other than in our capacity as auditor, we have no relationship with or interests in the Society or any of its subsidiaries, except that partners and employees of our firm deal with the Society and its subsidiaries on normal terms within the ordinary course of trading activities of the business of the Society and its subsidiaries.</p>
Restriction on use	<p>This report is made solely to the National Board. Our audit has been undertaken so that we might state to the National Board 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 National Board as a body, for our audit work, for this report, or for the opinions we have formed.</p>

Deloitte Limited

Wellington, New Zealand
22 September 2023



National Youth Panel members Ahmed Abusaleeq and Tom Notton at the National Youth Hui in Wellington.

THANK YOU

TĒNĀ RAWA ATU KOE

Our humanitarian work at home and overseas would not be possible without the generous contributions of our partners, donors, supporters and hardworking members. Every day, thousands of Kiwis give up their time and lend a hand. To everyone who has supported New Zealand Red Cross, thank you.

Special thanks to the incredible local fundraising efforts of our committed branches, whether contributing to a Special Appeal or fundraising for a locally-led activity. We couldn't do our work without you.

We would also like to thank all the generous people who have chosen to support us through a gift in their will. This is a very special way for people to support New Zealand Red Cross, which enables us to continue to be 'here for good' for generations to come. Thank you for your part in creating a legacy of hope.



CORPORATE PARTNERS



CORPORATE SUPPORTERS



Amazon

Baywater European

Brandt Tractor Ltd

Contact Energy Ltd

Cotton On Group

Country Road

Foodstuffs NZ Ltd

Griffins Food Ltd

Idonea Investments Ltd

Inditex Zara

Karcher

Kathmandu

Kwanto Ltd

Land Rover New Zealand

Lane Capital Group

MECCA Brands NZ Pty

Nelson Pine Industries Ltd

Retail Apparel Group

Samsung

Scentre (New Zealand) Ltd

Sky City Holdings Ltd

UDC Finance Ltd

VISA Worldwide (NZ) Ltd

Wētā FX Ltd

TRUSTS AND FOUNDATIONS

Allright
Welfare Trust



Estate of Adelaide
Ruth Todd



J I Urquhart
Family Trust



Soul Educare
Foundation



Bupa
Foundation

Estate of
Margaret M Blackwell

Greenlea
Foundation Trust

Momentum Waikato
Community Foundation

Craters of
The Moon Trust

Omokoroa
Centre Trust

Sisters of St Joseph
of Cluny Trust Board

RED CROSS BRANCHES

New Zealand Red Cross thanks all our valued members for their efforts throughout the year to raise funds. In particular, we recognise those New Zealand Red Cross branches who have made a contribution towards the delivery of our national programmes.

New Zealand Red Cross
Balclutha Branch

New Zealand Red Cross
Cambridge Branch

New Zealand Red Cross Central
Hawkes Bay Branch

New Zealand Red Cross
Darfield Branch

New Zealand Red Cross
Dunedin Branch

New Zealand Red Cross
Geraldine Branch

New Zealand Red
Cross Gore Branch

New Zealand Red Cross Hawarden/
Waikari Branch

New Zealand Red Cross
Hokitika Branch

New Zealand Red Cross
Huntly Branch

New Zealand Red Cross
Inglewood Branch

New Zealand Red Cross
Kerikeri Branch

New Zealand Red Cross
Levin Branch

New Zealand Red Cross
Marlborough Branch

New Zealand Red Cross
Methven Branch

New Zealand Red Cross
Motueka Branch

New Zealand Red Cross
Napier Branch

New Zealand Red Cross
Nelson Branch

New Zealand Red Cross New
Plymouth Branch

New Zealand Red Cross
Palmerston North Branch

New Zealand Red Cross
Putaruru Branch

New Zealand Red
Cross Shop Huntly

New Zealand Red Cross
Taupo Branch

New Zealand Red Cross
Tauranga Branch

New Zealand Red Cross Te
Aroha Branch

New Zealand Red Cross
Upper Hutt Branch

New Zealand Red Cross
Waiheke Branch

New Zealand Red Cross
Waimate Branch

New Zealand Red Cross
Waitahuna Branch

New Zealand Red Cross
Waitara Group

New Zealand Red Cross
Waitoa Branch

New Zealand Red Cross
Wellington Branch

New Zealand Red Cross
Whanganui Branch



LEGACIES

With respect and gratitude we acknowledge those who have generously given financial support to New Zealand Red Cross through leaving a gift in their wills.

Estate of A L W Collins

Estate of Alan David Anderson

Estate of Albert David Kerr

Estate of Barry John Prosser

Estate of Bill and Clare Hodgson

Estate of Bronwyn Myra Mount

Estate of Clive Graham Sparrow

Estate of Colin Armishaw

Estate of Colin Cameron Fraser

Estate of David Kearsley Saville

Estate of David Reid Currie

Estate of David Shirley Clare

Estate of Dinah Frances Gavin

Estate of Edna

Gwendoline Dallimore

Estate of Elizabeth Caroline Brown

Estate of Elizabeth May Blair

Estate of Fairlie Horsley

Estate of Francis Owen Roy Kelly

Estate of Gillian Michelle Rayner

Estate of Graeme Eric Culling

Estate of Hans Christian Gross

Estate of Heather Ann Boyd

Estate of J F Kane

Estate of Jack Graham Adams

Estate of James William Nuttall

Estate of Jean Helen Pryor

Estate of Jeannette
Theresa Leermakers

Estate of Jennifer Jane Leatham

Estate of John Fraser Gordon

Estate of Lawrence Mervyn Wilkins

Estate of Margaret
Elaine Copperwheat

Estate of Margaret Fordyce

Estate of Margaret Nicol Stewart

Estate of Mary Daphne Rumsey

Estate of Mary Elizabeth Brown

Estate of Maureen Helen Dellow

Estate of Molly Reynolds

Estate of Murray Stoughton Rider

Estate of Nancy Ruth Gardiner

Estate of Regina Elisabeth Gertrud
Van Den Heuvel

Estate of Robert Eric Schofield

Estate of Roger Thomas Lloyd

Estate of Rona Violet Morton

Estate of Stanley Kingsford Garlick

Estate of Stella Mabel Jones

Estate of Susan Mary Branch

Estate of Valarie
Alphonsine Bell Alford

Estate of William Alan Phillips

HONOURS AND AWARDS

NGĀ HŌNORE ME NGĀ TOHU

We are grateful to our Red Cross people across the motu | country – amazing people making extraordinary contributions to our Mission and Movement.

NEW ZEALAND RED CROSS AWARDS

MERITORIOUS SERVICE AWARD

Patricia Loach – Mid-South Canterbury
Janis Lennon – West Coast
Carol Keoghan – West Coast
Pip Stewart – North Canterbury
Doug Winter – North Canterbury

HONORARY LIFE MEMBERSHIP

Kitty Tuari – Auckland
Alan Paterson – Bay of Plenty
Joyce Hogg – Wairarapa
Joy Roberts – North Canterbury
Bev Doohan – East Coast
Sandra Mason – Retail
Vicki Paul – Otago
Edith O’Carroll – Northland
Patricia Loach – Mid-South Canterbury
Meg Dawson – East Coast

NATIONAL CERTIFICATE OF COMMENDATION

Joan Honeyfield – Taranaki
Ray Tucker – Taranaki
Rosemary Parker – Taranaki
Sally Ballot – Taranaki
Noeline McCready – Taranaki

NATIONAL CERTIFICATE OF APPRECIATION

Ranga Sovis – Auckland
Rajitha Ratwatte – Auckland
Moana Tangimetua – Auckland
Malia Tuai – Auckland
Stacey Linford – Auckland
Brigitte Rive – Auckland
Karen Clare – Auckland
Maree Walker – Taranaki
Bryan Hopkinson – West Coast
Helen Robinson – West Coast
Joy Woodcock – West Coast
Frank O’Donnell – West Coast



Eileen O'Donnell – West Coast
Brian Regan – West Coast
Chris Williams – West Coast
Don Tikey – West Coast
Graeme Keoghan – West Coast
Kay Loader – West Coast
Barry Absalom – West Coast
Lorraine Absalom – West Coast
Martin Peterson – West Coast
Anthony Rea – West Coast
Kevin Slee – West Coast
Vivian Slee – West Coast
Trudy Harrington – West Coast
Tom Fleming – West Coast
Deidre Harrington – West Coast
Katelyn Harrington – West Coast
Charles Bruning – West Coast
Carl Horn – West Coast
Sharon Roche – West Coast
Peter Kirkwood – West Coast
Sue Ineson – Wellington

SERVICE AWARD - 70 YEARS

Judith Klingender – East Coast

SERVICE AWARD - 60 YEARS

Allen Little –
Manawatu/Whanganui

SERVICE AWARD - 55 YEARS

Elaine Utting – Auckland

SERVICE AWARD - 50 YEARS

Patricia Loach – Mid-
South Canterbury
Fay Kittow – East Coast
Meg Dawson – East Coast
Edith O'Carroll – North Canterbury
Janet Clarke –
Tasman Marlborough

SERVICE AWARD - 45 YEARS

Joan Honeyfield – Taranaki
Lorna Willis –
Manawatu/Whanganui
Mary Stewart – North Canterbury

SERVICE AWARD - 40 YEARS

Audrey Flight – Waikato
Joy Burt – Mid-South Canterbury
Eva Gollan – East Coast
Janet Dunn – East Coast
Carol Dalefield Hyde –
North Canterbury
Jane Williams – Auckland

NATIONAL DIRECTORY

RĀRANGI INGO Ā-MOTU (AS AT 30 JUNE 2023)

PATRON

Her Excellency the Right Honourable Dame Cindy Kiro, GNZM, QSO, Governor-General of New Zealand

NATIONAL BOARD

NATIONAL PRESIDENT

Kerry Nickels

VICE PRESIDENT

John Dyer, NZGD

NATIONAL YOUTH REPRESENTATIVE

Sarita Love

BOARD MEMBERS

Sue Chamberlain
Patrick Cummings
Mat Darling
Warren Johnstone
Wendy Lau
Scott Tambisari

BOARD MEMBER CHANGES DURING 2022/23

RETIRED BOARD MEMBERS (AT NOVEMBER 2022)

Sue Ineson, QSM
Philippa (Pip) Stewart

NEW BOARD MEMBERS (FROM NOVEMBER 2022)

Sue Chamberlain
Mat Darling

COUNSELLORS OF HONOUR

Joan Cockburn, CBE, JP (retired)
The Right Honourable Justice Sir Kenneth Keith, ONZ, KBE, KC
Jocelyn, Lady Keith, CBE
Dr Jenny McMahon, ONZM, MBE, FNM, CRSNZ
Dr Ron Mackenzie, QSO
Jane Smith
John Stevens
Jerry Talbot, HDA
Lynette Jones, CNZM
Patricia O'Brien, QSO
Paul Watson
Penny Mason, ONZM
The Very Reverend Gavin Yates
Wendy Smith



OFFICIALS

INTERNATIONAL HUMANITARIAN LAW CONSULTANT

The Right Honourable Justice Sir
Kenneth Keith, ONZ, KBE, KC

MANAGEMENT

SECRETARY GENERAL

Sarah (Norm) Stuart-Black, QSO

EXECUTIVE DIRECTOR OFFICE OF THE SECRETARY GENERAL

Alexandra Pierard

GENERAL MANAGER EMERGENCY MANAGEMENT AND INTERNATIONAL

Sean Stewart

GENERAL MANAGER ENGAGEMENT AND ENTERPRISE

Shane Chisholm

GENERAL MANAGER ORGANISATIONAL SERVICES

Sean Stewart (Acting to October 2022)

Jane Derbyshire (from October 2022)

GENERAL MANAGER MIGRATION

Sue Price

GENERAL MANAGER PEOPLE EXPERIENCE AND SUPPORT

Fiona Ross

GET INVOLVED

ME WHAKAURU ATU

BECOME A DONOR OR A REGULAR GIVER

Your generosity will provide relief to communities affected by disaster, support families that are forced to flee their homeland as they resettle in Aotearoa New Zealand and much more.

LEAVE A LASTING GIFT IN YOUR WILL

Leaving a gift to New Zealand Red Cross in your will is one of the most significant and lasting ways you can help people in need in Aotearoa New Zealand and around the world, now and for future generations.

FUNDRAISE FOR US

Whether it's helping collect for our street appeal, running a marathon or holding a bake sale, fundraising is fun and every dollar you raise will help people in need.

BECOME A PARTNER

Corporate partnerships deliver positive community impact and ensure a helping hand for vulnerable people when they need it most.

JOIN US

By becoming a New Zealand Red Cross member, you are joining one of the largest humanitarian organisations in the world and can make a real difference in your community. Whether you are part of a branch, working in a disaster welfare support team or volunteering for one of our many community activities, you will be an important part of the New Zealand Red Cross whānau.

TAKE A NEW ZEALAND RED CROSS FIRST AID COURSE

Learn lifesaving skills from the world's leader in first aid right here in Aotearoa New Zealand, or purchase a quality first aid kit for your home, car or workplace from our online shop.

SHOP

Donate your quality goods, volunteer or shop at one of our Red Cross Shops around Aotearoa New Zealand.



**NEW ZEALAND
RED CROSS**

**RC
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DISASTER WELFARE SUPPORT UNIT

New Zealand Red Cross Disaster and Welfare Support teams provided support at evacuation centres throughout areas affected by Cyclone Gabrielle and a number of other severe weather events earlier this year.

CONNECT

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HERE FOR GOOD

 Volunteer  Fundraise  Shop  Donate  Learn First Aid

redcross.org.nz 0800 RED CROSS 