



NEW ZEALAND
RED CROSS
RĪPEKA WHERO AOTEAROA

NEW ZEALAND RED CROSS

ANNUAL REPORT

PŪRONGO Ā-TAU



2020

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NEW ZEALAND RED CROSS

2020

ANNUAL REPORT
PŪRONGO Ā-TAU

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 Rīpeka Whero Aotearoa, we are always working hard to respond to emergencies and disasters at home and overseas. In this fast-changing world, our commitment to doing good and building community resilience remains steadfast.

The past year saw us quickly adapt to the challenges arising from COVID-19, both at home in Aotearoa New Zealand and far afield. This is highlighted by the range of work we undertook and the changes we made to the way we work, while assisting those in need.

Our Disaster Welfare and Support Teams (DWST) responded to nine emergencies including the Whakaari/White Island eruption, the Southland floods and COVID-19.

Throughout our COVID-19 response, we focused on providing psychosocial support and training to our clients, staff, members, volunteers and partners. We were granted 'essential service' status for some of our programmes, so we were able to continue providing support through our migration programmes and Meals on Wheels through all COVID-19 Alert Levels.

We are proud that 761 people from 23 countries made Aotearoa New Zealand their home through our refugee settlement programme and are now rebuilding their lives.

Our international delegates were at the forefront of global humanitarian crises providing vital support to the wider Red Cross Red Crescent Movement. From providing life-saving healthcare to Samoans during the measles outbreak to assisting with emergency supplies during Cyclone Harold in Vanuatu, we worked closely with our Pacific neighbours. With the outbreak of COVID-19 that resulted in border closures and travel restrictions, we took the tough call of bringing our delegates back home, and they continued their missions remotely.

Our work in local communities and internationally is fuelled by the incredibly inspiring people who make up our New Zealand Red Cross whānau. For everyone who supported our mission this year and answered our call for assistance during these unprecedented times, thank you. Your support makes New Zealand Red Cross' presence and work relevant now more than ever.

New Zealand Red Cross
Meals on Wheels driver,
Soni, delivering a hot meal.



What We Stand For

Tā Mātou Kaupapa

The Red Cross Fundamental Principles guide all we do, whether it's providing psychological first aid (PFA) over the phone to Kiwis during COVID-19 lockdown or preparing to welcome former refugees in new locations across the country.



Our Fundamental Principles

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 International Red Cross and Red Crescent 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 International Red Cross and Red Crescent 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.





Disaster Welfare and Support Team member, Donna, providing psychosocial support.

RED CROSS



National President's Report

Pūrongo ā-Motu a te Perehitini

At the end of another year, it is good to take time to reflect on the incredible work that New Zealand Red Cross people have done in our communities this year around Aotearoa and internationally, often in extraordinary circumstances.

A significant milestone has been the approval of Strategy 2030, providing direction for our work over the next 10 years. After two years of consultation within the Red Cross family and external stakeholders, it was with pride that this was endorsed at our National Council meeting in November 2019. Building the strategy from the grassroots up has meant that all our people have had the opportunity to contribute to it, providing a strong foundation for the future.

It has also been heartening to see how our Red Cross people have risen to multiple challenges during the COVID-19 global pandemic, being agile and adaptable as they worked in different ways.

With the continuing uncertainty around COVID-19 and its economic impacts, we stand ready to be called upon to respond to new vulnerabilities in the coming years. While we currently have a sound financial position, it will be even more important to ensure that this is sustainable for the future.

I would like to acknowledge the role of the Trustees of the New Zealand Red Cross Foundation and the challenges they faced this year and will likely continue to face. I thank Stephen Fyfe for his excellent contribution as Chair of the Foundation for the last nine years. Stephen retired as Chair in August 2020 leaving the Foundation in a very strong financial position.

On behalf of the National Board, I would like to thank all our members, volunteers, staff and supporters for their contribution in supporting vulnerable communities over the course of this unprecedented year. In particular, I would like to thank Niamh Lawless as she finishes as Secretary General and moves to Geneva to take on a role of Under Secretary General on the International Federation of Red Cross and Red Crescent Societies' (IFRC) Global Leadership Team; our sincere thanks to Niamh for her decisive and progressive leadership over the past three years.

Kerry Nickels

Kerry Nickels
NATIONAL PRESIDENT





Niamh Lawless, Secretary General,
alongside speakers at the 70th
anniversary of the Geneva
Conventions Parliamentary event,
Sir Kenneth Keith and
Saba Afrasyabi.



Secretary General's report

Pūrongo a te Hēkeretari Matua

2020 has been another extraordinary and impactful year for New Zealand Red Cross, as Red Cross people have continued to support the most vulnerable members of our communities amid difficult and unfamiliar situations.

Following the endorsement of Strategy 2030 in November 2019, it has been wonderful to see how Red Cross people have quickly embraced this and its three core service areas, incorporating this into business planning and working to ensure that activities are aligned with the outcomes. It will be exciting to see how this develops over the next decade.

As COVID-19 impacts the world, I am so proud of the way that our Red Cross whānau continued to support vulnerable people. Whether it was delivering Meals on Wheels, offering PFA training online or setting up systems so that staff could work from home, our teams worked tirelessly to ensure that our work could continue, even if this was in a new and different way.

While some of our international work continues to be affected by global restrictions due to COVID-19, our teams are still working in new ways. International delegates are responding to humanitarian needs around the world remotely from New Zealand, and our migration team continues to support former refugees, including setting up a new settlement location in Blenheim as well as Levin and Masterton, for when the government can safely resume the refugee quota programme.

Another key focus in Strategy 2030 is ensuring that there are strong foundations for the organisation, including areas of financial sustainability, risk management, and health, safety and wellbeing. These have all been strengthened over the course of this year.

As my time as Secretary General draws to a close, I would like to sincerely thank everyone who contributes to our work around Aotearoa. It has been a privilege to be part of this organisation for the past three years, and I look forward to watching New Zealand Red Cross continue to grow over the coming years.

Niamh Lawless
SECRETARY GENERAL





NEW ZEALAND
RED CROSS
RĪPEKA WHERO AOTEAROA

Strategy —2030→

We will achieve our mission by focusing our services on what we're great at – where we can have the greatest impact and where we have unique skills and contributions to make.

OUR FOUNDATIONS

Our Mission statement

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

Our Fundamental Principles

- Humanity
- Impartiality
- Neutrality
- Independence
- Voluntary service
- Unity
- Universality

International humanitarian law (IHL) and other legal frameworks

We work for strong legal protections for vulnerable people in humanitarian emergencies, and these laws and policies in turn shape our humanitarian response.

OUR ENABLERS

Our people

We will invest our resources wisely in tools, training, technology and assets to support all New Zealand Red Cross people to work differently, and as one team. We will look at where and how we work together, increasing our mobility, collaboration and connection to the communities that need us.

Our resources

We will build strong financial foundations – ensuring we have the resources available to support our work and achieve our mission.

Our decisions and our work will be guided by the following strategic themes:

✓ Mission focused

- We will focus on delivering our mission through three core focus areas – disaster risk management, international programmes and our migration programmes.
- We will work as one team ensuring all New Zealand Red Cross people understand how their roles, responsibilities and actions contribute to New Zealand Red Cross' mission.

✓ Future oriented

- We will continue to embrace change and, honouring our history, always look forward.
- We will anticipate and understand the changes in our world and constantly think about how we can evolve to respond to changing needs.

✓ Reimagining volunteering

- We will attract and engage a diverse New Zealand Red Cross membership – and together with our existing members work collectively to contribute in ways that make the biggest impact.

✓ Financially sustainable

- We will build our long-term financial sustainability to achieve our mission.
- We will invest our resources (people, time, assets and money) wisely to ensure New Zealand Red Cross is there when and where we are needed most.

OUR SERVICES



Disaster risk management

We will be Aotearoa New Zealand's leading community partner before, during and after disasters.



International programmes

We will work with the wider Red Cross Red Crescent Movement and in partnership with others to respond to humanitarian crises and support vulnerable communities in the Pacific and further afield.



Migration programmes

We will address the humanitarian needs of vulnerable migrants by supporting them to achieve their aspirations and become part of diverse, inclusive and resilient Aotearoa New Zealand communities.





Governance

Kāwanatanga

KERRY NICKELS

NATIONAL PRESIDENT
NOVEMBER 2015,
ELECTED PRESIDENT NOVEMBER 2018

Kerry is a lawyer who 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. Prior to joining the National Board, Kerry was Chair of New Zealand Red Cross Auckland Area Council.

“Following the significant milestone of approving Strategy 2030, it has been great to see the strategy already in action through the extraordinary work that Red Cross people have done this year. I have personally been heartened by the spirit of ‘One Team’ that has been displayed by all Red Cross people as they have carried out this work together, and this bodes well for our future.”



PHILIPPA (PIP) STEWART

NATIONAL VICE PRESIDENT
NOVEMBER 2014,
ELECTED NATIONAL VICE PRESIDENT
NOVEMBER 2018

With qualifications in nursing, public health and business, Pip’s background is in operational service delivery and senior and executive management, including as a New Zealand Red Cross international delegate. She is currently the Chief Executive Officer of Brackenridge Services Ltd in Christchurch, supporting people with intellectual disabilities and autism, and is on the Board of the NZ Disability Support Network.

“2020 has amplified the importance and relevance of the work we do at New Zealand Red Cross, helping to mobilise the power of humanity to optimise wellbeing for New Zealanders. I feel proud to be part of such an amazing organisation.”



SARITA ALDRED

NATIONAL YOUTH REPRESENTATIVE,
NOVEMBER 2018

Sarita works for Dunedin Kindergartens as an administrator and specialises in IT. Sarita joined New Zealand Red Cross in 2013 and has been involved in many Red Cross activities over her seven years’ service, including as Deputy Co-Chair of the National Youth Panel and Secretary to our Otago Area Council. Sarita has enjoyed seeing young people get more involved in the many facets of New Zealand Red Cross and looks forward to seeing where they may go in the future – be it in New Zealand or overseas.

“2020 is an exciting time to be part of New Zealand Red Cross, from the learnings out of COVID-19 to the continued implementation of Strategy 2030. I am really looking forward to being just a small part of the puzzle that leads to a stronger and more resilient New Zealand Red Cross.”



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.

"There's something about Red Cross that gets in your blood! That's why so many people stay involved for so long – good people doing good things!"



JOHN DYER, NZGD

OCTOBER 2017

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 IFRC in Geneva until September 2016. He joined the National Board in October 2017.

"The last 12 months have seen New Zealand rocked by multiple events that have strained both individuals and communities. In response we have once again seen Red Cross people stepping up and going above and beyond to help those in need. It is a privilege to be part of this Red Cross family."



SUE INESON, QSM

NOVEMBER 2018

Sue has extensive experience in the non-profit sector, having held various governance and senior roles in several organisations. Sue was previously a New Zealand Red Cross branch member, area council representative and the Board Chair of Refugee Trauma Recovery which is now part of New Zealand Red Cross.

"Although 2020 has been a difficult year for many New Zealanders due to COVID-19, it is inspiring to see how the Red Cross team has worked together and has been able to meet the changing needs of the communities it services."



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.

"I thought the work we did together on Strategy 2030 was outstanding. To see a strategy build from the bottom up was inspiring. The fact that the members were involved with formulating the strategy makes the Executive Leadership Team and the National Board's role an enabling one. I think that is an excellent foundation to continue to do great things. A member-led strategy to make a difference in the lives of vulnerable people has made me put my hand up for a further 3-year term on the Board."



WENDY LAU

NOVEMBER 2018

Wendy became a member of New Zealand Red Cross in 2014 and was most recently the Chair of our Auckland Area Council. Trained as a Chartered Accountant, Wendy has held risk, governance and strategy roles in financial services and consulting.

"New Zealand Red Cross has been part of the fabric of our country for the past century, touching the lives of our people in their times of need. It's an honour to be part of this work."



SCOTT TAMBISARI

NOVEMBER 2016

Scott works for Nelson City Council in community development alongside his governance roles. 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.

"I continue to find myself inspired by the hard work and dedication of our people and am immensely proud of the positive contribution that we as an organisation make to the lives of the more vulnerable people within the communities that we serve."



National Youth Panel

Te Mana Rangatahi

Empowering youth to be involved

We are proud of the growing movement of young people involved in New Zealand Red Cross. Our National Youth Panel seeks to support, equip and involve young humanitarians even more actively within our communities.

The past year has been busy for the National Youth Panel – completing the Youth Participation Policy review in September 2019 meant the Youth Engagement Strategy became the next focus. Supporting local communities throughout the COVID-19 response allowed connection and interaction, albeit from a distance. The upcoming 12 months will continue to be busy for the panel as they prepare for the 2021 Forum.

SARITA ALDRED

National Youth Panel Chair

BELLE DAVENPORT

Belle lives in Wanaka/Queenstown and has now completed her studies in Education and Development. Belle is passionate about community and strengthening young people. Belle will commence her Masters in International Relations/Masters of Peace and Conflict Studies in 2021.

MILI DAVIE-MARTIN

Mili grew up in Dargaville and moved to Hamilton to study for a Bachelor of Nursing. On completion, she returned to Whangarei to work. Since joining the National Youth Panel, Mili has moved to Wellington where she continues to work as a nurse. Mili volunteers with her local DWST and took part in the 2020 Wellington Dragonboat race as part of Team Red Cross.

ISOBELLE (IZZY) LANE

Originally from Nelson, Izzy joined DWST while studying in Dunedin for her Bachelor of Law and Bachelor of Arts, majoring in Human Geography. Currently living in Wellington, Izzy is the Deputy Chair of the National Youth Panel and co-leads the local DWST. She recently joined the Pacific Regional Disaster Response Team and continues to pursue her passion of humanitarian work.

MICHAEL RICHARDSON

Michael joined Red Cross in 2015 as a refugee support volunteer. He has trained in Youth as Agents of Behavioural Change (YABC) and is a committed DWST member. Michael has been elected to the Waikato Area Council and partaken in Meals on Wheels deliveries during COVID-19. He is studying towards his degrees in psychology and business management at the University of Waikato.

OCTAVIA SHEHA

Octavia works as an Integrated Business Planning Manager at Fonterra and has a commerce degree from the University of Auckland. Octavia is a former refugee who arrived in New Zealand in the 1990s. She has been involved with many non-profit organisations and is a DWST Deputy Team Leader in Auckland. Octavia has also been involved with the Good and Ready Auckland project, presenting emergency preparedness to local youth organisations.

DYLAN WALSH

Originally from Masterton, Dylan has been a DWST member for the past five years. He is currently enjoying studying for a Bachelor of Arts at Massey University, majoring in Defence Studies and Emergency Management. Dylan was previously involved with the Youth in Emergency Services programme in his region.

DANIEL (DAN) WILDEN

Born and raised in Dunedin, Dan joined New Zealand Red Cross as a member in 2014 through the Youth Emergency Preparedness Programme. He is particularly focused on youth development and leadership within New Zealand Red Cross. Dan has been leading the first aid event planning for the Dunedin DWST and sits on the Dunedin Branch of New Zealand Red Cross.



HIGHLIGHTS OF OUR WORK

DISASTER RISK MANAGEMENT



9 disasters responded to during the year in New Zealand.

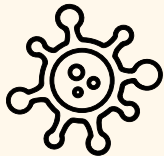
OVER 400 trained disaster response volunteers.



COVID-19

COVID-19 was our largest-scale response

226 members volunteering more than **5,000** hours.



3,200

people were directly assisted by disaster response volunteers during the pandemic.

MIGRATION PROGRAMMES

Through our settlement programme, we welcomed **761** people from **23 COUNTRIES.**



363 people within the employment programme were supported into work experience and start-up employment.

RESTORING FAMILY LINKS **?** responded to **84** enquiries

and helped **20** families in their search for missing loved ones.



COVID-19

185 essential service provisions during **ALERT LEVELS 3 AND 4**

FIRST AID

COVID-19

OVER 1,200 people viewed our webinars on Psychological First Aid (PFA) and Stress and Wellbeing during lockdown.



57,011

people were trained in Red Cross first aid across New Zealand.



JULY 2019 – JUNE 2020

INTERNATIONAL PROGRAMMES

75 international delegate deployments to

20 countries.

19% of deployments

were New Zealand Red Cross delegates who specialise in health care.



95%

of deployments were in Asia Pacific.

200 New Zealand Red Cross staff and

members attended the DNA of Red Cross workshop.



COVID-19

8 DELEGATES returned and continued their missions remotely from New Zealand.



RED CROSS SHOPS

752 people generously gave their time to volunteer at their local Red Cross Shop.



56

Red Cross Shops across Aotearoa.



COVID-19

\$9,400 RAISED



through items sold online on TradeMe and through contactless sales over the phone.

COMMUNITY PROGRAMMES

129,183

hours of volunteered time.



13,050

people transported through Community Transport.



616,561

Meals on Wheels meals delivered.



2,693

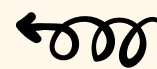
Meals on Wheels drivers.



COVID-19

103,500 MEALS ON WHEELS

meals were delivered during Alert Levels 3 and 4.



3,700

RED CROSS PARCELS

were delivered to Kiwis in need.



NEW ZEALAND
RED CROSS
RIPEKA WHERE AOTEAROA

COVID-19
we are united



42 DELEGATES - 75 DEPLOYMENTS

WHERE IN THE WORLD are our international delegates?



MAP KEY

- Climate Change — 7
- Health — 14
- Protection — 6
- Information Technology and Telecommunications — 8
- National Society Development — 19
- Disaster Management — 13
- Communications — 8

* Worked remotely from NZ to support TC Harold response

** Worked remotely from NZ due to borders closing

*** Commenced mission in-country and returned to work remotely from NZ due to borders closing

We also acknowledge
LOUISA AKAVI, our friend and
colleague, who remains missing.

**SUPPORTING ASIA
PACIFIC REGION**

- Ellie van Baaren***
- Elodie Berthe
- Ezekiel Simperingham
- Jessica Timings
- Mary Baines

FEDERATED STATES OF MICRONESIA

- Tricia Wilden

SOLOMON ISLANDS

- Cate Keville
- Dave Pennington
- Kraig Winters
- Steve Davis
- Tricia Wilden

TUVALU

- Felicity Gapes
- Tricia Wilden

FIJI

- Cate Keville
- Kraig Winters
- John Moriarty
- Lesley Jacobson

VANUATU

- Colleen Ruru*
- Dallas Roy*
- Don Abercrombie*
- Felicity Gapes
- Lesley Jacobson
- Sue Chamberlain
- Tricia Wilden

NEW ZEALAND

- Tracey Cumin

SAMOA

- Andrea Chapman
- Cate Keville
- Donna Collins
- Guru Dev Singh
- Hiromi Nakamuro
- Justine Rollitt
- Karen Page
- Kraig Winters
- Leina Isno
- Liz Macdonald
- Rosie Adnitt
- Ruth Cooke
- Sarah Gribbin
- Sue Chamberlain

SAMOA

KIRIBATI

- Tricia Wilden

TONGA

- Adrian Smith
- Kraig Winters

COOK ISLANDS

- Maria Manaton

**SUPPORTING
PACIFIC REGION**

- Lee Cowan**
- Malcolm Johnstone
- Daniell Cowley
- Maria Manaton
- Ellie van Baaren***
- Olivia Warrick
- Felicity Gapes
- Sue Chamberlain
- Karen Page
- Tricia Wilden





Disaster Risk Management

Whakahaere Aitua

Disasters don't discriminate — they can happen at any time, anywhere and affect anyone. Our disaster risk management programmes help local communities prepare for, respond to and recover from disasters.

We have made great strides to strengthen our kaupapa for disaster risk management (DRM).

Crisis times can be very distressing. Be it on the physical frontlines or on the phones – we are always committed to assisting and supporting people in Aotearoa New Zealand before, during and after disasters. This year, our dedicated volunteers responded to nine emergencies nationwide including the Christchurch gas explosion, Rotorua bus crash, Whakaari/White Island eruption, Rangitata flooding, the Auckland water shortage, fires near Whanganui, Southland flooding and the COVID-19 pandemic.

There were 239 disaster response volunteers deployed over the course of the year from our pool of over 400 volunteers, supporting people in Civil Defence Centres, providing psychosocial support, registering people affected, visiting individuals in their homes or making calls to check on their wellbeing.

During the initial COVID-19 pandemic, 226 members contributed over 5,000 hours in a range of welfare roles including supporting evacuees from Wuhan, China, who were staying at the Whangaparāoa base for a 14-day quarantine period. The National Emergency Coordination Centre also ran remotely for 109 days, supported by a team of 10, and worked closely with our Civil Defence Emergency Management partners.

Our recovery team has been working across the organisation and with our first aid team to provide psychosocial support training to our staff, members and volunteers. Training includes stress and self-care, wellbeing and resilience, Essential PFA, Comprehensive PFA, Recovery Matters and Mental Health Matters.

New Zealand Red Cross is a key strategic partner of Neighbours Day Aotearoa, supporting community events across the country to encourage connection and promote community resilience. The event takes place in March each year, with this year's events moving online as we responded to COVID-19.

Lily Gao managed to escape the COVID-19 outbreak in Wuhan, China, with her two-year-old daughter, on the first flight evacuating people back to New Zealand.



“Red Cross volunteers took a risk to look after us. I cannot say thank you enough. They did their very best to support and help us through daily life, as well as taking note of our emotional wellbeing. They’re good-natured and warm-hearted, like sunshine in the cold winter days.”





Migration Programmes

Ngā Kaupapa Hunga Whakarere

We are proud to welcome people from refugee backgrounds to Aotearoa to support and empower these new Kiwis in their journey to rebuild their lives. We also work hard to reconnect families across the world separated by armed conflict, disaster and migration.

Throughout all COVID-19 Alert Levels, we continued to provide services through our Pathways to Settlement and Employment, Settlement Youth Work, Refugee Trauma Recovery and Restoring Family Links programmes – all while prioritising the health, safety and wellbeing of our staff, members, volunteers and clients. New Zealand Red Cross was granted ‘essential service’ status for programmes including Pathways to Settlement, which carried out 185 interventions during COVID-19 Alert Levels 3 and 4 between March and May 2020.

We welcomed 761 people from 23 countries into nine regions across Aotearoa prior to border closures under the COVID-19 Alert Level system. Many of these new Kiwis are from Syria, Myanmar and Colombia. Our nine Pathways to Settlement teams, ably assisted by about 1,100 volunteers, supported these new Kiwis during their first year in New Zealand.

Through our Pathways to Employment programme, which connects new Kiwis with local businesses and offers support on their employment journey, 363 new Kiwis actively sought work. During the year, 75 per cent of them were placed in their first job or supported with work experience including volunteering. An additional 470 people participated in employment orientation workshops.

Migration programmes also ran the Open Road refugee driver training in four regions. About 113 people participated in this programme and 97 achieved their restricted or full driving licence. This service was shut down for three months due to COVID-19.

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

Refugee Trauma Recovery, our Wellington-based service, assisted 92 former refugees in recovering from traumatic experiences. This service included psychosocial support, individual counselling, family and group activities. Outcomes show that a high proportion of participants feel better and are more in control of their lives.

This year, Restoring Family Links (RFL) worked on 84 international tracing requests with 20 family members located in New Zealand and overseas and responded to the Whakaari/White Island disaster.

Rose (Bishnu) Pradhan, truck driver in Nelson, former refugee from Bhutan and COVID-19 essential worker.

“My company gave us the choice not to work during lockdown, but I wanted to work. I am happy because I got a chance to help people - to help New Zealand. I feel very proud.”





International Programmes

Ngā Kaupapa Ā-Ao

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

Resilient communities are better able to withstand and recover from the impact of disasters and crises.

In the past 12 months, we deployed 42 highly skilled international delegates, across 75 deployments, who have provided expertise and support in over 20 countries, responding to some of the world's most urgent humanitarian crises.

The global environment changed very quickly when COVID-19 swept through the world resulting in flight restrictions, border closures and varying standards of healthcare and resources. New Zealand Red Cross was faced with a tough decision – whether to allow delegates to continue their missions or bring them back home. All delegates – except one who came back at the end of their mission – returned in a matter of weeks to complete their missions remotely from New Zealand.

As part of the IFRC's global disaster surge system, 10 health delegates and two psychosocial support delegates travelled to Samoa to assist with the measles outbreak. This provided a welcome additional resource to an already distressed health system, assisting with the mass vaccination campaign, and covering roles within the community and hospital. Shortly after this, Tropical Cyclone Harold swept through the Pacific causing significant damage to Vanuatu, damaging 90% of homes and crops in the areas affected. In response, we provided logistics, communications and operations management delegates, and supplies including tarpaulins, shelter toolkits, kitchen sets and mosquito nets. This was a particularly challenging response as we had to operate under COVID-19 restrictions with delegates working remotely and supplies being delayed to affected communities.

In addition to responding to disasters, we also support our Pacific Island Red Cross National Societies through capacity building in areas such as climate resilience, first aid, financial sustainability and disaster preparedness, response and recovery.

Kiwi nurse and international delegate, Andrea Chapman, vaccinating a child in Samoa.

“I would always prefer to go with Red Cross. I always felt more integrated with the community because of the Red Cross family. I think I personally vaccinated around 2,000 people.”





International Humanitarian Law

Ture Ngā Tangata o te Ao

New Zealand Red Cross takes pride in promoting knowledge and respect for IHL — the ‘rules of war’ protecting people who are not, or are no longer, taking part in a conflict.

August 2019 marked the 70th anniversary of the Geneva Conventions, for which we organised a reception hosted by the Prime Minister in Parliament. About 180 parliamentarians, judges and humanitarians heard about the importance and relevance of the Conventions, and the devastating consequences if the law isn’t respected. The Prime Minister also spoke of the government’s respect for IHL and the work done by Red Cross in this area.

To mark this anniversary, we launched an innovative campaign to identify and support young leaders to meet the humanitarian challenges we face, including the challenge to promote and uphold the rules of war. The guests at the Beehive included 30 emerging humanitarian leaders from across New Zealand and the Pacific who attended a three-day workshop in Wellington.

In August, we hosted the eighth IHL Moot Court competition to raise awareness among law students from across New Zealand. We also continued to run the ‘DNA of the Red Cross’ workshops for Red Cross people, reflecting on our distinctive identity and why it matters in practical ways. We continue to promote awareness of the Treaty on the Prohibition of Nuclear Weapons and the effort to secure a global ban on the use of nuclear weapons.

A New Zealand Red Cross delegation attended the 33rd International Conference in Geneva in December 2019. This year, there were resolutions about Restoring Family Links and the importance of data protection, preparing for epidemics and pandemics, and IHL. New Zealand Red Cross and the New Zealand Government pledged to take action together on IHL reporting and compliance, nuclear weapons and more effective local humanitarian support.

The Prime Minister, alongside emerging Red Cross Pacific leaders at Parliament during the 70th anniversary of the Geneva Conventions.



“Whenever our country, or indeed, our world, has faced a humanitarian crisis, it has been Ripeka Whero Aotearoa that has been there to help.”

- Prime Minister



Community Programmes

Ngā Kaupapa Hapori

You'll find good people doing good things in neighbourhoods across Aotearoa New Zealand. Whether it's delivering meals during lockdown, organising fundraising events or empowering young people, our members are passionate about making a difference locally.

Every day, our members are busy volunteering in communities, and this year, they clocked up an incredible 129,183 hours to help us do good things in New Zealand.

Our Meals on Wheels drivers and volunteers were a lifeline to many during the lockdown and COVID-19 Alert Levels, providing not only a warm meal but a human connection to those who were isolated. Along with a friendly smile, 103,500 meals were delivered across the country during Alert Levels 3 and 4. A total of 616,561 meals were delivered this year by our volunteer drivers.

As part of our COVID-19 response, we worked with our major partner AMI as well as Air New Zealand, Bunnings, CBRE, Countdown and Reckitt Benckiser to provide Red Cross Parcels to Meals on Wheels recipients and newly arrived former refugee families. Red Cross Parcels are part of New Zealand Red Cross' long history and have been, in many cases, a symbol of hope.

Our Community Transport services made 11,330 trips and transported 13,050 passengers through the year. As part of applying our Strategy 2030 framework to our programmes, we have begun transitioning Community Transport services to other providers in the community. We acknowledge the many trips undertaken over the years and thank our drivers for their dedication to this service. We look forward to welcoming them to other New Zealand Red Cross teams as part of the transition.

Exciting work began in October to develop our Youth Engagement Strategy to guide our future work with young people. We heard the voices of 853 people under the age of 30 through our survey, which spotlighted themes of diversity and inclusion, resilience, wellbeing and social action. We also engaged directly with 100 young people through focus groups, including young people living with a disability, Rangatahi Māori, young former refugees, rainbow and Pasifika youth, to ensure a range of perspectives.

We operated a successful 12-month pilot, Good and Ready Auckland, which focused on engaging people across New Zealand's largest city in disaster readiness. The project delivered 20 workshops in the community and engaged with 851 people. We are now looking to implement the programme across Aotearoa.

An elderly woman with short white hair and glasses, wearing a light blue polo shirt and khaki pants, is smiling broadly. She is standing outdoors on a paved path next to a white lattice fence. She is leaning on a black walker. On the walker's tray, there is a white takeout container with a clear lid and a small white cup. The background shows a green lawn and a grey brick wall.

“It was wonderful news to find that the meals were continuing. I felt very relieved, and for the community as well, because they play such an important role. We always know Red Cross will do what they say they would do, and so bring the meals.”



Vera Farrant in Hamilton, happy to have received her hot meal during COVID-19 Alert Levels 3 and 4.





Fundraising

Mahi moni

As a charity, we are reliant on fundraising to deliver our programmes. Our staff, members and volunteers work hard to provide a wide variety of fundraising options, ensuring donors can contribute in the way that best suits them.

Fundraising continues to be a vital source of funds for New Zealand Red Cross. We are always incredibly grateful to our generous donors, who come from all walks of life and have many different motivations for wanting to help vulnerable people through our Red Cross programmes.

We simply couldn't deliver our programmes without our Project Partners – people who donate automatically once a month, signing up after a face-to-face chat with our representatives who are out and about in our communities.

Our direct mail letters are enjoyed by people who like to sit down and have a good read. A highlight this year was the kindness of our donors following our February letter about Rob, who had to flee as his house, land and animals were scorched by the Nelson fires in 2019. We were so heartened by the generosity of donors in response to Rob's story and how our disaster response teams helped him through that tough time.

Our annual Palmerston North Book Sale is an iconic fundraising event. With people queueing for the doors to open, the Book Sale continues to be a success every year. Sadly, it could not go ahead in June 2020 due to COVID-19.

The revival of our annual Red Cross Appeal was scheduled for March but also had to be cancelled due to COVID-19. Our community fundraising team quickly innovated and ran a virtual street appeal and virtual fundraising tours online with good results.

We continue to work with corporates and trusts that help vulnerable people through our programmes, and we are always humbled by those who give to New Zealand Red Cross in their will.

Our fundraising activities are well supported by our marketing and communications team who are instrumental in helping to raise the profile of New Zealand Red Cross.

Kerry Nickels, New Zealand Red Cross National President, at our Taste of Cultures fundraising dinner, which raised almost \$30,000 on the night.



“Fundraising events such as our Taste of Cultures dinner are a great way for many people to come together to support and celebrate our work – from supplying goods or services in-kind to volunteering at the event to buying tickets – and they’re lots of fun on the day!”





First Aid

Whakaora Whāwhai

Our leading first aid programme builds resilience within our communities, minimising risk and saving lives while providing funds to support our humanitarian activities.

Globally, the Red Cross Red Crescent Movement delivers first aid training to over 15 million people each year, and in Aotearoa, we are one of the largest providers. In addition, our high quality first aid products continue to help save lives: at least eight New Zealanders who suffered cardiac arrest were saved by our automated external defibrillators (AEDs) this year.

As a New Zealand Qualifications Authority (NZQA) approved provider, New Zealand Red Cross undergoes an External Evaluation and Review (EER) every four years, which assesses the quality and value of our training courses. Our review this year renewed our status of Category 1 training provider with a Highly Confident rating in both educational performance and self-assessment capability, which affirms our commitment to provide the highest quality training instruction available.

Unfortunately, the COVID-19 pandemic meant we were not able to deliver classroom training during the Level 4 lockdown period, but demand bounced back once we moved back down the COVID-19 Alert Levels. During the lockdown, we took the opportunity to deliver more of our courses online. We developed new webinars on PFA and Stress and Wellbeing, which were viewed by over 1,200 people within 12 weeks. The extremely positive feedback shows how helpful this training has been to New Zealanders during a highly stressful period.

Our first aid product sales have been relatively unaffected by COVID-19, and this year a number of leading New Zealand retailers have begun stocking our first aid kits and equipment from our new Red Cross Products Catalogue. We also worked with the Automobile Association (AA) to design an innovative new vehicle first aid kit which, along with our training courses, is available to AA members at a discounted rate.

This year New Zealand Red Cross made our largest AED deployment ever, with Countdown providing a Red Cross AED to every Countdown store nationwide.

With our first-class training courses and our extensive first aid product range, we provide a complete solution to clients in complying with health, safety and wellbeing requirements.

New Zealand Red Cross mission is to improve the lives of people by mobilising our community and enhancing our resilience.

“During these COVID-19 challenging times, New Zealand Red Cross adapted to the situation and the nationwide lockdown – we delivered First Aid and Mental Health and Wellbeing courses online.”

First Aid Instructor, Leon Lim





Red Cross Shops

Ngā Toa Ripeka Whero

Our Red Cross Shops are run by passionate people including our committed volunteers and are well supported by our local communities who donate quality products. The shops provide a range of affordable items and offer a sustainable alternative to regular shops by recycling unwanted clothing, homewares and furniture for customers to purchase and reuse.

Our Red Cross Shops raise funds to support our programmes at home and overseas. This financial year has been challenging due to COVID-19. However, during this time we developed new initiatives including online sales on Trade Me and contactless over-the-phone sales.

We opened two new Red Cross Super Stores in Onehunga and Dunedin CBD, and relocated our shops in Christchurch, New Plymouth and Tauranga to improved locations. This gives us a total of 10 super stores that are improving our revenue stream and increasing brand exposure in local communities. Overall, we have 56 shops nationwide including 34 Red Cross Shops, 10 Red Cross Super Stores, and 12 branch-run shops.

We continue to value our relationship with ServiceIQ, who provides our team and members with the opportunity to increase their skills and gain a recognised retail qualification for free, while volunteering or working in Red Cross Shops. During COVID-19, our shop coordinators and retail assistants also completed in-house training modules.

Many retailers, including Country Road, Inditex (Zara), Retail Apparel Group, Sportscraft, David Jones, H&M, Rodd & Gun and Barkers are supporting Red Cross Shops by donating products. Australian Red Cross has been instrumental in us securing many of these relationships. These donations provide a vital supply of products and are important as part of our sustainability vision, by diverting products otherwise destined for landfill.

Our delivery trucks help us secure bulk donations and offer customers a delivery option for purchased furniture and household goods.

OUR MISSION: — TO — improve the lives OF VULNERABLE PEOPLE

“I’m all about utilising the best skills that any volunteer can bring to their role and helping them to further themselves in that role.”



Shop Coordinator, Justine (second from right), and the team from the new Red Cross Super Store in Onehunga, Auckland.





Financial Summary

Whakarāpopototanga Pūtea

The New Zealand Red Cross Group recorded a total net surplus of \$5.7 million for the 12 months to 30 June 2020. This is after spending \$20.8 million on a range of humanitarian activities including special appeals spend.

The Group includes the results of New Zealand Red Cross Incorporated including Red Cross branches and the New Zealand Red Cross Foundation, a charitable trust that invests funds on behalf of New Zealand Red Cross.

OVERVIEW OF THE YEAR

Operating results tend to vary year to year due to when income from legacies and special appeals is received and spent on humanitarian activities, which can be across a number of years.

New Zealand Red Cross Group's net surplus from operating activities this year compared to the previous year's net deficit is primarily due to the reduced expenditure on the Christchurch Earthquake Recovery programme, a decrease in revenue from our trading and fundraising activities due to COVID-19, which was offset by an increase in legacies, and the Government wage subsidy.

The table summarises the financial performance of New Zealand Red Cross Group, highlighting the surplus from operating activities, programmes funded by special appeals and investment activities.

New Zealand Red Cross Group	2020	2019
<small>(in thousands of dollars)</small>		
Net income from trading and fundraising activities	9,863	12,637
Income from contracts and grants (excl. Foundation)	10,349	10,242
Foundation annual operating grant	2,160	2,100
Other revenue	3,682	1,487
Humanitarian activities	(19,334)	(19,181)
Administration and management activities	(7,168)	(6,747)
Net (deficit)/surplus from trading, fundraising and humanitarian activities before legacies and special appeals	(448)	538
Legacy income	4,576	2,748
Special appeal income	353	597
Christchurch earthquake recovery response and other special appeals	(1,458)	(4,720)
Net surplus/(deficit) from New Zealand Red Cross Incorporated operating activities	3,023	(837)
Net gain on land and buildings revaluation	2,662	186
New Zealand Red Cross Foundation's total comprehensive revenue and expenses	(6)	1,381
Total comprehensive revenue and expenses	5,679	730

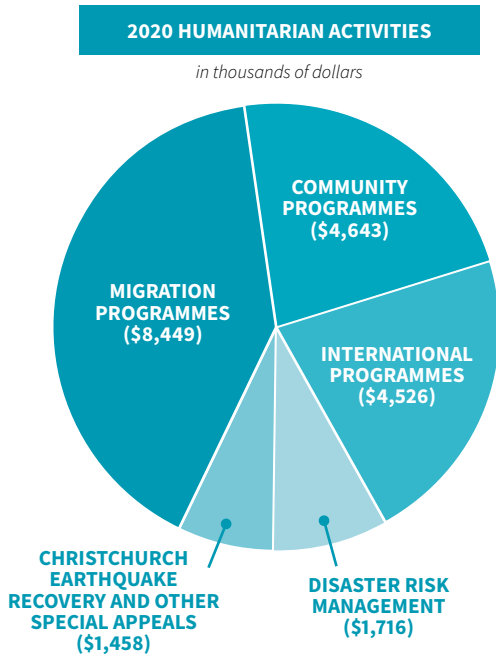
TRADING AND FUNDRAISING ACTIVITIES

- Revenue from our trading and fundraising activities was significantly impacted during COVID-19 Alert Levels 3 and 4, resulting in a decline in income from these activities compared to the previous year. During the lockdown, we developed webinars on Psychological First Aid, and Stress and Wellbeing, which were viewed by over 1,200 people over 12 weeks, and we moved some of our fundraising (including our annual street appeal) and retail to online mediums.
- Legacies continue to be generously gifted and are primarily used to fund humanitarian programmes. Twenty-five percent of all legacies received were invested in the Foundation to strengthen our capital reserves. Legacy funds fluctuate from year to year. In 2020 we received \$4.6 million compared to \$2.7 million in 2019.



HUMANITARIAN ACTIVITIES

COVID-19 required us to adapt quickly to the situation in order to carry on providing our humanitarian programmes. During the year, we spent a total of \$20.8 million on humanitarian activities, including migration programmes, community programmes, international programmes, disaster risk management programmes, Christchurch earthquake recovery programmes, and other special appeals.



- Through our disaster risk management programmes, we responded to nine national emergencies during the year, deploying 239 disaster response volunteers from our pool of over 400. COVID-19 was our largest scale response with 208

members volunteering about 5,000 hours over 109 days, assisting 3,200 people during the lockdown.

- Of the \$1.4 million spent on special appeals, \$0.86 million was spent on Christchurch.
- Expenditure on international humanitarian programmes totalled \$4.5 million, which included supporting 42 delegates on 75 international deployments responding to emergencies or capacity building the resilience of our Pacific Island sister National Societies, and other National Societies faced with emergencies. This is funded by fundraising as well as a contract with the Ministry of Foreign Affairs and Trade.
- Migration programmes make up 41% of our spend on humanitarian programmes which included supporting 761 former refugees to settle and connect with their new communities, and helping 363 new Kiwis actively seeking work to find employment or work experience. This work is largely funded by government contracts. Our migration programmes were granted 'essential service' status allowing us to continue to carry out our services during COVID-19 Alert Levels 3 and 4.
- Our community programmes continued to mobilise our strong membership who volunteered circa 130,000 hours of humanitarian action to support vulnerable and isolated members of our communities, as well as implementing programmes to increase community resilience and preparedness in the event of a disaster. Our Meals on Wheels service was an 'essential service' during COVID-19 Alert Levels 3 and 4, and delivered 103,500 meals during lockdown.
- The work carried out by our branches represents an important component of both our fundraising revenue

as well as the delivery of domestic community programmes. The net income generated by branches in the year totalled \$0.61 million from fundraising activities such as book fairs and retail trading.

RED CROSS FOUNDATION

The Red Cross Foundation generates investment revenue that provides annual funding to New Zealand Red Cross while also maintaining the value of investments. The Foundation paid an operating grant of \$2.16 million to New Zealand Red Cross during the year, which goes toward supporting the delivery of humanitarian activities.

New Zealand Red Cross Foundation	2020	2019
<small>(in thousands of dollars)</small>		
Total Revenue	1,467	1,343
Operating Grant to New Zealand Red Cross	2,160	2,100
Interest paid to New Zealand Red Cross on Deposits	152	183
Other Expenses	183	159
Total Expenses	2,495	2,442
Net deficit before fair value adjustments	(1,028)	(1,099)
Net surplus from fair value adjustments	1,022	2,480
Total comprehensive revenue and expense for the year	(6)	1,381

The Foundation made a net surplus of \$2.154 million before paying the \$2.16 million operating grant to New Zealand Red Cross Incorporated, resulting in a net expense for the year of \$6,000. This included an increase in the fair value of the Foundation's investments of \$1.02 million. Total assets managed by the Foundation were \$55.5 million at 30 June 2020, an increase of \$0.79 million on the previous financial year.

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

STATEMENT OF FINANCIAL POSITION

Members' Funds represented by Net Assets at 30 June 2020 were \$99.4 million (2019: \$93.7 million). Net Assets include cash \$18.6 million (2019: \$14.0 million), property, plant, equipment and intangibles of \$31.9 million (2019: \$30 million) and investments remaining constant at \$51 million (2019: \$51 million).

Net Assets increased by \$5.7 million, mainly due to the increase in value of our property investments, and the generously-gifted legacies during the current year. Our financial position will always be dependent on the success of our ongoing fundraising efforts and trading activities to support humanitarian needs. Ongoing financial stewardship of the National Society and the Foundation's investment continue to ensure New Zealand Red Cross' long-term financial sustainability.



New Zealand Red Cross Incorporated

**SUMMARY FINANCIAL
STATEMENTS FOR THE
YEAR ENDED 30 JUNE 2020**



Refugee support
volunteers often
become the first
Kiwi friends to
newly arrived
former refugees.

NEW ZEALAND RED CROSS GROUP

SUMMARY STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE FOR THE YEAR ENDED 30 JUNE 2020

<i>in thousands of dollars</i>	Note	2020	2019
REVENUE			
Trading Activities		13,669	14,928
Contracts and Grants		10,349	10,242
Donations and Fundraising		13,232	15,073
Legacies		4,591	2,748
Dividends		1,363	1,247
Other Revenue		3,618	1,584
Total Revenue	6	46,822	45,822
EXPENDITURE			
Employee Entitlements		24,221	23,286
Other Expenses		20,606	24,472
Total Operating Expenses		44,827	47,758
Net surplus from Operating Activities		1,995	(1,936)
Change in Fair Value Investments		1,022	2,480
Net surplus after Fair Value Adjustments		3,017	544
Net Gain on Land and Buildings Revaluation		2,662	186
Total Comprehensive Revenue and Expense		5,679	730

The accompanying notes on pages 42–44 form part of these summary consolidated financial statements



NEW ZEALAND RED CROSS GROUP

SUMMARY STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

<i>in thousands of dollars</i>	2020	2019
ASSETS		
Total Current Assets	23,613	17,989
Total Non-current Assets	82,928	81,139
Total Assets	106,541	99,128
LIABILITIES		
Total Current Liabilities	7,104	5,370
Net Assets	99,437	93,758
MEMBERS' FUNDS		
Accumulated Funds	78,701	74,738
Restricted Funds	1,027	1,973
Asset Revaluation Reserve	19,709	17,047
Total Members' Funds	99,437	93,758

The accompanying notes on pages 42–44 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 19 September 2020.



Kerry Nickels
National President



Niamh Lawless
Secretary General

NEW ZEALAND RED CROSS GROUP

SUMMARY STATEMENT OF CHANGES IN MEMBERS' FUNDS FOR THE YEAR ENDED 30 JUNE 2020

<i>in thousands of dollars</i>	2020	2019
Opening Members' Funds	93,758	93,029
Net Surplus after Fair Value Adjustments	3,017	544
Other Comprehensive Revenue and Expense	2,662	186
Total Comprehensive Revenue and Expense	5,679	730
Closing Members' Funds	99,437	93,758

The accompanying notes on pages 42–44 form part of these summary consolidated financial statements

NEW ZEALAND RED CROSS GROUP

SUMMARY STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020

<i>in thousands of dollars</i>	2020	2019
Net cash flows from Operating Activities	3,552	1,114
Net cash flows from Investing Activities	1,105	(1,412)
Net Decrease in Cash and Cash Equivalents	4,657	(298)
Cash and Cash Equivalents at the beginning of the year	14,000	14,298
Cash and Term Deposits at the end of the year	18,657	14,000

The accompanying notes on pages 42–44 form part of these summary consolidated financial statements



NEW ZEALAND RED CROSS GROUP

NOTES TO THE SUMMARY FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1: REPORTING ENTITY

The consolidated financial statements for the year ended 30 June 2020 comprise the activities of New Zealand Red Cross Incorporated and the New Zealand Red Cross Foundation (the Group).

The New Zealand Red Cross Incorporated (New Zealand 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. The Foundation was established in 1978 to hold and invest funds on behalf of New Zealand Red Cross.

The consolidated financial statements were authorised for issue by the National Board on 19 September 2020.

NOTE 2: BASIS OF PREPARATION

The summary financial statements have been extracted from the full financial statements of the Group. The summary financial statements have been prepared in accordance with PBE FRS 43 Summary Financial Statements. The summary financial statements cannot be expected to provide a complete understanding as that provided by the full financial statements. Information extracted from the full financial statements has not been restated or reclassified.

The full financial statements are available on request by contacting the General Manager, Commercial and Shared Services, PO Box 12-140, Wellington 6144 or email payables@redcross.org.nz. The full financial statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand. They comply with Tier 1 PBE 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 for 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.

NEW ZEALAND RED CROSS GROUP

NOTES TO THE SUMMARY FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

NOTE 4: USE OF JUDGEMENTS AND ESTIMATIONS

The COVID-19 pandemic has resulted in impacts to the key estimates and judgements used in these financial statements especially in regard to property valuations. Valuations received in 2020 highlight the uncertainty in the market due to the impact of COVID-19 and come with disclosures around COVID-19 that reflect the increase in the amount of subjectivity involved in fair value measurements and property valuations.

NOTE 5: SIGNIFICANT CHANGES DURING THE PERIOD

The financial position and performance of the Group was affected by the COVID-19 global pandemic as designated by the World Health Organisation in March 2020. The global outbreak has caused escalating levels of societal uncertainty. In response, New Zealand entered a government-directed Alert Level 4 lockdown at 11:59pm on 25 March 2020. The Government's Alert Level system dictates the level of business activity and societal interaction that can take place.

A significant proportion of the business activities of the Group were deemed non-essential service during Alert Level 4 and were unable to operate from 25 March 2020 to 14 May 2020. Retail shops ceased trading and face-to-face first aid training courses had to be cancelled until New Zealand moved into Alert Level 2. The annual street appeal was also cancelled during this time.

The uncertainty as to the future impact on the Group of the recent COVID-19 outbreak has been considered as part of the Group's adoption of the going concern basis. Thus far, we have not observed any impact on the Group's ability to continue as a going concern.



NEW ZEALAND RED CROSS GROUP
NOTES TO THE SUMMARY FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

NOTE 6: SUMMARY OF REVENUE

<i>in thousands of dollars</i>	2020	2019
REVENUE		
Sale of Goods and Services	13,669	14,928
Dividends	1,363	1,247
Other Exchange Revenue	733	606
Revenue from Exchange Transactions	15,765	16,781
Grants and Donations	23,581	25,315
Legacies	4,591	2,748
Other non-Exchange Revenue	2,885	978
Revenue from non-Exchange Transactions	31,057	29,041
Total Revenue	46,822	45,822

NOTE 7: CONTINGENT LIABILITIES

There are no contingent liabilities at balance date.

NOTE 8: EVENTS AFTER BALANCE DATE

Legacies of \$70,000 were received after balance date, which have been recognised as revenue with a corresponding receivable for the year ended 30 June 2020 (2019: \$0.4m). New Zealand Red Cross entered into an outcome agreement with the New Zealand Department of Internal Affairs to support Foreign Nationals impacted by COVID-19, commencing on 1 July 2020.

Independent Auditor's Report on the Summary Financial Statements

To the National Board of New Zealand Red Cross Incorporated

Qualified Opinion

The summary financial statements of New Zealand Red Cross Incorporated (the 'Society') and its subsidiary (the 'Group'), which comprise the summary consolidated statement of financial position as at 30 June 2020, 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, are derived from the audited consolidated financial statements of the Group for the year ended 30 June 2020. We expressed a qualified audit opinion on those financial statements in our report date 19 September 2020.

In our opinion, the accompanying summary consolidated financial statements, on pages 39 to 44, are consistent, in all material respects, with the audited consolidated financial statements, in accordance with PBE FRS 43: *Summary Financial Statements* issued by the New Zealand Accounting Standards Board.

However, the summary consolidated financial statements are qualified to the equivalent extent as the audited consolidated financial statements of the Group for the year ended 30 June 2020.

Summary consolidated financial statements

The summary consolidated financial statements do not contain all the disclosures required by Public Benefit Entity Standards. Reading the summary consolidated financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited consolidated financial statements and the auditor's report. The summary consolidated financial statements and the audited consolidated financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited consolidated financial statements.

The audited consolidated financial statements and our report thereon

We expressed a modified audit opinion on the audited consolidated financial statements in our report dated 19 September 2020. The basis for our qualified audit opinion is that, in common with other organisations of a similar nature, control over the revenues from donations prior to being banked is limited. It was not practicable to extend our examination of donations beyond the accounting for amounts received as shown by the accounting records of the Group, or to determine the effect of the limited control.

The National Board's responsibilities for the summary consolidated financial statements

The National Board is responsible on behalf of the Group for the preparation of the summary consolidated financial statements in accordance with PBE FRS 43: *Summary Financial Statements*.

Auditor's responsibilities

Our responsibility is to express an opinion on whether the summary consolidated financial statements are consistent, in all material respects, with the audited financial consolidated statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) 810 (Revised): *Engagements to Report on Summary Financial Statements* ('ISA (NZ) 810').

Other than in our capacity as auditor and the provision of advisory services, 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 entity and its subsidiaries on normal terms within the ordinary course of trading activities of the business of the entity and its subsidiaries. These services have not impaired our independence as auditor of the Society and Group.

Restriction on use

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.

Deloitte Limited

Deloitte Limited
Wellington, New Zealand
19 September 2020



Thank you

Tēnā Rawa Atu Koe

Our humanitarian work at home and overseas would not be possible without the generous assistance 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.



Johan receiving his family's
Red Cross Parcel

CORPORATE PARTNERS



CORPORATE SUPPORTERS



Countdown
New World
Ryman Healthcare

Carpet Court

COMMUNITY SUPPORTERS



Bunnings
Country Road
Inditex (Zara)

Retail Apparel Group
Sportscraft

GOVERNMENT PARTNERSHIPS

Department of
Internal Affairs

Ministry of Business,
Innovation and
Employment

Ministry of
Foreign Affairs

Ministry of Health and
District Health Boards

Ministry of
Social Development

Ministry of
Youth Development

TRUSTS AND SUPPORTING CHARITIES



C E Otley Memorial Trust
Estate of
Adelaide Ruth Todd
Estate of Frederick
James Brunskill
The J I Urquhart
Family Trust



The Phyllis Thomas
& Roy Thomas
Charitable Trust
Todd Family Estate
Charitable Trust
W A E & N L Lourie
Charitable Trust
West Georgia Trust

BEQUESTS AND LEGACIES

We would like to express our heartfelt gratitude to generous donors who have left a gift to New Zealand Red Cross in their will. Their powerful commitment is a legacy of hope that will change the future, for the better, for generations to come.



Honours and Awards

Ngā Hōnore Me Ngā Tohu



Red Cross volunteer,
Brooklyn Wilson, who
was awarded Waikato
Volunteer of the Year
Award – Youth Award.

NEW ZEALAND RED CROSS AWARDS

COUNSELLOR OF HONOUR

Wendy Smith, Kapiti

MERITORIOUS SERVICE AWARD

Shona Crooks, Central Hawke's Bay

Winifred Harrex, Mosgiel

HONORARY LIFE MEMBER

Lorraine Adams, Charing Cross

Yvonne Atkins, Napier

Jill Bennett, Tinwald

Denise Coulam, Napier

Margaret Gauden-Ing, Marlborough

Ailsa Lovett, Tinwald

Mary Miles, Tinwald

Joyce Smyth, Remuera Group (*posthumous)

Corolyn Stephenson, Te Aroha

Lynette Will, Dunedin

NATIONAL CERTIFICATE OF APPRECIATION

Putaruru Branch

SERVICE AWARD - 60 YEARS

Shona Crooks, Central Hawke's Bay

SERVICE AWARD - 50 YEARS

Lorraine Adams, Charing Cross

Elizabeth Bell, Hastings

Barbara Connell, Auckland

SERVICE AWARD - 45 YEARS

Angela Clark, Auckland

SERVICE AWARD - 40 YEARS

Jill Bennett, Tinwald

Carol Buttimore, Auckland

Jean Lee, Wairarapa

Beth Vince, Kapiti



National Directory

Rārangi Ingo Ā-Motu

As at 30 June 2020

PATRON

Her Excellency the Right Honourable Dame Patsy Reddy,
GNZM, QSO, Governor-General of New Zealand

NATIONAL BOARD

NATIONAL PRESIDENT

Kerry Nickels

VICE PRESIDENT

Philippa (Pip) Stewart

YOUTH REPRESENTATIVE

Sarita Aldred

Patrick Cummings

John Dyer, NZGD

Sue Ineson, QSM

Warren Johnstone

Wendy Lau

Scott Tambisari

**BOARD MEMBER CHANGES
DURING THE 2019/2020
FINANCIAL YEAR**

RESIGNED BOARD MEMBER

Marama Royal

4 NOVEMBER 2018 –
2 SEPTEMBER 2019

NEW BOARD MEMBER

Patrick Cummings

3 NOVEMBER 2019

COUNSELLORS OF HONOUR

Terry Butt	Patricia O'Brien, QSO
Joan Cockburn, CBE, JP (retired)	Jane Smith
Lynette Jones, CNZM	Sydney Smith (deceased April 2020)
Jocelyn, Lady Keith, CBE	Wendy Smith
The Right Honourable Justice Sir Kenneth Keith, ONZ, KBE, QC	John Stevens
Dr Ron Mackenzie, QSO	Jerry Talbot, HDA
Penny Mason, ONZM	Paul Watson
Dr Jenny McMahon, ONZM, MBE, FNM, CRSNZ	The Very Reverend Gavin Yates
	Peter Young

OFFICIALS

INTERNATIONAL HUMANITARIAN LAW CONSULTANT

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

MANAGEMENT

SECRETARY GENERAL

Niamh Lawless

GENERAL MANAGER DISASTER RISK MANAGEMENT

Angela Sutherland

GENERAL MANAGER MIGRATION

Rachel O'Connor

GENERAL MANAGER INTERNATIONAL

(Leave of absence from
August 2019)

Kate Jones

GENERAL MANAGER INTERNATIONAL – ACTING

(from August 2019)

Vivienne Euini

GENERAL MANAGER HUMANITARIAN DEVELOPMENT

Shaun Greaves

GENERAL MANAGER COMMERCIAL AND SHARED SERVICES

Anne Smith

GENERAL MANAGER COMMUNICATIONS, MARKETING AND FUNDRAISING

(to July 2019)

STRATEGY DELIVERY MANAGER

(secondment from August 2019)

Shane Chisholm

GENERAL MANAGER COMMUNICATIONS, MARKETING AND FUNDRAISING – ACTING

(from August 2019)

Angela Calkin Goeres



Get Involved

Me Whakauru Atu



BECOME A DONOR OR A REGULAR GIVER

Your generosity will provide relief to communities affected by disaster, support families who are forced to flee their homeland as they settle in New Zealand, train highly-skilled Red Cross international delegates to help vulnerable people in countries around the world, 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 and around the world, now and for future generations.

FUNDRAISE FOR US

Have fun fundraising with us! Whether it's helping collect for our street appeal, running a marathon or holding a bake sale, fundraising is a great way to do good and every dollar you raise will help people in need.

JOIN US

By volunteering and 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 neighbourhood. Whether volunteering in a disaster response team or for one of our many community activities, you will be an important part of the New Zealand Red Cross family.

LEARN FIRST AID

Learn lifesaving skills from a world leader in first aid right here in Aotearoa 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 50+ Red Cross Shops around New Zealand.

CONNECT

Join our online communities:

-  [facebook.com/
NewZealandRedCross](https://facebook.com/NewZealandRedCross)
-  twitter.com/NZRedCross
-  [nz.linkedin.com/company/
new-zealand-red-cross](https://nz.linkedin.com/company/new-zealand-red-cross)
-  instagram.com/nzredcross





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