



NEW ZEALAND  
**RED CROSS**  
RĪPEKA WHERO AOTEAROA

NEW ZEALAND RED CROSS

# 2024 ANNUAL REPORT

RĪPEKA WHERO AOTEAROA PŪRONGO Ā-TAU







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NEW ZEALAND  
RED CROSS

WELCOME  
HOME

NEW ZEALAND  
RED CROSS  
KŌHĀKA WHĀKAO, AOTEAROA



# 2024 ANNUAL REPORT

New Zealand Red Cross is always here and part of our communities. Over this past year, we have continued to support vulnerable communities at home and overseas, while making measured progress to ensure our 10-year strategic plan – Strategy 2030 – is achieved.

New Zealand Red Cross continued preparing for any response to domestic and international emergencies. We know that New Zealand was fortunate not to experience a domestic emergency of the scale of Cyclone Gabrielle in the past financial year. We continued to support recovering communities and we were pleased to confirm to the New Zealand public that all the funds generously donated to our emergency appeal had been fully committed within 12 months of Cyclone Gabrielle.

Included in that commitment is support for affected communities to prepare for the next emergency. We have been working directly with local government, iwi and community groups to build resilience and prepare for future emergencies.

New Zealand Red Cross has a constant presence across New Zealand in our communities, supporting people every day with things we may take for granted, such as warm meals or support to settle in our country.

Throughout the 2024 Annual Report, you will see the stories of those that we have helped, or those who have helped others. We appreciate the sharing of their stories with us, to help everyone understand that New Zealand Red Cross is ready and prepared to support when needed.

In this ever-changing world, our commitment to our Fundamental Principles remains steadfast. It's all part of our Mission to improve the lives of vulnerable people, by mobilising the power of humanity. At New Zealand Red Cross, we continue to work hard to strengthen and empower communities at home and overseas. ■

◀◀ We helped 852 former refugees settle in New Zealand in the 2023/24 year.



# WHAT WE STAND FOR

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.



>> New Zealand Red Cross has continued to support communities recovering from Cyclone Gabrielle and other significant weather events.

# 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.

## >> 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.

## >> 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.

## >> VOLUNTARY SERVICE

### HE RATONGA TŪAO

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

## >> INDEPENDENCE

### TE TŪ MOTUHAKE

The International Red Cross and Red Crescent Movement is independent. The National Societies must always maintain their autonomy so that they may be able at all times to act in accordance with the Principles of the Movement.

## >> IMPARTIALITY

### TE TŌKEKETANGA

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions.

## >> 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.

“ We have shown through the efforts of our members, volunteers and employees – our Red Cross people – that we will continue to support the most vulnerable through our range of services. ”







# NATIONAL PRESIDENT'S REPORT

Tēnā koutou katoa,

We have seen another year of incredible generosity from New Zealanders contributing to the work New Zealand Red Cross has done here and overseas. We are an organisation that carries the responsibility for and expectations of the people that place their trust in us. We have shown through the efforts of our members, volunteers and employees – our Red Cross people – that we will continue to support the most vulnerable through our range of services.

We have continued to develop, consult and implement elements of 'Realising 2030', our transformational change programme, to achieve Strategy 2030. We have continued to embed our new Area model, having transitioned from 16 to seven areas on the first day of this past financial year. Central to that is an increased focus on the next generation of Red Cross leaders, to nurture the ongoing success of our organisation. We have created a network of Youth Area Councillors, and have increased young person focused volunteering, as part of our target to achieve 30% of our volunteers being young people by 2030.

The aftermath of Cyclone Gabrielle has meant New Zealand Red Cross is keenly aware of the need to build resilience in affected communities. We have taken the lessons from our deployment and the emergency appeal associated with Cyclone Gabrielle – the New Zealand Disaster Fund – to develop our deployable capability. This will allow us to be even more effective in the affected regions if a similar event occurs.

In November 2023, we held our National Council meeting in Wellington. Along with our Annual General Meeting, we were able to acknowledge the outstanding contributions made by our members, volunteers and employees during our response to Cyclone Gabrielle and other significant weather-related emergencies.

We also work to ensure New Zealand is a prominent voice amongst Red Cross Red Crescent National Societies. We continue to participate in the International Federation of the Red Cross and Red Crescent Societies Pacific Leaders Meetings, as well as continuing our role on the Governing Board of the International Federation of the Red Cross and Red Crescent Societies (IFRC). At a time when there are unprecedented levels of humanitarian needs, as the world has to contend with the escalating impacts of climate shocks, disasters, food insecurity, disease outbreaks, displacement and conflicts, it is pleasing that we are able to contribute directly to decision making at a governance level.

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.

Also, on behalf of the National Board, I also want to extend my deepest thanks to all of our Red Cross people for their continued hard work, and commitment to the Red Cross Movement. ■

**Kerry Nickels**  
NATIONAL PRESIDENT



I have been impressed by our team's dedication to their continued work within communities and with community groups, local government, iwi, hapū and marae.

 NEW ZEALAND  
**RED CROSS**  
RIPEKA WHERO AOTEAROA





# SECRETARY GENERAL'S REPORT

Tēnā koutou katoa,

Throughout the 2023/24 year, I have witnessed first-hand the commitment to healing from many communities following Cyclone Gabrielle. We have stood alongside those recovering, and I have been impressed by our team's dedication to their continued work within communities and with community groups, local government, iwi, hapū and marae. Our aim is to build resilience and provide resources and skills that prepare them for what comes next.

Our organisation is a constant in times of challenge across the motu | country. Although not of the scale of the previous year, we still had 288 volunteers respond to six different domestic emergencies in the 2023/24 year. The ongoing support from donors and supporters gives us the opportunity to respond in times of emergency, as well as re-supply in times of recovery. The hard work of our Red Cross people – members, volunteers and employees – helps us to deliver services and retain the confidence and trust of communities we serve.

Your support is also helping us to make a difference overseas. There are more than 100 conflicts affecting different parts of the world at present, not to mention the impact from climatic-related disasters that require urgent response. New Zealand Red Cross provided 21 International Delegate deployments to 17 different countries in the 2023/24 year, with 38% of these deployments in direct support of an international humanitarian crisis.

The impact of some of these crises can be seen on our shores, as we welcome former refugees and our newest Kiwis to Aotearoa New Zealand. Our hard-working Pathways to Employment team has provided direct support to recent arrivals from Ukraine through an ambitious pilot programme, to help them find work as they acclimatise to our country.

The group from Ukraine joined more than 1,200 former refugees that we supported in their quest for employment, while our Pathways to Settlement team welcomed 852 former refugees, making their homes in eight locations nationwide.

Whether it is our First Aid courses or Red Cross Shop network, every touchpoint New Zealand Red Cross has with our local communities is informed by our long-term strategy – Strategy 2030 – and the Fundamental Principles of the Red Cross Red Crescent Movement. We are passionate about encouraging discussion, sharing our values with a wider audience, and explaining how we work with each other and the services we provide.

We have had another year of strong revenue generation and community support, building on our progress towards realising Strategy 2030. From branch members to Meals on Wheels drivers, Red Cross Shop volunteers, and employees, every Red Cross person has a role to play. You are all keeping humanity at the very forefront of everything we do. ■

**Sarah (Norm) Stuart-Black**  
SECRETARY GENERAL

◀◀ New Zealand Red Cross Secretary General, Sarah Stuart-Black speaks at the 2023 New Zealand Red Cross National Council.



# REALISING STRATEGY 2030

## Realising 2030

Our Realising 2030 Programme is the way we are achieving our Strategy 2030 goals.

This year our Realising 2030 Programme has taken significant strides towards achieving Strategy 2030, building the foundations that will support our transformation in future years.



### OUR PEOPLE

- ◆ Working with KPMG, we completed a baseline review of where our organisation is currently on our Te Ao Māori journey. We shared the findings and recommendations with Red Cross people.
- ◆ As a result, we are now prioritising the appointment of a Pou Ārahi Māori senior leader role who will lead our Te Ao Māori programme into the future.
- ◆ We delivered our Aronui Training Programme to eight additional learning cohorts of Red Cross people and provided resources and information on a new intranet page.
- ◆ We focused on creating a network of Youth Area Councillors and increasing young person focused volunteering as part of our target to achieve 30% of our volunteers being young people by 2030. We currently sit at close to 11%, although this number is growing.
- ◆ We also launched a worker engagement programme as an integral part of our health, safety and wellbeing practice.



### OUR SYSTEMS

- ◆ We completed the establishment of our new Area Model, including new Area Councils, improved processes and provided more support and guidance to give clarity about roles and implementation.
- ◆ We've continued improving our IT systems and services, building up the foundations to develop our IT transformation programme.
- ◆ We've improved our intranet and website so people can access information and tools easily.
- ◆ We launched a small new enterprise Project Management Office (PMO) to ensure we are rigorous and accountable in managing our strategic programmes and projects.



## OUR SERVICES

- ◆ Our teams have been building on lessons from recent severe weather events, developing and increasing our deployable capability, so that we can be more effective in the region.
- ◆ We are developing a new contract with the Ministry of Foreign Affairs and Trade to support continued international service delivery and determine how we will work together moving forward.



## OUR SUSTAINABILITY

- ◆ We progressed and reported on our Climate Charter targets for 2023/24 and we have agreed new Climate Charter targets for the year ahead.
- ◆ We have started a significant Financial Sustainability Programme of work to achieve our financial goals across the organisation.
- ◆ We have started fleet and property reviews to ensure we better understand the future needs of our organisation.
- ◆ We have developed multi-year plans for our Philanthropy and Retail directorates.

# Thank you!

Thank you to every Red Cross person, supporter and partner for your contributions to these achievements throughout the year.

We are very proud of how far we've come and acknowledge that it has involved a strong, concerted effort across our organisation.





# OUR PEOPLE

The work of New Zealand Red Cross, and the wider Red Cross Red Crescent Movement, is only made possible by the significant time and effort put in by members volunteering their time here and across the world.

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

## OUR MEMBERS

At the end of the 2023/24 financial year, New Zealand Red Cross had...

**10,766** Members

including ...

**131** Trained delegates available for international deployment, ready to provide support as and when needed, across the globe.

We were glad to welcome...

**1,516** New Members in the 12 months to 30 June 2024.

### HOW OUR MEMBERS VOLUNTEER THEIR TIME TO NEW ZEALAND RED CROSS

**3,256**

Meals on Wheels



**669** Area plan activities



**968**

Retail



**288** DWST



**676**

Migrant / Former Refugee Support



**140**

GOVERNANCE



## OUR NETWORKS

To celebrate and encourage diversity, equity and inclusion within our organisation, we have several networks and communities.

Our **Rōpū Hāpai Māori** was established to support Red Cross people by encouraging, guiding, and providing input on Māori mana motuhake, tikanga Māori, Te Reo Māori, and Te Ao Māori.

Our **Disability Network** is a community of Red Cross people which aims to connect, support each other and increase the visibility of disabled communities.

The **Takatāpui and Rainbow Network** is made up of Red Cross people who are committed to championing Rainbow inclusivity and diversity within our organisation.

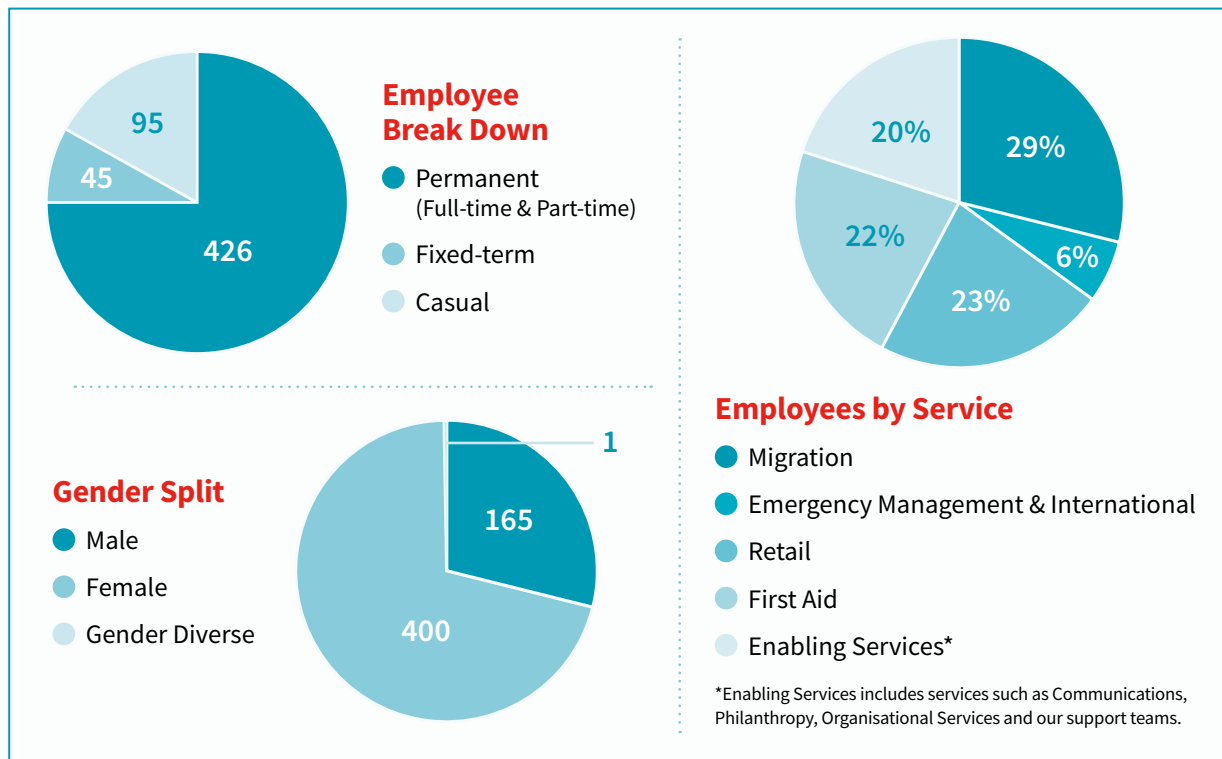
The **Sustainability Network** exists to foster and grow a culture of sustainability across the organisation.



## OUR EMPLOYEES

We have a great team of employees, who provide specialist support and guidance.

Total employees **566** (at 30 June 2024)



## OUR WELLBEING

We place a premium on the wellbeing of our people and making sure they are safe and supported. In 2023, we undertook wellbeing surveys with both our employees and our members. Wellbeing levels were generally positive, and people reported relatively positive ratings for organisational climate, psychologically safe teams, and peer and manager support, compared to other benchmark organisations.

>> We had a 67% response rate to our wellbeing survey.



# GOVERNANCE

## 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. Five representatives from each Area Council are members of 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 also 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.

>> Carol Ball receives a Meritorious Service Award from National President Kerry Nickels, and National Board member Scott Tambisari.

## 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

ELECTED NATIONAL PRESIDENT  
NOVEMBER 2018

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 governance consulting roles. Prior to joining the National Board, Kerry was Chair of New Zealand Red Cross Auckland Area Council. Since June 2022, Kerry participates in the International Federation of Red Cross and Red Crescent Governing Board as the New Zealand Red Cross representative from the Asia-Pacific Region.

“ It has been my privilege to serve as National President for the last six years. My pride in the extraordinary efforts by Red Cross people over yet another challenging year continues to grow as I see the collective impact across our communities. ”



## JOHN DYER, NZGD

NATIONAL VICE PRESIDENT

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.

“ I am continually inspired by the dedication of all our New Zealand Red Cross people – our members, our staff, and those who volunteer their time in support of the work that we do. It continues to be a privilege to serve as a Board member as together we strive to meet the needs of the most vulnerable both in New Zealand and around the world. ”



## SARITA LOVE

NATIONAL YOUTH REPRESENTATIVE,

NOVEMBER 2018

Sarita joined New Zealand Red Cross in 2013 and the National Board in 2018 as the National Youth Representative. She has been involved in many local, national and international Red Cross activities across governance and youth engagement. Sarita lives in Milton and is the Business Partnership Manager for Clutha Development, the Economic Development Agency and Regional Tourism Organisation for the Clutha District.

“ We need to make opportunities in our organisations for a diversity of voices. Young people – with their passion, creativity, and energy – are a crucial group to hear from as we adapt and design organisations that meet our future aspirations. ”





## PATRICK CUMMINGS, JP

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 a Senior Audit Partner at BDO Christchurch. He is also the Deputy Chairperson of BDO New Zealand Limited. He joined the National Board in October 2017 and is currently Chair of the Audit and Risk Committee.

Being a Board member at New Zealand Red Cross is fantastic because I get to connect with incredible people and help turn compassion into action, making a real impact when it matters most.



## WENDY LAU

NOVEMBER 2018

Wendy has been a member of 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 the Red Cross family. It's an organisation with amazing people, unique skills, experience, and relationships to support fellow New Zealanders when they are vulnerable.



## 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.

It has been a privilege to serve two terms on the New Zealand Red Cross National Board. I'm proud of what we have achieved and how we have evolved. I deeply appreciate the dedication of our Red Cross people, whose commitment to humanitarian action has a profound impact on so many lives.



## 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.

With everyone working together we're seeing steady process towards our 2030 goals. My involvement in the working groups reviewing Meals on Wheels, and the International programme showed me the value of looking back at progress, identifying and solving problems, and planning to take new opportunities.



## 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 members have demonstrated unwavering commitment, guided by our principles of humanity and unity over the past year. As we face ongoing challenges, let us prioritise innovation. As a member-based organisation represented our communities, the generosity of our people empowers us to continue to create positive change.



# OUR AREAS

New Zealand Red Cross has seven Area Councils, which provide leadership in their Area to support and engage Red Cross people. Over the past year, new Youth Area Councillor roles were introduced to strengthen the Area Council focus on youth engagement. All Area Councils have Youth Area Councillors and Ronal Reddy is one of those, signing up in the Northern Area to give back to the local community.

Giving back to the new country that welcomed him is a strong motivator for Ronal. He moved here from Fiji as a high school student, and first started volunteering with New Zealand Red Cross helping former refugees learn to drive in 2018. He's also done lots of other environmental and social volunteering.

"I was a migrant, and New Zealand's done such great things for me. This is my way to give back, saying here's my time and I'll help in whatever way I can to make a positive difference in the community I'm in," says Ronal.

Ronal is currently a backup driver for our Meals on Wheels programme, which delivers meals for people who are unable to cook for themselves. He says most of the deliveries he's made are to elderly people. "It's quite cool because you're not there just for the meal. They don't feel as alone and left out, because they're by themselves and want that connection to talk with someone," he says.

Ronal, who is now 29 years old, also joined his Area Council as a Youth Councillor last year. He was a coordinator for this year's Annual Appeal and is now supporting the delivery of Young Humanitarians and Youth Psychosocial First Aid courses in his Area. He's also bursting with ideas on how he can bring

knowledge from his professional life as an educator and qualifications specialist to our programmes at New Zealand Red Cross.

Ronal says New Zealand Red Cross volunteering is a great option for young people because there's such a variety of programmes and activities all over the country, so not being sure exactly what you want to do or what skills you can offer isn't a problem.

"The whole thing about learning is you have to start somewhere," he says, "so just give it a go, a small thing could lead to something much bigger with Red Cross." ■

✓ Ronal Reddy (back row, far right) with New Zealand Red Cross Youth Councillors in October 2023.



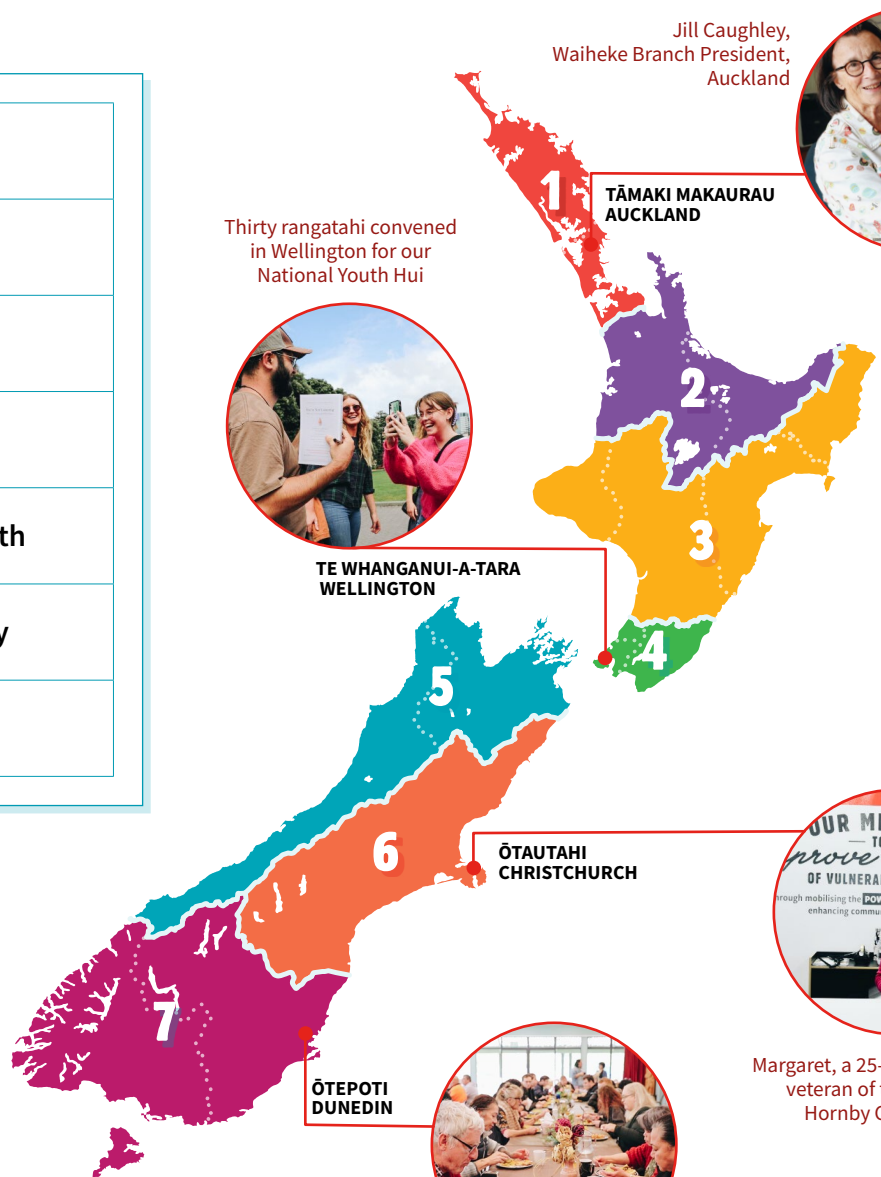
"I was a migrant, and New Zealand's done such great things for me. This is my way to give back, saying here's my time and I'll help in whatever way I can to make a positive difference in the community I'm in."



# NEW ZEALAND RED CROSS

In Your Community

● Northern
● Midland
● East-West
● Central
● Upper South
● Canterbury
● Southern



Jill Caughley,  
Waiheke Branch President,  
Auckland



**TĀMAKI MAKĀURAU  
AUCKLAND**

Thirty rangatahi convened  
in Wellington for our  
National Youth Hui



**TE WHANGANUI-A-TARA  
WELLINGTON**

**ŌTAUTAHI  
CHRISTCHURCH**



Margaret, a 25-year volunteering  
veteran of the Red Cross,  
Hornby Christchurch

**ŌTEPOTI  
DUNEDIN**

Weekly event Pātaka Ora  
at Araiteuru Marae, Dunedin





# WHERE IN THE WORLD

Your ongoing support allows us to provide International Delegate support to countries around the world.

Countries supported by delegates 01 July 2023 – 30 June 2024





>> International Delegate Natalie Gyles deployed to Vanuatu to support their National Society.



# EMERGENCY MANAGEMENT AND INTERNATIONAL

We work to help New Zealanders prepare for disasters and we support them during and after an event.

We have 20 Disaster Welfare and Support Teams (DWST) around the country, made up of around 300 trained volunteers who are also supported by our wider network of volunteers around the country.



During a disaster, our people may be called up to support an emergency response in partnership with other organisations and agencies. Our role is usually to provide practical and emotional support to affected people. The support of our donors and volunteers allows us to deliver this in a way that strengthens community resilience and wellbeing.

## IN 2023/24

**6** New domestic emergency events responded to

**288** Disaster Welfare Support Team volunteers

**277** Hours Disaster Welfare and Support team volunteers logged responding to emergencies





## THERE WHEN YOU NEED US

When Monica Schael-Isenor moved to Taranaki in 2018, she'd had plenty of experience trying new things and making new places home. She's a Canadian who has lived in Malaysia, Germany and Scotland, as well as many different regions in her home country.

Monica's neighbour in New Plymouth asked if she would be interested in joining Red Cross as a Disaster Welfare and Support Team (DWST) volunteer, so she decided to step outside her comfort zone again and attend a DWST training session.

"I'm really glad that I did. I definitely caught the bug, and I really believe in what Red Cross stands for," she says, "and I want my kids to see that volunteering is possible for everyone."

Monica was deployed multiple times in 2023, first for the Auckland floods, then three more times for the response to Cyclone Gabrielle, and again for another smaller weather event.

"Auckland was my first deployment. I wasn't sure what to expect, and what people would expect of me," she says. Although Monica quickly gained experience, she also found that "every deployment is different".

Monica's background in journalism and communications, and current job as a teacher, helped her start conversations and offer support to people who had come to evacuation centres during the severe weather events of 2023.

After her deployments last year, Monica became team leader for Taranaki's DWST team. The Taranaki team has significantly grown in size over the past 12 months,



with more people volunteering their time as members.

Monica's original three-year plan to live in New Zealand has already stretched to six, and she says she loves it here. She's now firmly woven in as part of the fabric of the DWST and Red Cross community, both in Taranaki and across the motu | country with connections that she's made during her deployments and training courses.

**I really believe in what Red Cross stands for, and I want my kids to see that volunteering is possible for everyone.**

◀◀ Disaster Welfare and Support Teams undertake regular training, to prepare for the next emergency.

“ The volunteer teams also provide psychosocial support and refer people who need additional mental health support to appropriate health agencies. ”

>> Dallas Roy is an experienced International Delegate, who during this year was deployed to Türkiye.

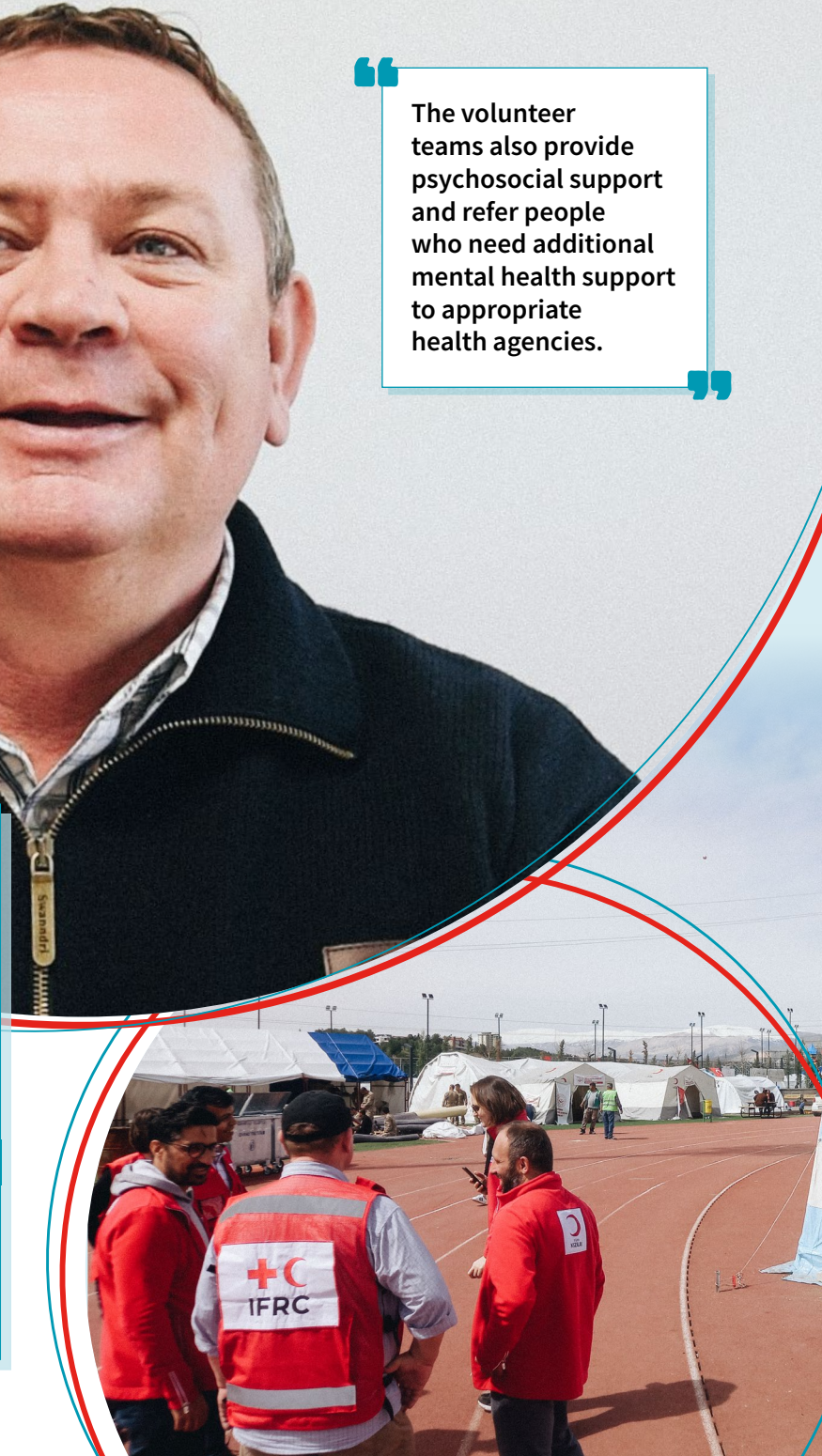


## RESTORING FAMILY LINKS

Our Restoring Family Links service reconnects families across the world that have been separated by armed conflict, disaster and migration. Through the ICRC and the large network of Red Cross Red Crescent societies around the globe, we help people find missing relatives overseas, and help other societies locate people in New Zealand.

### IN 2023/24

- 107** New Restoring Family Links enquiries received
- 66** New Restoring Family Links cases opened
- 35** Restoring Family links cases closed



## INTERNATIONAL DELEGATES MAKING A DIFFERENCE

In June, New Zealand Red Cross International Delegate and emergency operations management specialist Dallas Roy travelled to Papua New Guinea following a major landslide. Approximately the size of 18 football pitches, the landslide swept through the Enga province, in the Papua New Guinea highlands.

“My job was to facilitate the funding to Papua New Guinea Red Cross and support the planning and implementation of their humanitarian assistance for people affected by the landslide,” says Dallas.

“One of my first tasks was to support the National Society to mobilise volunteers to begin work on the ground. I have also joined humanitarian meetings with the United Nations, international non-government organisations, Papua New Guinea Red Cross and the International Committee of the Red Cross (ICRC) to focus on the needs of the affected people and understand what each organisation can do to support in a coordinated way.”

Dallas has supported the National Society to organise a mental health and psychosocial support refresher course and mentoring the volunteers as they rotate in and out from relief work at the landslide.

“Many people have lost everything – their homes, livelihoods and loved ones. The volunteers are connecting and building relationships with the affected people located at the emergency care centres and collecting information on their needs. The volunteer teams also provide psychosocial support and refer people who need additional mental health support to appropriate health agencies.”

Dallas completed his work in Papua New Guinea in mid-August. He has since gone on to attend the developing Head of Emergency

Operations workshop in Nairobi – one of 20 candidates who are progressing through this programme to be certified to lead International Federation of Red Cross and Red Crescent Societies (IFRC) global response operations.

Generous New Zealanders supporting New Zealand Red Cross and the International Movement help fund International Delegates like Dallas to carry out their work. ■



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

### IN 2023/24

**17** Countries supported by our International Programmes

**21** Total number of International Delegate deployments

**38%** Percentage of International Delegate deployments in support of international humanitarian crises



# NEW ZEALAND DISASTER FUND



When Cyclone Gabrielle hit, we launched an emergency appeal – the New Zealand Disaster Fund. The total funds raised – \$28.5 million, which includes interest earned by the end of the financial year – has now been committed to programmes supporting whānau, families and communities to recover, and to prepare for the next emergency.

**\$1 million** was spent during the early emergency response.

**\$15 million** has been distributed in grants to community organisations.

**\$6 million** has been committed to support households through our Home Bundles programme.

**\$6.5 million** has been committed to building community resilience.

Any additional interest earned will also be spent on these programmes.

## DELIVERING SUPPORT AFTER CYCLONE GABRIELLE

In the aftermath of Cyclone Gabrielle, our emergency response and recovery work focused on finding the gaps, the most vulnerable, and then working with the community organisations, iwi, hapū, and local government best placed to meet their needs. This was made possible through the generosity of donations to the New Zealand Disaster Fund.

We continue to work with communities as they recover. Our Home Bundles Programme, and Resilience Programme, are continuing to support those most impacted and equip communities better for future emergencies.

Providing psychological support to those affected by these events has been a key part of our role, through the initial emergency response and over the months that followed. Over the past year, more than 1,000 people attended one of our Psychological First Aid Courses – learning how to support themselves and others.

More than 400 bundles (over 5,000 items) were delivered to households across Auckland, Tairāwhiti, Wairoa, Hastings, Central Hawke's Bay and Napier, replacing essential belongings for those most impacted by the severe weather events and Cyclone Gabrielle.

As the impacts of climate change grow, our Resilience Investment Programme is helping communities to be better supported and prepared for future emergencies. Our community resilience funding covers four areas – shelter, power, communications and welfare support.

A total of \$6.5 million has been committed in grants for disaster preparedness in affected communities:

- Shelter includes things like stretchers, bedding and first aid kits.



↑ Kiriana Laison and her whānau were impacted by flooding in Waiohiki. New Zealand Red Cross provided support to Kiriana in the weeks and months that followed.

- Power includes things like generators, battery banks and solar panels.
- Communications includes things like satellite connections and emergency radios.
- Welfare support includes things like First Aid and Psychological First Aid training.

New Zealand Red Cross is grateful to all those people and organisations who contributed to the New Zealand Disaster Fund and our response. Through your generous donations and support, we have been able to help those impacted, providing practical, emotional and financial support on their recovery journey. ■

◀ The New Zealand Disaster Fund helped repair Moteo Marae, heavily damaged in Cyclone Gabrielle.



# MIGRATION

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 hold contracts with government agencies to provide some of our services and the generous support of our donors makes our work possible.



## IN 2023/24

**852** Former refugee arrivals who received support through our Pathways to Settlement programmes

**8** Locations (cities or towns) where we provide Pathways to Settlement programmes

**676** Trained volunteers who provided support to former refugees, asylum seekers, or other vulnerable migrants

**1,223** Refugee background people who received support through our Pathways to Employment programmes

**13** Locations (cities or towns) where we provide Pathways to Employment programmes

**254** Convention refugees supported through our Pathways to Protection programme

**106** Refugee background people supported by our Refugee Trauma Recovery service



## BRINGING THE WARMEST WELCOMES

Whether it is the first smiling face to greet our newest Kiwis at the airport, or the extra support needed to get a first job in New Zealand, our Migration team provides support and advice to some of our newest Kiwis.

The Imran family fled Iraq under threat of death. Jaafar Imran and Ghusoon Khasmir, along with their four children – Sajjad, Mustafa, Murtadha and Fatimah – spent nearly a decade in limbo, waiting for any opportunity to find a new home.

“It was dangerous to stay and continue living in Iraq – that is why we left there,” Jaafar explained. “Once we went from Iraq, we travelled to Indonesia. I was scared about my family, because we were unable to work. I was scared for my children’s future; they could not continue studying.”

Ghusoon said after nine years of feeling they couldn’t do anything in their life, the call finally came for them to relocate

to New Zealand. The first few days were scary, as they did not know anything about New Zealand. Now, it is home.

“Red Cross, for us, is like the rescue boat. Once we arrived at the airport in Dunedin, we met the Red Cross there and they took us to a house. After that they started taking us everywhere in Dunedin, so that we could get to know the places to make sure we can go everywhere by ourselves.”

Donations from compassionate Kiwis help to ensure a warm welcome for former refugees, making our programmes possible. ■

Red Cross, for us, is like the rescue boat.



◀◀ For some former refugees, a New Zealand Red Cross volunteer may be the first person they meet in their new home.

▲ The Imran family have now been living in Dunedin for more than a year.

# INTERNATIONAL HUMANITARIAN LAW

MORE RELEVANT THAN EVER

New Zealand Red Cross promotes knowledge of, and respect for, International Humanitarian Law – the ‘rules of war’.



IN 2023/24

**125** Number of participants for ‘DNA of the Red Cross’ workshops

**12** Number of registrations for the International Humanitarian Law Moot competition





**Rebecca Brierton's decision to volunteer in International Humanitarian Law (IHL) has already paid dividends, as she is looking to swap ocean views for motion reviews.**

“After a 21-year career in the Navy, I chose to study law as a second career,” said Rebecca. “Having deployed to parts of the world where people are disadvantaged and where people have been affected by armed conflict, the area of law that I am particularly interested in is IHL. Being involved with New Zealand Red Cross has strengthened my motivation to do my part to support IHL.”

Volunteers who can help with events, humanitarian diplomacy and research, help us maintain the Red Cross Red Crescent Movement's role in supporting and promoting the rules of war – International Humanitarian Law.

We advocate for humanitarian protection in times of war. There are urgent needs to protect civilian populations in urban warfare, and new challenges such as autonomous weapons.

Alongside the Fundamental Principles, IHL is the foundation on which the Red Cross works. Both commitments are more timely now than ever. The conflicts in Ukraine and the Middle East are closely followed by the international press, but they are unfortunately only two of more than 100 other conflicts underway at present, including in



Democratic Republic of the Congo, Sudan, and the war in Northern Ethiopia.

While our country is a long way geographically from these armed conflicts, we are connected in other ways. We support Red Cross Red Crescent delegates to provide humanitarian assistance in these countries, and our migration programmes help to settle people displaced or dislocated often as a result of conflicts.

To raise awareness of the rules of war, in May our National President Kerry Nickels helped to re-launch our International Humanitarian Law Collection at the Napier Library, first opened in 2006 by then New Zealand Red Cross National President, Jocelyn Lady Keith CBE. In December, we welcomed the next generation of IHL practitioners through our annual IHL Moot. University of Auckland were the 2023 winners, going on to compete at the Asia Pacific Regional competition in Hong Kong. ■

◀ 2024 marks the 75th anniversary of the Geneva Convention.

▲ The folding of cranes has become a leading symbol of the humanitarian impact of nuclear weapons.



# COMMUNITY PROGRAMMES

We offer a range of nationally organised programmes, delivered straight to our local communities. One such programme is Meals on Wheels, a delivery service to vulnerable people around Aotearoa New Zealand to improve lives and promote community preparedness and resilience.



**IN 2023/24**

**714,035** Meals delivered through Meals on Wheels

**3,256** Volunteers who delivered Meals on Wheels

**43** Locations (cities or towns) where we provide Meals on Wheels



## A GREAT TEAM, BRINGING NEEDED NUTRITION

Four mornings a week, Mike and Maud Burke drive the short distance from their home in Papatoetoe to Middlemore Hospital to collect the meals for their Meals on Wheels run and then set off to deliver hot nutritious food to 18 people. The trip takes them one and a half hours a day.

The duo work together – Maud drives and Mike hops in and out of the car to deliver the meals. “He’s (Mike’s) very sociable and they look forward to his banter,” says Maud.

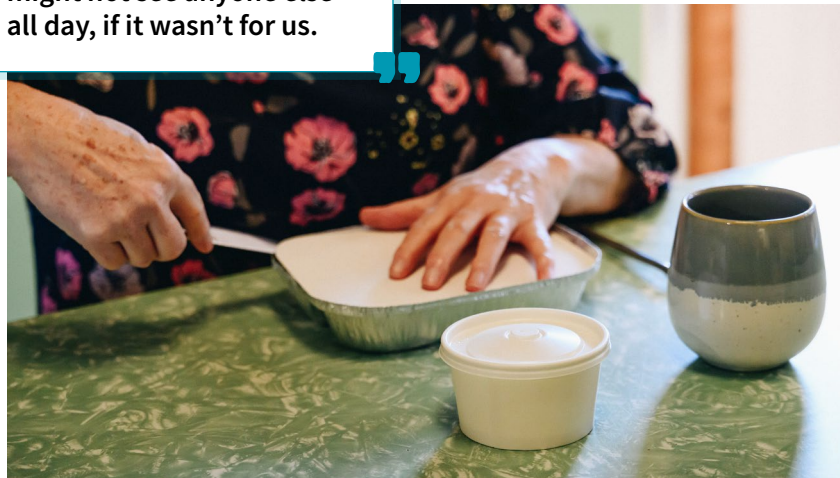
Mike says, “It’s good exercise and I like meeting people. Some of them we deliver to might not see anyone else all day, if it wasn’t for us.”

They both love their role. Maud’s been a New Zealand Red Cross volunteer driver for 30 years in South Auckland while Mike started 10 years ago – once he retired from their trucking business.

“You get to meet some wonderful people and we know the hot meals are appreciated. We’ve delivered to some people for more than 10 years. They become like extended family so you can feel like you’re helping your own grandparents – that has to be a good thing,” says Maud. Mike adds that it’s also the little things they can do, “We’ve got one lady we go to and I fill up her bird bath every Tuesday and Thursday from roof water collected in a barrel”.

Volunteers like Mike and Maud help us to deliver a warm meal in 43 communities across the motu | country. With their support, we are able to continue our work to support our most vulnerable. ■

Some of them we deliver to might not see anyone else all day, if it wasn’t for us.



<< Mike and Maud Burke have 40 years of volunteer experience between them.

^ New Zealand Red Cross volunteers delivered more than 714,000 meals across 43 locations during 2023/24.

# FUNDRAISING



We raise vital funds that enable Red Cross to support people in urgent need of humanitarian assistance. Your donations made it possible to improve the lives of thousands of people here at home, across the Pacific, and around the world.

As well as our everyday work in communities, our emergency appeals helped people affected by an earthquake in Morocco, flooding in Libya and conflict in Ukraine. We also supported Red Cross Movement responses to conflict in Gaza, landslides in Papua New Guinea, and cyclones across the Pacific.

We thank all those who gave to Red Cross with such generosity and kindness, enabling us to bring hope and care to countless people.



## ANNUAL APPEAL HELPS DELIVER ESSENTIAL SERVICES

Kiriana Hunter joined thousands of volunteers, including Red Cross members and employees, to help us 'cross items of urgent need off our bucket list' as part of our Annual Appeal and street collection.

Our 'Buckets of Good' campaign encouraged New Zealanders to compare their bucket lists – often full of experiences that bring enjoyment, with Red Cross' bucket list – full of vital

support for those most vulnerable. Our 'bucket list' is our humanitarian work with items related to disaster response, former refugee assistance and meals on wheels.

Through the appeal, we aimed to inspire action, by promoting the opportunity for everyday New Zealanders to contribute to 'crossing off' items on the New Zealand Red Cross bucket list.

As our largest fundraising activity of the year, we rely on the funds raised from our Annual Appeal to help people in our communities in Aotearoa New Zealand and around the world.

◀◀ Kiriana Hunter helping during the street collection in Wellington.

## DISASTER RESPONSE ALLIANCE CELEBRATES THIRD ANNIVERSARY

**The Disaster Response Alliance provides crucial funding for our local volunteer response teams and emergency management work, making sure communities are supported with the skills and resources needed during an emergency.**

This year marked the third anniversary for the Disaster Response Alliance, with ASB joining the three founding partners – NZ Post, The Warehouse and Woolworths New Zealand. Since its inception, the Disaster Response Alliance has supported 33 Disaster Welfare and Support Team (DWST) deployments, including six over the past year.

Our partners have helped us support communities through significant emergencies including the volcanic eruption and tsunami in Tonga, flooding in the upper North Island, and Cyclone Gabrielle and subsequent weather-related emergencies also activating customer fundraising for our emergency appeals.

We look forward to continuing to grow the Disaster Response Alliance and our collective action to build resilience as we prepare for, respond to and recover from emergencies in Aotearoa New Zealand. ■

▶▶ Our Disaster Response Alliance partners help us to be good and ready for when the next deployment is needed.



# FIRST AID

We aim to enhance Aotearoa New Zealand's community resilience by delivering high quality First Aid training courses and supply and support Automated External Defibrillators (AEDs) and other First Aid products.



**IN 2023/24**

**8,724** First Aid courses delivered

**68,218** Number of people in New Zealand trained in our First Aid courses

**98%** Percentage of training participants who rated our First Aid courses as good or better

**201** Number of AEDs distributed

**It's not just the thousands of people that attend our first aid courses every year that benefit from life-saving skills. Our own people can make a difference, as our Senior Web Advisor Jaimee Astle found out.**

Jaimee attended a first aid course at our Christchurch Service Centre, not knowing that within half an hour of finishing the first day of training, she would need to use the skills she'd just learned – and twice in quick succession. When she was driving home from the first day of a two-day comprehensive first aid course, she came across an accident. A motorcyclist had skidded on paint markings and was lying in the middle of the road underneath his touring bike.

“He was in a bit of shock. I checked for injuries and helped him recover his bike and then updated emergency services about the situation. I stayed with him until he was okay to head home.”

If that wasn't dramatic enough, 10 minutes later when she was in a clothing store to buy her partner a birthday present, she heard someone in the next aisle say what she thought was “help”. Jaimee was trying to process what was happening when she heard a bang and saw a woman had fallen to the floor and was having a seizure.

After monitoring the woman during the seizure, once it stopped Jaimee thought the woman had stopped breathing. “I



▲ Jaimee Astle's new first aid skills were needed two times on the day of her first aid course.

listened for a breath. After about 10 seconds without anything and thinking I was going to need to perform CPR, she gasped and slowly started to come around.”

Jaimee says her experience taught her that everyone should have these lifesaving skills. “You never know when you'll need to use them. Hopefully you'll never have to, but first aid skills are so valuable regardless of who you are or your profession.” ■

**First aid skills are so valuable regardless of who you are or your profession.**

◀ Sarah Gribbin (left) provided Psychological First Aid (PFA) training to people in communities impacted by flooding, including Pimia Wehi of Te Karaka.

# RED CROSS SHOPS

We provide quality pre-loved items and promote sustainability in our Red Cross Shops, to raise essential funds for New Zealand Red Cross.



**IN 2023/24**

**39** Nationally managed Red Cross shops

**968** Volunteers who worked in our nationally managed Red Cross shops







Red Cross Shops divert **two million items** from going straight to the landfill every year.



▲ Cameron and Margaret are two of our volunteers at the Hornby Red Cross Shop.

**Martine Robertson has been with New Zealand Red Cross for six years. As the manager of our Red Cross Shop in Nelson, she's had a front row seat to the improvements we've been making to our shop network.**

She got her start over 20 years ago when a friend needed her shift covered due to illness. Martine stepped up and filled in for the day. From that moment on, she was hooked. The joy of engaging with people, talking to regular shoppers, and making someone's day was all part of the job and she loved it.

Martine loves working with her volunteers. "A younger guy was a regular customer and one day he came up to me at the counter. He said, 'I bet you need help sorting those out' — pointing at clothes on a rack — so, I took him on as a volunteer."

"He started with organising racks and then started doing everything as bit by bit he grew his confidence. I helped him get a paid job in town, I said to the potential employer 'come on, give him a chance!'"

Red Cross Shops divert two million items from going straight to the landfill every year. Through our network of shops, we give people the opportunity to contribute to a greener community through the recycling of pre-loved goods.

To support this, in October 2023 we successfully launched a new initiative – the Uber x Red Cross Clothing Drive. We teamed up with Uber to make donating goods easier than ever, by enabling people with pre-loved items to order a free Uber package pickup in Auckland, Wellington and Christchurch. The fantastic Uber team then dropped the goods off at their local Red Cross shop. The response was phenomenal with our shops full and overflowing with great product. ■

◀◀ Norma from our Dominion Road Red Cross Shop, is part of the team effort that helps support our Red Cross Shops nationwide.



# NEW ZEALAND RED CROSS GROUP

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PERFORMANCE AND SUMMARY FINANCIAL REPORT  
FOR THE YEAR ENDED 30 JUNE 2024

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# PERFORMANCE AND SUMMARY FINANCIAL REPORT INTRODUCTION

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 – Consolidated Statement of Service Performance

Our Statement of Service Performance measures provide a snapshot of performance across our key services and are creating a baseline for future performance reporting.

For our Emergency Management services there was a significant difference in the number of emergencies we responded to this year compared to last year, and to the hours our volunteers invested into responding to those emergencies. This reflected the difference in the size, number and duration of emergencies across the last two financial years. In 2022/23, our volunteers logged thousands of hours (11,651 hours) responding to Cyclone Gabrielle, and other emergencies, such as Cyclone Hale and the Auckland floods. This year, there were significantly fewer emergencies and those experienced were of a much smaller scale.

Our volunteers logged 277 hours in responding to those events.

Our Migration services were generally maintained at similar levels to the previous year. We provided Migration services for vulnerable migrants across Aotearoa New Zealand. Our services included

settlement and employment support for former refugees, a protection programme aimed at supporting other vulnerable migrants, and our Wellington-based mental health service for refugee background people.

Our International services were maintained at similar levels to the previous year with the exception of our International Delegate deployments. As a result of increased demand for our support, our delegate deployments aimed at capacity and capability building for Pacific Red Cross National Societies more than doubled compared to the previous year.

Across our other community services, we continued to contribute to the emergency preparedness and /or community resilience through First Aid training, Red Cross Shops, and the promotion of knowledge and respect for International Humanitarian Law.

The Foundation is charged with providing a secure investment base to ensure financial sustainability for the Society. 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.



## Overview of the Year – Consolidated Financial Performance

The Total Comprehensive Revenue and Expense (operating surplus plus fair value change in investments) was a deficit of \$14.45 million. The deficit incorporated a Group operating deficit of \$5.87 million, net spend of \$13.19 million from restricted funds and an increase in the Foundation investments fair value of \$4.61 million.

The 2023/24 financial year saw the continued distribution of the New Zealand Disaster Fund Special Appeal, which was a significant contributor to our deficit. During the year the net spend for this Fund was \$12.06 million, which supported our communities as they continued their recovery from the Auckland floods and Cyclone Gabrielle, as well as building their resilience for future events. Special appeals, such as this one, may be established as a result of a significant domestic or international disaster, where additional funds are required to assist with meeting the needs of those affected. These funds are held as restricted funds on the balance sheet and recognised in the Consolidated Comprehensive Revenue and Expense when incurred. In total, net spend for our restricted funds totalled \$13.19 million in 2023/24.

The Group operating deficit of \$5.87 million reflected a lower than expected revenue, reflecting the challenges of the current environment, along with the work undertaken on Realising 2030, which will continue to focus on financial sustainability.

In the Statement of Financial Position, the Members' Funds are represented by Net Assets at the end of the financial year of \$111.2 million (2023: \$125.7 million). Members' Funds have decreased overall with the distribution of Special Appeals impacting the cash balance.

Net Assets includes cash of \$12.9 million (2023: \$26.2 million), property, plant, equipment, and intangibles of \$30.0 million (2023: \$30.7 million), and investments of \$70.6 million (2023: \$72.1 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, as well as balancing our delivery activities to align to our revenue. This ongoing financial stewardship of New Zealand Red Cross and the Foundation's investments ensures the organisation's long-term financial sustainability. ■

# STATEMENT OF SERVICE PERFORMANCE

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

We have prepared our Statement of Service Performance in keeping with the requirements of the External Reporting Board's financial reporting standard: *PBE FRS 48: Service Performance Reporting*. We aim to continually improve our Statement of Service Performance. This year we have made adjustments to some of our measures to improve how we explain our performance.

This Statement of Service Performance provides a snapshot of our performance across our services, and investment activities in 2023/24 and in 2022/23.

## 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 10,000 members, including those who volunteer their time and our employees, New Zealand Red Cross works to support vulnerable people across Aotearoa New Zealand, in the Pacific and internationally.

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

We aim to achieve our mission through the delivery of our three core service pillars described below, and through other community services.

1. Migration;
2. International; and
3. Emergency Management.

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

## 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 activities directly delivered by our Areas, Branches, and Groups, or Branch led Red Cross shops.
- The Statement of Service Performance does not report on Area, Branch or Group fundraising, or any activities Areas, Branches or Groups carry out that are solely intended to generate revenue. While our First Aid and Retail services generate income, they are also community services we provide. They are included here so that they can be measured and reported.



## MIGRATION

**Our goal:** To address the humanitarian needs of vulnerable migrants.

### About our service

Our migration programmes support vulnerable migrants across Aotearoa New Zealand. We are contracted with government agencies to provide some of our services.

We provide settlement and employment support for former refugees, and a protection programme aimed at supporting other vulnerable migrants including asylum seekers and convention refugees. Convention refugees are people who arrive in Aotearoa New Zealand as asylum seekers and have been given refugee status under the UN Refugee Convention 1951. We also provide a Wellington-based mental health service for refugee background people.

### 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	2023/24 RESULT	2022/23 RESULT
Number of former refugee arrivals who received support through our Pathways to Settlement programme*	852	880
Number of locations (cities or towns) where we provide Pathways to Settlement programmes	8	8
Number of trained volunteers who provided support to former refugees, asylum seekers, or other vulnerable migrants**	676	793

\*Each financial year, the Ministry of Business, Innovation and Employment (MBIE) contracts us to provide settlement support to quota refugees. MBIE determines the number of quota refugees we support. Refugee Family Support Category former refugees who self-refer to our service are included in our contracted service with MBIE and our outcomes.\*\*This measure was revised to provide greater visibility of the range of Migrants our trained volunteers support. Previously the measure was 'Number of trained volunteers who provided support to refugee family groups.' Volunteers trained to work with asylum seekers are counted in the result for 2023/24. The comparative figure has been aligned to the current year measure.

### What we aim to achieve

Refugee background people who we are contracted to work with are supported with career guidance and employment services. Convention refugees who we are contracted to work with are connected to other services as required.

MEASURE	2023/24 RESULT	2022/23 RESULT
Number of refugee background people who received support through our Pathways to Employment programmes*	1,223	1,044
Number of locations (cities or towns) where we provide Pathways to Employment programmes	13	13
Number of convention refugees supported through our Pathways to Protection programme**	254	170

\*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.

\*\*This measure was revised to remove the Pathways to Employment programme, given its limited impact on the measure relative to the administration required to collect the data. Previously the measure was 'Number of convention refugees supported through our Pathways to Employment and Pathways to Protection programmes.' There is no impact on the comparative figure.

### What we aim to achieve

Refugee background people who we are contracted to work with are supported in mental health and trauma recovery.

MEASURE	2023/24 RESULT	2022/23 RESULT
Number of refugee background people supported by our Refugee Trauma Recovery service	106	108

## INTERNATIONAL

### Our goal

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

### About our service

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.



### What we aim to achieve

Our action reduces the impact of international humanitarian crises and alleviates suffering.

MEASURE	2023/24 RESULT	2022/23 RESULT
Number of countries our International Programmes supported	17	20
Total number of International Delegate deployments*	21	19
Percentage of International Delegate deployments in support of international humanitarian crises	38%	58%

\* 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	2023/24 RESULT	2022/23 RESULT
Percentage of International Delegate deployments in support of Pacific Island countries	91%	89%
Percentage of International Delegate deployments specifically aimed at capacity / capability building for Red Cross National Societies in the Pacific <sup>1</sup>	86%	42%

\* We note the percentage of our International Delegate deployments aimed at capacity and capability development for Red Cross National Societies in the Pacific more than doubled this year. More delegate deployments were required to assist with supporting Pacific Island National Societies (PINS) across a range of areas, including finance, IT & Telecommunications, and First Aid because there was an increase in demand for support across these areas. For example, in recent years Vanuatu has been struck by multiple cyclones. Our delegate deployments assisted with the installation of IT and Telecommunications infrastructure in Vanuatu to ensure connectivity can be maintained during emergencies.

### What we aim to achieve

Reconnecting families across the world who have been separated by armed conflict, disaster and migration.

MEASURE	2023/24 RESULT	2022/23 RESULT
Number of new Restoring Family Links enquiries received	107	112
Number of new Restoring Family Links cases opened	66	47
Number of Restoring Family links cases closed	35	54



## EMERGENCY MANAGEMENT

### Our goal

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

### About our service

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.

### 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	2023/24 RESULT	2022/23 RESULT
Number of new domestic emergency events responded to	6	15
Number of Disaster Welfare Support Team volunteers	288	323
Number of hours our Disaster Welfare Support team volunteers logged responding to emergencies <sup>2</sup>	277	11,651

\* We note the significant difference between the hours our volunteers logged in 2023/24 and in 2022/23. This reflects the significant difference in the size, number and duration of emergency events in these years. In 2022/23, a National State of Emergency was declared in response to the impact of Cyclone Gabrielle. Our volunteers logged thousands of hours responding to Cyclone Gabrielle, and other events such as Cyclone Hale and the Auckland floods. In 2023/24, there were significantly fewer emergency events and they were of a much smaller scale. Our volunteers responded to emergencies including flooding in Southland and Wairoa, and a vegetation fire in Tasman.

### 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	2023/24 RESULT	2022/23 RESULT
Number of meals delivered through Meals on Wheels	714,035	709,657
Number of volunteers who delivered Meals on Wheels	3,256	2,988
Number of locations (cities or towns) where we provide Meals on Wheels	43	43

## OTHER COMMUNITY SERVICES

### Our goal

To enhance community preparedness and resilience through other services.

### About our other community services

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

Our First Aid training courses and products 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.

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.

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

### What we aim to achieve

Enhance Aotearoa New Zealand community resilience by delivering high quality First Aid training courses and supply and support Automated External Defibrillators (AEDs) and other First Aid products.

MEASURE	2023/24 RESULT	2022/23 RESULT
Number of First Aid courses delivered	8,724	9,524
Number of people in New Zealand trained in our First Aid courses	68,218	73,047
Percentage of training participants who rated our First Aid courses as good or better***	98%**	95%*
Number of AEDs distributed	201	164

\* Based on the 12% of training participants who completed the survey \*\*Based on the 23.5% of training participants who completed the survey.

\*\*\* We revised this measure to better align with the ‘good’ rating in our survey. Previously the measure was ‘Percentage of training participants who rated our First Aid courses as satisfactory or better.’

### 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	2023/24 RESULT	2022/23 RESULT
Number of Nationally managed Red Cross Shops <sup>3</sup>	39	42
Number of volunteers who worked in our Nationally managed Red Cross Shops	968	796

\* Nationally managed Red Cross Shops are Red Cross Shops managed by Red Cross employees. In 2023/24, in line with our improvement plan, we closed five shops and opened two new shops.

### What we aim to achieve

Promote knowledge of and respect for International Humanitarian Law – the ‘rules of war’.

MEASURE	2023/24 RESULT	2022/23 RESULT
Number of participants for ‘DNA’ of the Red Cross workshops*	125	64
Number of registrations for the International Humanitarian Law Moot competition	12**	12

\* We revised this measure because we now have reportable information for participant numbers, not just registrations. Previously the measure was ‘Number of registrations for ‘DNA of the Red Cross’ workshops.’ The prior year comparative shows number of participant registrations in line with previously reported measure and therefore is no longer directly comparable.

\*\*We revised the scope of what were included as registrations to remove participants who were supporting but not registered as competing in the Moot competition. The comparative result has been aligned to the current year scope.



## NEW ZEALAND RED CROSS FOUNDATION (THE FOUNDATION)

The Foundation holds and invest 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 Fund 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	2023/24 RESULT	2022/23 RESULT
Market value of total funds under management	\$69.9 million	\$66.0 million

# NEW ZEALAND RED CROSS GROUP

## SUMMARY CONSOLIDATED STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE FOR THE YEAR ENDED 30 JUNE 2024

<i>in thousands of dollars</i>	Note	2024	2023
<b>REVENUE</b>			
Sale of Goods and Services		22,654	22,097
Contracts and Grants		10,268	8,671
Donations and Fundraising		13,015	14,022
NZ Disaster Fund – Special appeal Donations		436	27,402
Legacies		2,479	2,965
Dividends		2,618	2,487
Other Revenue		1,995	1,874
<b>Total Revenue</b>	<b>7</b>	<b>53,465</b>	<b>79,518</b>
<b>EXPENDITURE</b>			
Employee Entitlements		33,661	27,100
NZ Disaster Fund – Special appeal Distributions		12,394	11,871
Other Expenses		26,469	27,057
<b>Total Operating Expenses</b>		<b>72,524</b>	<b>66,028</b>
<b>Net Surplus from Operating Activities</b>		<b>(19,059)</b>	<b>13,490</b>
Change in Fair Value Investments		4,609	2,466
<b>Net Surplus / (Deficit) after Fair Value Adjustments</b>		<b>(14,450)</b>	<b>15,956</b>
Net Gain on Land and Building Revaluation		-	-
<b>Total Comprehensive Revenue / Expense</b>		<b>(14,450)</b>	<b>15,956</b>

The accompanying notes on pages 54-57 form part of these summary consolidated financial statements.



# NEW ZEALAND RED CROSS GROUP

## SUMMARY CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2024

<i>in thousands of dollars</i>	Note	2024	2023
<b>ASSETS</b>			
Total Current Assets		22,123	38,145
Total Non-current Assets		95,626	94,765
<b>Total Assets</b>		<b>117,749</b>	<b>132,910</b>
<b>LIABILITIES</b>			
Total Current Liabilities		6,505	6,821
Total Non-Current Liabilities		-	393
<b>Total Liabilities</b>		<b>6,505</b>	<b>7,214</b>
<b>Total Members' Funds</b>		<b>111,244</b>	<b>125,696</b>
<b>MEMBERS' FUNDS</b>			
Accumulated Funds		87,951	89,211
Restricted Funds	8	5,504	18,696
Asset Revaluation Reserve		17,789	17,789
<b>Total Members Funds</b>		<b>111,244</b>	<b>125,696</b>

The accompanying notes on pages 54-57 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 27 September 2024



**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 2024

<i>in thousands of dollars</i>	Note	2024	2023
<b>Opening Members' Funds</b>		<b>125,696</b>	<b>109,740</b>
Net (Deficit) / Surplus after Fair Value Adjustments		(14,450)	15,956
Other Comprehensive Revenue and Expense		-	-
<b>Total Comprehensive Revenue / Expense</b>		<b>(14,450)</b>	<b>15,956</b>
<b>Closing Members' Funds</b>		<b>111,244</b>	<b>125,696</b>

## SUMMARY CONSOLIDATED STATEMENT OF CASHFLOWS FOR THE YEAR 30 JUNE 2024

<i>in thousands of dollars</i>	Note	2024	2023
Net cash flows from Operating Activities		(20,867)	13,824
Net cash flows applied to Investing Activities		7,623	(65)
<b>Net Increase in Cash and Cash Equivalents</b>		<b>(13,244)</b>	<b>13,759</b>
Cash and Cash Equivalents at the beginning of the year		26,177	12,418
<b>Cash and Cash Equivalents at the end of the year</b>		<b>12,932</b>	<b>26,177</b>

The accompanying notes on pages 54-57 form part of these summary consolidated financial statements.



# NEW ZEALAND RED CROSS GROUP

## NOTES TO THE SUMMARY CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR 30 JUNE 2024

### NOTE 1: REPORTING ENTITY

This consolidated performance and financial report includes the consolidated statement of service performance and the financial statements for the year ended 30 June 2024 that comprise the activities of New Zealand Red Cross Incorporated and the New Zealand Red Cross Foundation (the Group).

New Zealand Red Cross Incorporated (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 performance and financial report have been extracted from the full performance and financial report of the Group. The summary performance and financial report has been prepared in accordance with PBE FRS 43 Summary Financial Statements. The summary 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](mailto: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.



# NEW ZEALAND RED CROSS GROUP

## NOTES TO THE SUMMARY CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR 30 JUNE 2024

### 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

2022 Omnibus Amendments to PBE Standards, issued June 2022 were adopted this year. Effective for the reporting periods starting 1 January 2023, the Amendment included general updates and amendments to several Tier 1 and Tier 2 PBE accounting standards. There were no other changes to accounting policies and disclosures caused by adoption of new standards in the year.

### NOTE 6: ACCOUNTING STANDARDS NOT YET EFFECTIVE

Standards and amendments issued but not yet effective and not early adopted are:

- Disclosure of Fees for Audit Firms' Services (Amendments to PBE IPSAS 1)
- Amendments to PBE IPSAS 1 Presentation of Financial Reports change the required disclosures for fees relating to services provided by the audit or review provider, including a requirement to disaggregate the fees into specified categories. This is effective for the year ended 30 June 2025.



# NEW ZEALAND RED CROSS GROUP

## NOTES TO THE SUMMARY CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR 30 JUNE 2024

### NOTE 7: SUMMARY OF REVENUE

<i>in thousands of dollars</i>	2024	2023
<b>REVENUE</b>		
Sale of Goods and Services	22,654	22,097
Dividends	2,618	2,488
Other Exchange Revenue: Interest – NZ Disaster Fund Special Appeal	467	359
Other Exchange Revenue	1,495	1,367
<b>Revenue from exchange transactions</b>	<b>27,234</b>	<b>26,311</b>
Grants and Contracts	10,268	8,671
Donations and Fundraising	13,015	14,022
Donations – NZ Disaster Fund Special Appeal	436	27,402
Legacies	2,479	2,965
Other Non-Exchange Revenue	33	147
<b>Revenue from non-exchange transactions</b>	<b>26,231</b>	<b>53,207</b>
<b>Total Revenue</b>	<b>53,465</b>	<b>79,518</b>

# NEW ZEALAND RED CROSS GROUP

## NOTES TO THE SUMMARY CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR 30 JUNE 2024

### NOTE 8: 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>	2024	2023
Local Funds	514	218
NZ Disaster Fund Special Appeal	3,833	15,890
International Funds	1,157	2,588
<b>Total Restricted Funds</b>	<b>5,504</b>	<b>18,696</b>

### NOTE 9: CONTINGENT LIABILITIES

There are no contingent liabilities as at 30 June 2024 (2023: nil).

### NOTE 10: 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

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 51 to 57 and the summary consolidated statement of service performance on pages 43 to 50. The complete set of summary consolidated financial statements comprises the summary consolidated statement of financial position as at 30 June 2024, and the summary consolidated statement of comprehensive revenue and expense, summary consolidated statement of changes in members' funds and summary consolidated statement of cashflows 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 2024.

In our opinion, the accompanying summary consolidated performance and financial report, on pages 43 to 57, is consistent, in all material respects, with the audited consolidated general purpose performance and financial report, in accordance with PBE FRS 43: *Summary Financial Statements* issued by the New Zealand Accounting Standards Board.

### Summary consolidated general purpose performance and financial report

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.

### The audited consolidated general purpose performance and financial report and our report thereon

We expressed an unmodified audit opinion on the audited consolidated general purpose performance and financial report in our report dated 27 September 2024.

### National Board's responsibilities for the summary consolidated performance and financial report

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: *Summary Financial Statements*.

### Auditor's responsibilities

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): *Engagements to Report on Summary Financial Statements*.

Other than in our capacity as auditor, we have no relationship with or interests in the Society or its subsidiary, except that partners and employees of our firm deal with the Group on normal terms within the ordinary course of trading activities of the business of the Society and its subsidiary.

### 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.

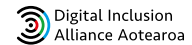
Wellington, New Zealand  
27 September 2024





# THANK YOU

Thank you to our supporters for their continued assistance in delivering our programmes to the most vulnerable.



J I Urquhart  
Family Trust



icebreaker  
Move to natural



Lois McFarlane  
Charitable Trust

MORRISON.



Afterpay

Kwanto Ltd

SAIC Motor Australia

Community Trust South

Mae & Betty Sherratt Charitable  
Trust

The Phillip Verry Charitable  
Foundation

Dunedin City Council – Community  
Events Fund

NZ Charitable Foundation No. 42 –  
The Ron and Nan Morris  
Charitable Trust

The Phyllis Thomas & Roy Thomas  
Charitable Trust

Eccles Entertainment Ltd

Room Simmonds Charitable Trust

Trust House Community Foundation

George Brown Charitable Trust

Workwear Group

John Hutton Charitable Trust



## BEQUESTS

Estate of Alexander Jenkins

Estate of Avril Clifton

Estate of Bernard John Cursons

Estate of Brian James Galvin

Estate of Bruce Duncan Redpath

Estate of Carol Lesley Matthewson

Estate of Colin Cameron Fraser

Estate of David Shirley Clare

Estate of Denis Charles Lander

Estate of Derek Dobell

Estate of Dora Gladys Apps

Estate of Edwin John Douglas Gifford

Estate of Frank Ian Wemyss

Estate of Frank Lewis Rowland

Estate of Frank William Van Brucken

Estate of G Sansom

Estate of Graeme Lindsay Lewis

Estate of Greg Frontin-Rollet

Estate of Hilda Marguerite Hely

Estate of Ian Murray Young

Estate of Jenifer Mary Wells

Estate of Jennifer Ann Wu

Estate of Jimmie Grant

Estate of Joan Lorimer Hunt

Estate of John Knight

Estate of Kathleen Joan Jacobs

Estate of Kwan Yim Lai

Estate of Malcom Harold Fletcher

Estate of Margaret Dawn Henwood

Estate of Margaret Elaine Emily McFall

Estate of Margaret Nola Barrow

Estate of Margery May Dwerryhouse

Estate of Maria Hubertina Gertuda Wuts

Estate of Molly Reynolds

Estate of Pamela Iris Whiteley

Estate of Paula Margaret Slack

Estate of Peter John Lorimer

Estate of Rita Jane Maud McCoy

Estate of Rosalie Sterritt

Estate of Ruth Elizabeth Scott Hopkins

Estate of Sally Ann Comrie

Estate of Sandra Joan Audley

Estate of Valerie Maureen McMillan

Estate of Wilfred Terrence Hall

Estate of Winifred Aileen Bloomfield

Hickman Estate

## THANK YOU TO THESE NEW ZEALAND RED CROSS BRANCHES FOR THEIR SUBSTANTIAL CONTRIBUTIONS TO OUR LOCAL FUNDRAISING EFFORTS

New Zealand Red Cross Balclutha Branch

New Zealand Red Cross Buller Branch

New Zealand Red Cross Cambridge Branch

New Zealand Red Cross Central Hawke's Bay Branch

New Zealand Red Cross Charing Cross Branch

New Zealand Red Cross Dannevirke Branch

New Zealand Red Cross Darfield Branch

New Zealand Red Cross Dunedin Branch

New Zealand Red Cross East Coast Bays Branch

New Zealand Red Cross Geraldine Branch

New Zealand Red Cross Gore Branch

New Zealand Red Cross Hawarden/Waikari Branch

New Zealand Red Cross Huntly Branch

New Zealand Red Cross Kaituna Branch

New Zealand Red Cross Katikati Branch

New Zealand Red Cross Kerikeri Branch

New Zealand Red Cross Levin Branch

New Zealand Red Cross Loburn 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 Taupo 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 Wellington Branch

New Zealand Red Cross Whanganui Branch



# HONOURS AND AWARDS

In September 2023 Monica Bearsley, a long time Red Cross member and now employee in Waikato, was awarded the Jennifer Clark Memorial Scholarship to pursue a Post-Graduate Diploma in Emergency Management with Massey University.

## NATIONAL AWARDS

### Honorary Life Membership

Amelia MacArthur  
Hamish MacArthur  
Jayne McAllister  
Astrid Murray  
Kathleen Cosgrove  
Gay Harris  
Gaynor Carswell  
Colleen Foster  
Mary Batt  
Ruth Lamb

### Meritorious Service Award

Carol Ball

### Certificate of Commendation

Mary Arnesen  
Rosa MacPherson  
Zarghona Lافraie  
Ethne Wyndham-Smith

### Jennifer Clark Memorial Scholarship

Monica Bearsley

### Certificate of Appreciation – National

Alan Clark  
James Wiles  
Nicola Van Praagh  
Nicholas Webb  
Rick Hopcroft  
Philip Parker  
Cate Keville  
Hui Hui Chong  
Felipe Panteli  
Graeme Richardson  
Leon Lim  
Stephanie Lewis  
Susan Leonard  
Bruce Mander  
Jill Southon  
Roslyn McNeilly  
Susan Holden  
Douglas McMillan  
Lynne McMillan  
Jacob Moller  
Richard Williams  
William McKenzie  
Oliver Todd

New Zealand Red Cross  
Balclutha Branch  
Monica Schael-Isenor  
Denise Coulam  
Linda Toms  
Elizabeth Finnigan  
Sandie MacDiarmid  
Rajith Ratwatte  
Krishanthi Ratwatte  
Nancy Kareroa-Yorke  
Malia Tuai  
Brandy Alger  
Decibelle Tan  
Sacha Milne  
Teck Loi  
Susanne Mannall  
Krystal Boyes  
Enimoa Latu  
Julie-Ann Ebdale  
Gypsy Chant  
Andrew Bate  
Leigh Lehmann  
Beth Strathern



## LONG SERVICE AWARDS

### 60 years

Joan Cockburn

### 55 years

Ann Tutbury

### 50 years

Gay Harris

Betty Owen

Maureen Joyce

Nicole Clunies-Ross

Robyn Gordon

Lucy McCutcheon

Pera Jones

### 45 years

Carolyn Avery

Trish Bunting

Sue Williams

### 40 years

Olwyn Harrex

Judy Finn

Lilian McCorkindale

Rosemary Bushell

Carolynne Stephens

Gail Roy

Michael Gordon

Robyn Smithers

Mary Webster

Robin Rea

Johanna Konings

Dorothy Kells

### 35 years

Miep Thomassen

Anna Nooyen

Jill Glassford

Jeanette Rayner

Joy Sheppard

### 30 years

Mary Barker

Patrick Cummings

Frank Finn

Joan Wine

Andrea Gwynne

Olwyn Downing

Viv Fyall

Sarah Singleton

Don Bateman

Heather Watson

June Brundell

Raewyn Condon

Ann Shaw

Helen Stewart

Maud Burke

Laurice Harris



# NATIONAL DIRECTORY

RĀRANGI INGO Ā-MOTU (as at 17 July 2024)

## PATRON

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

## NATIONAL BOARD

### National President

Kerry Nickels

### National Vice President

John Dyer, NZGD

### National Youth Representative

Sarita Love

### Board Members

Sue Chamberlain

Patrick Cummings, JP

Mat Darling

Warren Johnstone

Wendy Lau

Scott Tambisari

## COUNSELLORS OF HONOUR

Joan Cockburn, CBE, JP (retired)

Lynette Jones, CNZM

Jocelyn, Lady Keith, CBE

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

Dr Ron Mackenzie, QSO

Penny Mason, ONZM

Dr Jenny McMahon, ONZM, MBE, FNM, CRSNZ

Patricia O'Brien, QSO

Jane Smith

Wendy Smith

John Stevens

Jerry Talbot, HDA

Paul Watson

The Very Reverend Gavin Yates

## 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

Jane Derbyshire

### General Manager People Experience and Support

Fiona Ross

### General Manager Migration

Sue Price

# GET INVOLVED

## 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 annual 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.

## CONNECT

### Join us online:

 [facebook.com/NewZealandRedCross](https://facebook.com/NewZealandRedCross)

 [nz.linkedin.com/company/new-zealand-red-cross](https://nz.linkedin.com/company/new-zealand-red-cross)

 [instagram.com/nzredcross](https://instagram.com/nzredcross)





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