

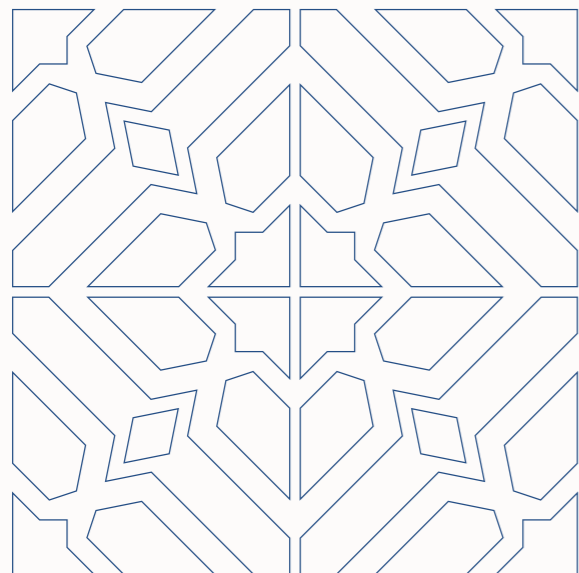
# ANNUAL REPORT



*Celebrating Five Years*



By Refugees, For Refugees



**New Settlers Family and Community Trust**

NFACT

Yarnton House: 14 Erson Avenue, Royal Oak

[nfact.co.nz](http://nfact.co.nz)

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

Charities Services Registration: CC57453

NZBN: 9429047397552

Auditors: JSA Audit Limited

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## FROM OUR CHAIR

As Chair of NFACT, it is my honour to present this year’s annual report, which reflects on a year of accomplishments and positive outcomes for our refugee-background communities.

Over the last 12 months I have seen significant strengthening of NFACT’s operations, which has enabled greater outcomes for the communities we support. We have had some funding challenges but were able to extend the work we do through new funding relationships. We were successful in being one of the only organisations to work with exploited migrants in New Zealand who were given Migrant Exploitation Protection Visas by the Government.

Securing adequate funding remains an ongoing issue, as we aim to meet the rising demand without compromising on the quality of our programmes. Additionally, the settlement process remains complex and can vary widely between individuals. As a result, NFACT delivers flexible and adaptive approaches, tailoring our services to meet diverse cultural backgrounds and individual family needs.

Our most recent evaluation, conducted by AUT University’s Migrant and Refugee Health Research Centre is now complete. The results show that the service met community needs safely and effectively, and that NFACT staff often exceeded expectations despite limited resources.

As we farewell two former board members, Dr Hans Everts and Jack Zoutenbier, it is important to recognise their contributions over the past few years. On behalf of the board, I want to express our profound appreciation for their service. In 2024, NFACT has actively expanded the board by including Miriam Gabriel from Mercury Energy and Ronan Payinda, a second-generation refugee and medical student at the University of Auckland. We are eager to further grow our board with individuals who have specialised knowledge in finance and New Zealand law, along with members from the communities we support.

Our accomplishments would not have been possible without the extraordinary commitment of our team—Dr Fahima Saeid, our dedicated staff and volunteers, and fellow board members. We express our sincere appreciation to every member of the NFACT community for their steadfast dedication.

Although we celebrate our previous successes, we acknowledge that our mission is far from complete. We face challenges, including political changes and increasing numbers of refugees worldwide, as well as funding shortages in both New Zealand and globally. Yet, we are determined to confront these challenges with targeted service delivery, community partnerships, and political advocacy, and expand our impact with the support of our government partners and generous benefactors. These challenges, and how to best address these, will be a focus of our strategic planning in 2025.

We draw inspiration from the collective strength and resilience of our organisation and the communities we assist. We are confident that with the ongoing guidance of the Board of Trustees, and the continued support from all stakeholders, NFACT will remain a symbol of hope for those seeking assistance with their settlement journeys. Thank you all for your unwavering dedication to our mission and for embarking on this journey with us.

Eleanor Holroyd  
Chair



## FROM OUR CEO

It is with deep gratitude that I present the CEO Report for the 2023/24 year. This was another busy, challenging, and overall successful year for the trust. It was an important period, marked by significant achievements and the realisation of our mission to reach out to the wider refugee community and create lasting impact on our society.

The first half of the year was spent delivering programmes and services while reflecting, refining, and elevating the structure of our organisation to make the most of the substantial growth we experienced over the previous year. During this time, we were able to work closely with the wider community and our partners to further establish NFACT’s identity.

The second half of the year was a much busier and exciting time. We successfully negotiated two new projects to support flood affected communities and exploited migrants. These were with the Government and Auckland Council to provide financial and navigator support for Migrant Exploitation Protection Work Visa (MEPV) holders and to provide support to flood-affected families across Tamaki Makaurau, respectively. Through these programmes, we directly reached over 600 individuals and families. As a CEO, I could not be any prouder of my team and the work they have done. The way everyone stepped up to these challenges and embraced these opportunities exceeded not only my expectations, but that of our clients, our funders, and our community.

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### *We successfully negotiated two new projects to support flood affected communities and exploited migrants*

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Through dedicated efforts in grant-writing and community networking, we secured enough funding to continue our work for the year 2024/25 financial year. However, due to ongoing economic challenges, both national and global, access to sustainable, long-term funding is as limited as ever.

We currently have over 30 active volunteers at NFACT—a 30% growth over last year. They are an essential part of our outreach work, contributing many hours of service within the community, enabling us to host several events and build stronger relationships with our clients.

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### *We currently have over 30 active volunteers at NFACT—a 30% growth over last year*

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As we move closer to 2025, our goal is to expand our services and reach more communities. We will continue to strengthen existing partnerships and build close relationships with stakeholders and local organisations to enhance our impact.

I want to express my heartfelt gratitude to NFACT’s Board of Trustees, dedicated staff, volunteers, and supporters. Your unwavering commitment is the reason for our success, and it is what allows us to overcome challenges together. Thank you for being with us. Together, we are making a difference and I cannot wait to see what we achieve next year.

Dr Fahima Saeid  
Chief Executive Officer



## FROM OUR PROGRAMME MANAGER

With big visions of contributing to social change and a desire to experience the wider world, as a young person I completed an English Language internship and worked abroad in Asia, which inspired me to study International Development and International Relations. Since then, I have worked and volunteered in the not-for-profit sector in Aotearoa New Zealand and abroad for over 10 years, with lots of learning along the way.

Aiming to upskill and focus more on relational human-centred support, I completed my Masters in Applied Social Work at Massey University. Within this study a placement with Asylum Seekers Support Trust confirmed my desire to work in the refugee services sector, with sector struggles and gaps made very apparent. Therefore, for a university class assignment, I remember co-envisioning a plan for an organisation focussed on holistic wellbeing, "supporting all former refugees to not just resettle, but to thrive and be seen as meaningful community members within Aotearoa." Soon afterwards, I began my journey with NFACT as a social worker supporting the settlement of what ended up being 1500+ people who were evacuated from Afghanistan after August 2021.

Since early 2024 I have had the privilege to lead a Community Connector project supporting migrant workers who have experienced exploitation. Our diverse team, with a wide range of backgrounds, languages, and experiences, has come together, and made the experiences of the people we support better, by helping them navigate challenges and caring about their wellbeing.

NFACT aims to address service gaps and provides wrap-around, culturally responsive support. As a team, collectively holding the vision of centring those we support and giving them skills, connection to community, and a sense of belonging, whilst walking alongside them within their challenges has been a highlight of my work.

There's been a lot of adapting, and a desire to always do more as we know the extensive barriers people face, alongside ongoing questions regarding social justice and equity. I have learnt that social change (mainly) does not comprise of sudden, grand gestures. It's the collective work, solidarity, and advocacy of many; with small actions, moments of connection, and the ongoing efforts of people showing up, speaking up, and envisioning more than what is being of great significance. I feel very honoured to be a part of a team willing to challenge, go the extra mile and be led by compassion.

Starting as NFACT's Programme Manager in 2024, I hope to continue to contribute to NFACT by being grounded in my practice knowledge, and values. I'm proud of placing an awareness on the 'how' of my practice and know this knowledge, alongside an emphasis on curiosity, deep listening, and strong connections to those we are supporting are important aspects for this role. I am excited to keep working alongside an amazing group of people dreaming big and aiming to help enhance the connections, the lives and the experiences of people from refugee and refugee-like backgrounds settling in Aotearoa New Zealand.

Annah Stevens  
Programme Manager



## WHO WE ARE

NFACT was registered as a charitable trust in 2019 to address gaps in the provision of services "by refugees for refugees". We currently have over 50% of our staff team from refugee-backgrounds. When we established the organisation, there was little organised and funded support for refugees coming under different visa categories such as family reunification, critical purpose visitor, emergency visitor, temporary, emergency settlement or special permanent resident visas. Over the last five years we have been able to, with support from our government and philanthropic partners, enable positive settlement outcomes for people from refugee-backgrounds whose settlement needs are often not met elsewhere.

### OUR VISION

We aspire to help new settlers and their families thrive within their communities and wider society through a range of targeted community-based services and initiatives.

### OUR MISSION

To support new settlers to Aotearoa New Zealand, especially those from refugee and refugee-like backgrounds by providing culturally appropriate services to enable them to manage their own wellbeing and overcome the social and mental barriers to settlement, with an emphasis on providing services for refugees by refugees.

### OUR VALUES

- Integrity:** We commit to working in a truthful and honest way.
- Respect:** We value the opinion of others and will seek to treat people with compassion.
- Empowerment:** We focus on people's strengths to enable them to thrive.
- Connectedness:** We will create a culture of inclusion and belonging.
- Innovation:** We will act with courage, challenging the status quo, and seek new ways to address issues.

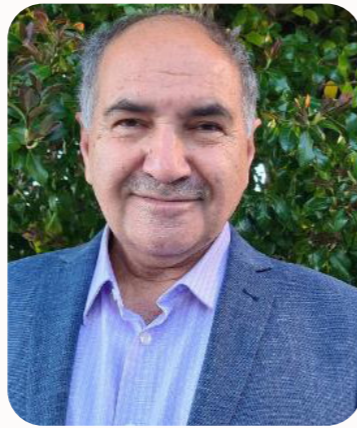
# OUR BOARD OF TRUSTEES



Eleanor Holroyd



Miriam Gabriel



Dr Arif Saeid



Sabrina Zoutenbier



Suresh Rajan



Ronan Payinda



# OUR STAFF TEAM



From left: Amin Bakhsh, Sian Cottrell-Davies, Gillian Ross, Dr Fahima Saeid, Hekmatullah Ahmadzay, Karen Newborn, Naveed Saeid, Esperance Bankundiye, Asif Agah, Annah Stevens, Azrah Ghulami, Polait Kiyork, Penelope Gayford, Shalini Pillai



# THE YEAR IN REVIEW

In 2023/24, New Settlers Family and Community Trust continued to make significant progress in supporting new migrant and refugee families as they settle into their new lives in Aotearoa New Zealand. Through expanded partnerships and community-driven initiatives, we reached more people and provided tailored programmes to help people thrive and become more connected in their communities. This year saw a significant increase in business workshops, mental health and wellbeing support, language and job readiness programmes, social work and navigation support, cultural celebrations and leadership events – these helped to foster a stronger sense of belonging and resilience. Our dedicated team and community partners played a crucial role in making this a year of growth and empowerment for the families we serve.

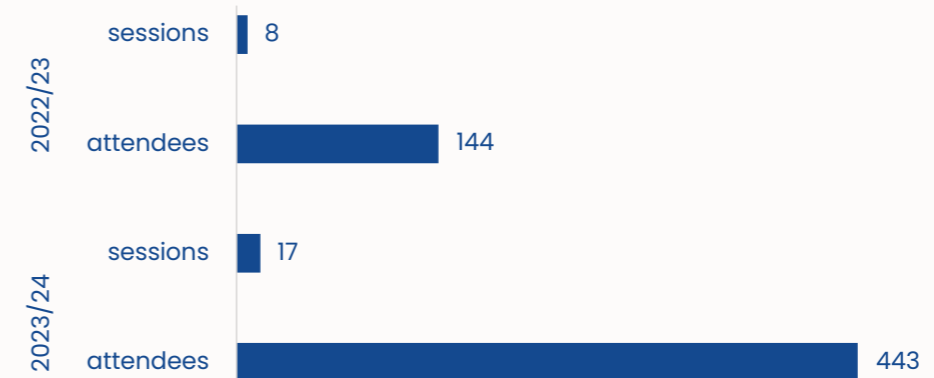


## SETTLEMENT SUPPORT

Over the year, we focused our social work support on refugees who needed more intensive support from our team. We ran workshops on leadership and resilience, preventing family violence, family and couple relationship strengthening, youth empowerment, employment and housing.

The educational sessions for refugee-background communities that were offered throughout the year were well attended and received. These were focused on the education system in New Zealand, family harm reduction, social cohesion and safety in New Zealand, housing and tenants' rights and obligations, the student allowance and loan system, employment and career pathways, the New Zealand health system, elections and voting, and emergency preparedness. We ran these workshops with our partner agencies, Ministry of Education, Ministry of Health, New Zealand Police, Ministry of Social Development, Work and Income, Tenants Protection Association, and Auckland Emergency Management. 443 people attended these sessions.

### Orientation Session Attendance



Our learning-to-drive programme was extremely popular as this is needed to access employment or training. 62 people completed this course in the 2023/24 year. We have two staff who are trained facilitators in Positive Parenting; over the year they delivered training for 25 families. In addition, we offered swimming classes for 21 women in South Auckland, with support from Sport Auckland.



**Settlement Team**

From left: Azrah Ghulami, Polait Kiyork, Asif Agah, Amin Bakhsh, Esperance Bankundiye, Hekmatullah Ahmadzay



# STORM NAVIGATION SERVICE

A new programme for NFACT came about through Auckland Council funding – the aim of the Storm Navigation Service is to support people affected by the Auckland storms of 2023. We have two staff who engaged with ethnic communities to connect people to support services, resources, and guidance on the recovery process.

**31** People received storm navigation support in 2023/24     **314** Community engagement sessions completed from Jan to Mar 2024

Affected communities experienced a range of impacts such as mental health issues and anxiety, financial challenges, separation from loved ones, issues with their houses, loss of their homes, uncertainty in repairs of homes, insurance challenges and many others. NFACT's Storm Navigators helped reduce peoples' stresses by providing access to information, linking people to Auckland Council services, and helping people through processes and timelines.

We supported 31 people in Auckland – both refugees and migrants. This project will continue into 2025 with more people being supported over the months.

NFACT's CEO sits on the Storm Recovery Navigation Governance Group at Auckland Council to guide how ethnic communities are supported through storm recovery processes.



**Storm Recovery Navigation Team**

Amin Bakhsh (left) and Asif Agah have worked with many individuals and families affected by the 2023 Auckland Anniversary Weekend Floods, helping clients access legal, financial, and wellbeing resources.

## A CLIENT'S STORY

We arrived in New Zealand in April 2022. In the beginning, we had many problems, including the language barrier, not knowing where to buy halal food, enrolling children in school, enrolling in an English course, finding a house and making an agreement, connecting to utilities such as water, electricity, internet, and gas. When we moved to our rental accommodation, an NFACT staff member visited us and explained their services and we joined NFACT to receive these services. NFACT helped us a lot, including enrolling my children in schools, enrolling us in English courses, and driving courses. NFACT also helped us in contracting utilities such as electricity, gas, and internet, and familiarised us with how to pay the monthly bills.

NFACT offered us advice about the problems we had in service provider offices such as Work and Income, and also helped with language support in those situations. NFACT supported us by explaining to us the letters that we received and did not know what they were about. NFACT supported with solving problems related to the house such as rent and maintenance. When our house was flooded in January 2023 and we lost our belongings and household items, we didn't know exactly what to do. NFACT helped and guided us during this critical time, including financial support, and assisted us with finding replacements for those essential household flood-damaged items. The support was so crucial for our recovery and avoided facing further challenges. I am deeply grateful for the assistance of NFACT.

NFACT's service and support were excellent and timely for us. My children and I were enrolled in schools and an English course on time. NFACT's orientation programs covering different topics important to life in New Zealand were very good. In addition, the support delivered to flood-impacted families by NFACT was crucial and excellent.

My English skills have improved which helps me solve my problems on my own. I got my full driver's license and now can drive all over Auckland and other places. My children's English competency has improved a lot and can speak English fluently now. They have made a lot of friends at their schools.

Compared to when I first arrived in New Zealand, I feel good now. I don't have almost all the problems and worries that I had in the beginning. I like the country and the good people of New Zealand.

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*NFACT's service and support were excellent and timely for us*

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The most meaningful or memorable part of our experience with NFACT was when we moved into our first house here in Auckland, my mind was preoccupied with the challenges and worries of the new life here. Issues such as how to enrol my children in school, and how to coordinate electricity, water, and internet at home, worried me significantly. It was during this time that I received a call from the NFACT and one of its staff came to my house and said that he would help me in all these cases and gave me his contact number and told me to call if I faced any problem. This made me very happy and eased my worries. This was a great experience.

NFACT's service and support are generally excellent. NFACT offers these services and support to refugees too to improve their lives. It is good to familiarise refugees with life in New Zealand, particularly in areas such as finding a suitable house, connecting to utility services, safety, crime, and public transport.

Mohammad Baqir Rahimi  
Client from Afghanistan



# SUPPORT FOR EXPLOITED MIGRANTS

Over this year, we extended our reach to support new migrants to New Zealand who had experienced exploitation in the workforce. We provided wellbeing support and access to resources for migrants who hold Migrant Exploitation Protection Visas (MEPV) across New Zealand. Initially the Government contracted NFACT to assess and distribute stipends to these migrants. 457 migrants across New Zealand were assessed to receive financial support.

When the financial support ended, we were able to secure further funding to support migrants to improve their employment readiness, wellbeing and mental health, English language skills and other skills to enhance employability.

**457** Migrants supported under the MEPV project  
**3284** Stipends paid out on behalf of the Government

The team connected with MSD's Early Response Team, organising two events where 70 people were able to individually meet face-to-face with case managers to be assessed, with the opportunity to be matched with potential job opportunities. We organised an information local bus trip for MEPV holders and their families, with the

intention to support participants to connect to local services whilst supporting connection and an enhanced understanding of New Zealand systems. This helped people connect with Auckland Libraries, Citizen's Advice Bureau, Recycling Centre and Opportunity stores, a community garden and food bank.



**MEPV Team**  
From left: Jay Vora, Angelica Moya Martinez, Annah Stevens, Minh Hieu Nguyen, Esperance Bankundiye, Asif Ahmad

Over this project, we were able to achieve meaningful outcomes, such as:

- Networks and helpful sector relationships were developed which helped channel referrals and guide people to suitable support, supporting wider holistic wellbeing for MEPV holders and their families.
- Collaborations with external facilitators, community organisations and multiple MSD teams have enabled people to be supported to be more equipped and informed in the job-seeking journey.
- People received useful information and guidance, alongside practical and emotional support.
- People were able to gain practical support including accessing food parcels, clothing, services and events.
- MEPV holders felt seen, heard, supported, and therefore less isolated and alone.

*"You guys are a great team. Always help me and others in time of need. I feel very confident working with you guys....Because if it weren't for your help, I wouldn't have been able to claim my rights. Because the law in New Zealand is difficult for me to access to claim my rights. Because of my language and culture."  
– MEPV client from Southeast Asia*



NFACT's MEPV team hosted several job-ready workshops to help clients with their CVs, cover letters, and interview skills. They also organised many outings to connect clients with local food banks, community gardens, and service providers.





# YOUTH DEVELOPMENT

Our youth development programme grew this year to include a stronger leadership focus. The youth created two football teams – one for girls and one for boys. This football programme was supported by Sport Auckland, which also provided coaching and leadership training for our youth leaders. Fifty-three young people participated in this programme. Our partnership with Sport Auckland has been critical to fostering recreational and sporting outcomes. We also offered many leadership activities and workshops for our refugee-background youth.

## 53 Youth supported in recreation and sporting activities

The Ministry of Social Development (MSD) ran a Peaceful Action Leadership Movement (PALM) Rangatahi Symposium 2023, where 17 refugee youth attended, along with a wider Māori and Pacific group comprising of 23

ethnic communities from across Aotearoa. They learned about the PALM kaupapa which is powered by the vision that whānau and communities, and Aotearoa as a whole, are strengthened by rangatahi spending time kanohi ki te kanohi (interacting face-to-face). It also encourages the fostering of relationships between different ethnic and social groups to grow respect and connection among diverse rangatahi.

A few of NFACT's youth leaders attended a Mental Health First Aid training by St Johns – this provided useful information and tools to support our youth clients in their mental health needs.



Boys football team



Girls football team





## CREATIVE HUB

One of the key components of our Creative Hub is the beginners and intermediate sewing courses; in 2023/24, we had 67 learners across both levels. In addition to learning sewing skills, the classes have broken down boundaries, crossed language differences along with social class, income and nationality barriers. In a class with four different nationalities and very little

English, everyone learns the language of sewing through actual doing and making, which has created a sense of camaraderie and trust. The learners have blossomed in the classes, not only in skills, but confidence. They have opened-up in an environment of trust and found opportunities to voice their struggles with their classmates. The classes have given them hope for the future and the companionship they would not otherwise have had. Everyone who has attended the classes has made new connections and formed friendships while they access opportunities to better themselves.

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*“The most important skills I learn in this course about how to start our business in NZ – gain a lot of confidence to get the steps to start our business”*  
– Feedback from a Business Course graduate.

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We started running Small Business Starter courses with Edvance, an organisation that supports workplace and community literacy and English language teaching. These courses have taught our learners both English language for business and all the tax and government requirements, alongside everything they need to write a business plan if they take the step to start their own business. Sixteen people completed the course, and several have started their own businesses, with a few people currently in the process of starting their business or actively looking at starting a business in the near future.



**Creative Hub**  
Penelope Gayford (left), Karen Newborn



Our weekly women’s group in Mangere East focuses on traditional sewing work. This programme has been successfully running for a few years, facilitated by two refugee-background women.

We set up sewing workshops at the weekend to make craft to sell at markets. To help people understand how to sell at markets, we also ran workshops on how to run a market stall and offered other avenues for creative opportunities. Over the year, we ran two stalls – at the Parnell Festival of Roses and the International Cultural Festival.

**16** People graduated from Edvance’s Small Business Starter Course



The Creative Hub sells handmade goods at local markets to fundraise for the programme. Students are encouraged to sell items that they’ve made in class to earn some extra money, improve their English skills, and learn how to market their work.



# WELLBEING AND COUNSELLING

NFACT has a dedicated counsellor and a wellbeing practitioner trained in psychology who provided face-to-face and phone support on a regular basis, helping our clients and their wider whānau to navigate difficult challenges and process their emotions. The support provided has included one-to-one and group support sessions. Language interpretation services are provided, with internal referrals occurring regularly. We supported 45 people to improve their wellbeing, with 94 people attending psychosocial groups.

### Psychosocial Group Attendance



### Youth Resilience Programme Attendance



Utilising our staff expertise in the Migrant Family Resilience programme, we have been able to tailor this programme to support youth. We piloted a youth resilience programme in schools as we saw a need to address challenges young people faced in schools. Rather than have issues with truancy or drop-outs, we felt the need to support young people as early as possible to help them deal with whatever challenges they faced.



Our Women's Wellbeing Group has been growing over the year. They have been engaged in leadership development and recreational activities such as tramping and cultural exchanges. We now have a strong relationship with Outward Bound who are offering to pilot a refugee-focused course in 2025—the women have begun training hard for this!

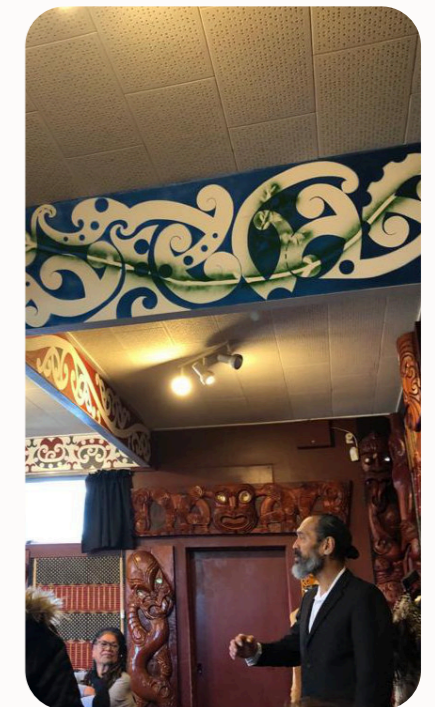


# LEADERSHIP EVENTS

Over the 2023/24 year, our events and camps reached over 1,000 people. They offered our communities a chance to celebrate their cultures, learn about Tangata Whenua and the history of Aotearoa New Zealand, develop their leadership skills and connect with each other and with other communities.



Matariki celebration at Te Tahawai Marae and Ngāti Whātua Ōrākei





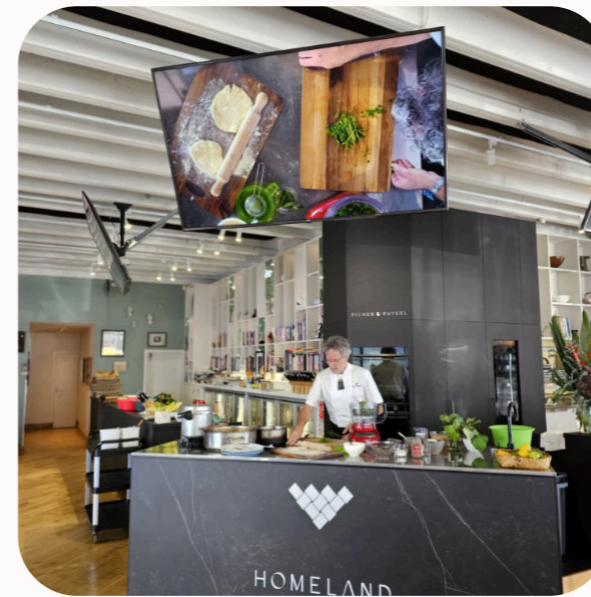
Peaceful Action Leadership Movement Symposium camp for refugee, Māori and Pacific youth, run by MSD

NFACT's seminars at Diocesan School for Girls



Waitangi Cultural Exchange at Te Tii Waitangi Marae with WotMatters

NFACT 2023 Christmas Party



2023 Afghan Independence Day Commemoration

Women's Group at Homeland Restaurant with Chef Peter Gordon



The NFACT Team facilitated a workshop at the Refugee Trauma Recovery in Resettlement Conference in Australia

Wonderful Wahine Walking Group



Matariki celebration at Te Tahawai Marae and Ngāti Whātua Ōrākei



International Women's Day



Round the Bays



National Refugee Resettlement Forum 2023 in Wellington



# KEY OUTCOMES OVER THE LAST FIVE YEARS

## Being a responsive and accessible organisation

New programmes and services created with community need in mind, programmes are accessible to all refugee-background people; “by refugees for refugees” is a key focus for NFACT. We have created a space where people feel welcome and can come and learn at their own pace.

## Development of a model of refugee settlement

Based on Te Pae Māhutonga and Te Whare Tapa Whā. We have been on our Te Tiriti O Waitangi journey since our inception and have seen the importance of the relationship between Tangata Whenua and refugee-background communities in strengthening social cohesion and refugee settlement. The cultural exchanges and understanding of indigenous approaches are showing us that there is much to be learned from having our refugee communities partner with Tangata Whenua.

## Trusted relationships

We have built and strengthened relationships with government agencies and philanthropic funders even more this year. We have seen new support to include new areas of work: storm-affected ethnic communities in Auckland and support for exploited migrants across Aotearoa New Zealand. NFACT has been called on to share learnings with government and academic institutions.

## Building capacity and capability

We have seen the growth in capability within our team over the year. We have three qualified social workers, two counsellors, and one mental health practitioner. Support for interns and people doing work placements is a key approach for supporting growth and development in the refugee workforce or for people wanting to work with refugees.



Trustee Dr Arif Saeid Speaking at the Canterbury Refugee Resettlement Forum.

## Evaluation of our work by AUT

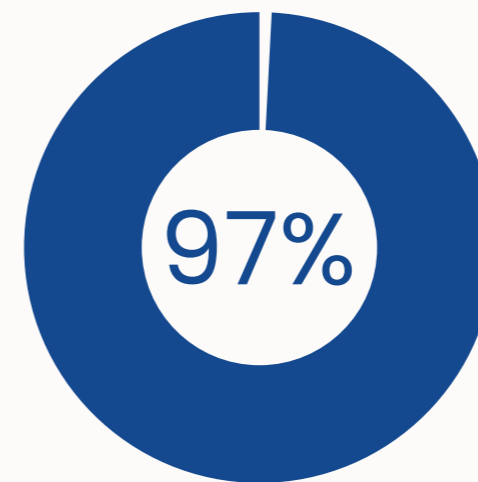
NFACT was contracted to support 1745 Afghan nationals on emergency visas for two years. Over the last 12 months, we have worked with AUT to evaluate our work. Using a refugee integration model to inform the evaluation, AUT’s Migrant and Refugee Health Research Centre conducted qualitative and quantitative research to understand how NFACT supported this group.



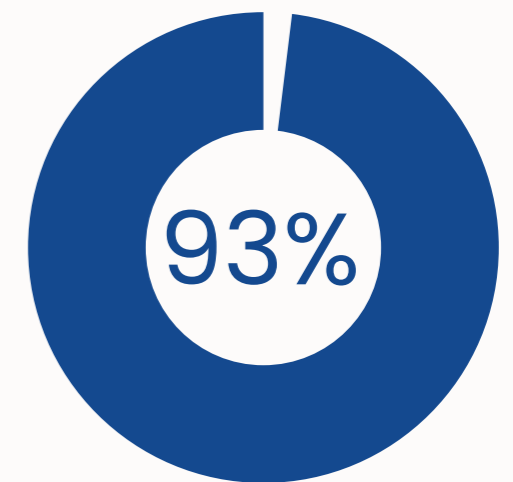
Our CEO, a qualified Counsellor, facilitated a session for counselling students on working effectively with refugees and is on a number of national and regional advisory groups.

What we learned from the evaluation:

- Those who had some understanding of English found it easier to make friends and understand the local culture; which shows the importance of language support.
- Many of the Afghan community expressed a sense of loss, and significant barriers to their settlement, in particular, lack of employment, difficulty adjusting to New Zealand’s education system and a loss of identity.
- The Afghan evacuees stressed the need for ongoing support, especially for those with mental health issues, or language barriers. Building social connections and learning about systems and structures also take time. Sometimes people’s needs increase over time before they fall again.
- The most important outcomes they sought were access to employment and education, which they felt NFACT supported them with.
- The need for wraparound or multifaceted approach, especially for those with complex or mental health needs.
- Having staff with lived experience, especially those who spoke the same language was invaluable within their settlement journey.



Of participants said they would recommend NFACT’s programmes to new refugees



Of participants were either satisfied or very satisfied with the support they received from NFACT





# FINANCIAL REPORT

NFACT has a strong commitment to only delivering programmes for which funding has been secured, intentionally seeking to bring together the priorities of funders with the identified needs of our refugee-background clients. We have been approached to provide Contracted Services, as well as sought grants from Government, Council and philanthropic donors. As a result of an increasingly proven track record delivering exemplary service, total funding reached \$1.7 million for the 2023/24 year, an increase of 67% over the 2022/23 year. However, in the line our ethos of seeking funding before service delivery, \$677,000 of this is funding our 2024/25 programmes. As a result, 2024/25 revenue is budgeted to fall back to \$687,000, as we deliver the programmes for which funding has already been received, with limited opportunities presenting to grow further.

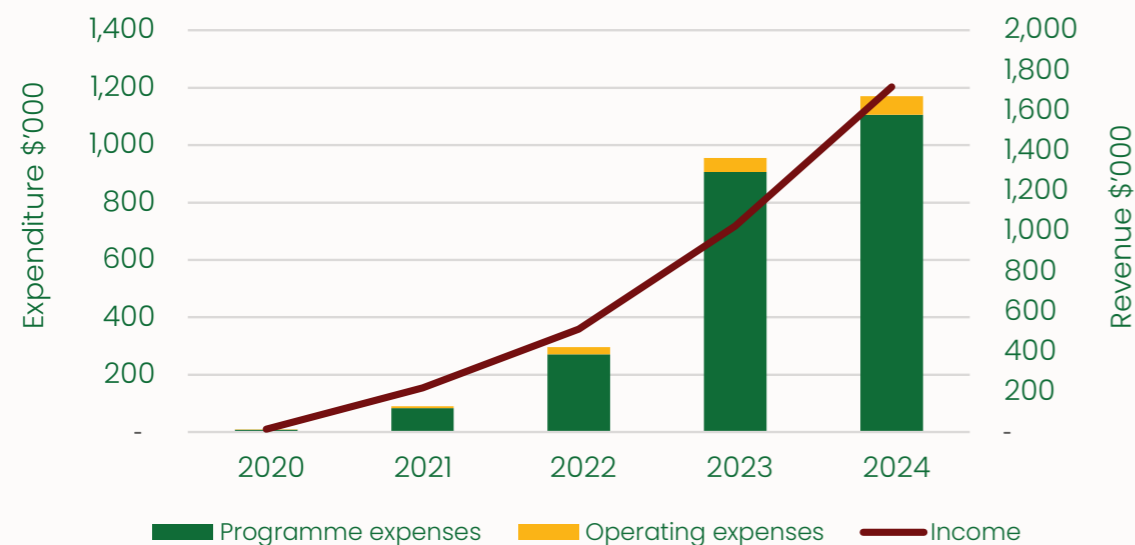
Our expenditure is growing more consistently, with 2023/24 expenses of \$1.17million increasing 12%. Of this only \$108k (9%) relates to overhead expenditure.

Funding received has enabled us to retain key staff and continue to provide services to our existing refugee communities for the 2024/25 year, despite the downturn in the funding environment. However, the situation for the 2025/26 year is still uncertain, due to the lack of multi-year funding.

As a not-for-profit organisation funded by public money, NFACT operates a balanced budget each year so that all funds received are applied to the services agreed to be undertaken. Service delivery has been well achieved, and careful financial management has resulted in the accumulation of reserves. The board considers it prudent that a safety margin is required to cover operating costs for a period of time to bridge funding shortfalls, and current reserves will cover only six months of operating expenses.

The following financial statements have been audited by JSA Audit Ltd, and filed with Charities Services.

## 5 Year Growth in Revenue and Expenditure



### Summary of Revenue and Expenses For the year ended 31 March 2024

	2024 \$	2023 \$
<b>Revenue</b>		
Grants	1,005,777	965,537
Contracts for service	650,594	11,388
Donations and other income	14,301	28,589
Interest	47,720	19,946
	<b>1,718,392</b>	<b>1,025,460</b>
<b>Expenditure</b>		
Personnel	873,900	628,978
Service delivery	78,597	160,353
Facilities	63,195	20,448
Other operating costs	154,528	145,357
	<b>1,170,220</b>	<b>955,136</b>

### Summary of Financial Position For the year ended 31 March 2024

	2024 \$	2023 \$
<b>Assets</b>		
Cash at bank	1,273,602	1,257,600
Term deposits	450,000	-
Accounts receivable	103,500	9,478
Total Current Assets	1,827,102	1,267,078
Fixed Assets	25,025	36,585
<b>Total Assets</b>	<b>1,852,127</b>	<b>1,303,663</b>
<b>Liabilities</b>		
Creditors and accrued expenses	110,492	149,348
Employee entitlements	44,578	36,586
Unused grants with conditions	676,687	696,063
Income received in advance	56,032	-
	<b>887,789</b>	<b>881,997</b>
<b>Net Assets</b>	<b>964,338</b>	<b>421,666</b>
<b>Accumulated Funds</b>		
Unspent committed funds reserve	280,609	168,135
Accumulated reserves	689,229	253,531
	<b>969,838</b>	<b>421,666</b>

For full details, please refer to full Performance Report and included audit report filed with Charities Services.



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