Year 1 Multiyear Results Report Otinga Kōrero
Due at: 17 March 2026

Report for:
Lottery Auckland Community

Grant:
LC-2025-288239 Total Awarded $80,000.00
Grant Term: 18/3/2025 - 17/3/2027

Year 1 Report For: $40,000.00

AOTEAROA REFUGEE SUPPORT TRUST

Organisation Watchlist Rating -1
Report ID: 84632

▼ Table Of Contents

REPORT DETAILS
INTERNAL PROCESSING
MONITORING ACTIVITIES
INTERNAL INFORMATION

Status	Report Assessed
Assigned to:	9(2)(a)
Due On:	17/3/2026
Received On:	26/3/2026
Assessed On:	8/4/2026

▼ TIME EXTENSION

Request Report Time Extension

▼ REPORT DETAILS

BENEFITS OR OUTCOMES ACHIEVED

You told us the expected benefits/outcomes were:
We are the only organisation in Auckland to deliver these services to people who seek asylum and for convention refugees. For these groups we expect to see better integration into our communities, more opportunities for them to thrive by engaging in our community, and better outcomes for them and the community. Our aim is to support this vulnerable group to develop their capability for successful independence. Then we find early interventions in the resettlement process have considerable gains in the long run. Employing skilled staff who understand the community and their needs enhances ASST's ability to ensure these outcomes

are achieved. Here are some figures; Number of Unique Clients supported in last year - 1,488 Number of Actions done to support these clients - 18,635 We have permission from our clients to share the following: "my case has passed, and I'm glad to tell you the news. Since I came to New Zealand, I have been lucky to meet you and have been receiving your help until now, and my gratitude to you cannot be expressed in words. It was your help that gave me a chance to live a new life. I once again express my gratitude to everyone in the office." "Asylum seekers is the only NGO that truly understands and empathizes with the experience of being a refugee. The support and care they provide brings tears to my eyes when I think about how my life would be a disaster if I hadn't found this organization" "Good Morning Ma'am, I hope you are good...just wanted to say thanks as whatever we are achieving and will achieve in future is because of you...U laid the foundation for our right way to success U provided us with such great people....we will always remember your efforts.. we are extremely thankful to you..."

What was achieved | Did you achieve the expected benefits/outcomes?

In Year 1, the grant enabled us to deliver essential support services to people seeking asylum and convention refugees in Auckland.

We supported 1,935 unique clients and delivered 22,193 support actions, reflecting both the high demand for our services and the intensity of support required. These services included case management, advocacy, referrals, and assistance with accessing basic needs such as food, vouchers, and essential items.

The funding allowed us to employ skilled caseworkers and support staff, strengthening our ability to provide timely, culturally appropriate, and responsive support. This contributed to improved client outcomes, including better access to services, increased stability, and progress toward independence.

We also strengthened our internal systems and processes to improve service delivery and reporting accuracy, ensuring more consistent and effective support for clients.

Overall, Year 1 demonstrated strong demand, effective service delivery, and meaningful impact on the wellbeing and integration of people seeking asylum and refugees.

Is there anything else you would like to tell us?

We would like to acknowledge and thank Lottery Auckland Community for their continued support, which has been critical in enabling us to deliver essential services to a highly vulnerable group.

Demand for our services continues to grow, and the needs of our clients are becoming increasingly complex. Despite this, our team has remained committed to providing responsive, culturally appropriate support that makes a meaningful difference in people's lives.

Ongoing funding is vital to ensure we can sustain and expand these services, respond to increasing demand, and continue supporting people seeking asylum and refugees toward stability and independence.

FINANCIAL INFORMATION

How did you use this year's grant?

The grant funding was fully utilised to support the delivery of essential services to people seeking asylum and convention refugees.

A total of $40,000 was received and fully expended during this reporting period, in line with the approved budget. The majority of funding ($30,000) was allocated to staff costs, enabling the employment of caseworkers and support staff to provide direct client support.

$7,000 was used for client support, including food, vouchers, and essential items to meet immediate needs, while $3,000 contributed to operational costs required to deliver services effectively.

Expenditure remained closely aligned with the planned budget, with minor adjustments made to respond to client needs throughout the year. Overall, the funding was used efficiently and as intended, ensuring continuity of services and positive outcomes for clients.

Did you use the entire grant? : Yes

REPORTING DOCUMENTATION

Required documents:

1. Financial statement document - *Required.*

2. Budget - *Required.*

For information on:

- financial statement document refer to Community Matters - Results Reports
- the type of budget you need to provide refer to Community Matters - Budgets

REPORTING DOCUMENTS

Budget 2026.pdf

Budget (MY1)
Added by 9(2)(a) at 5:37 PM on 7 April 2026

COGS Grant Financial Statement-MY1.pdf

Financial statement (MY1)
Added by 9(2)(a) at 11:40 AM on 26 March 2026

Is there anything else we need to know about the financial statement in relation to the budget?

CONFIRMATION

I confirm this report is true and correct for this grant:	Yes

Out of scope

Out of scope

Out of scope

Final Results Report Otinga Kōrero
Due at: 30 July 2025

Report for:
COGS Auckland City

Grant:
COGS-2024-264560 Total Awarded $3,000.00
Grant Term: 31/7/2024 - 30/7/2025

AOTEAROA REFUGEE SUPPORT TRUST

Report ID: 80608

▼ Table Of Contents

RESULTS REPORT DETAILS
INTERNAL PROCESSING
MONITORING ACTIVITIES
INTERNAL INFORMATION

Status	Report Assessed
Assigned to:	9(2)(a)
Due On:	30/7/2025
Received On:	29/7/2025
Assessed On:	23/9/2025

▼ Time Extension

Request Report Time Extension

▼ RESULTS REPORT DETAILS

BENEFITS / OUTCOMES ACHIEVED

What happened?

The $3,000 COGS grant was used to support the wages of a frontline support worker at ASST. This allowed us to continue providing essential one-on-one support to asylum seekers helping them access housing, income support, education, and health services during early resettlement.

Who participated or benefitted?

People seeking asylum in Auckland benefited from the support provided through this funding. This included individuals and families facing significant barriers to housing, income support, and essential services due to language, legal, and social challenges.

What was achieved?

The funding helped us provide consistent support to people seeking asylum during a critical stage of resettlement.

As a result, clients were able to access housing, apply for income support, enrol in education, and receive guidance navigating health and social services. This improved their stability, wellbeing, and ability to engage with the community.

What other community benefits or outcomes were achieved? :

The support contributed to a more inclusive and connected community by reducing isolation among people seeking asylum. It also strengthened trust between our organisation and the community, improved service coordination with other agencies, and reduced pressure on emergency and crisis services through early intervention.

Is there anything else you would like to tell us?

We are grateful for the support from COGS, which helped us continue delivering critical services during a time of increased demand. The number of people seeking asylum continues to grow, and early support makes a lasting difference in their ability to settle and contribute to the community. Continued funding is essential to meet this need.

FINANCIAL INFORMATION

How did you use the grant?

The $3,000 grant was used to contribute toward the wages of a frontline support worker. This staff member provided one-on-one support to people seeking asylum, assisting with housing applications, WINZ processes, healthcare access, and other essential services during their early resettlement.

Did you use the entire grant? : Yes

REPORTING DOCUMENTATION

Required documents:

1. Financial statement document - *Required.*

For information on what is required refer to Results reports information onCommunity Matters - Results Reports

REPORTING DOCUMENTS

COGS Grant Financial Statement-3K.pdf

Financial statement (FR)
Added by 9(2)(a) at 12:24 PM on 25 July 2025

Is there anything else we need to know about the financial statement in relation to the budget?

No changes were made to the original budget. The full $3,000 was used as planned to support staff wages.

CONFIRMATION

I confirm this report is true and correct for this grant: Yes

Out of scope

Out of scope

Out of scope

Out of scope

COGS Grant Financial Statement – MY1

Organization: Aotearoa Refugee Support Trust

Report for: Lottery Auckland Community

Report ID: 84632

Grant ID: LC-2025-288239

Total Grant Amount: $ 80,000

Grant Received: $ 40,000 on 26 March 2025

Grant Term: 18/3/2025 - 17/3/2027

Date: 25 March 2026

Description	**Received (NZD)**	**Actual Expenses (NZD)**
Lottery Grant (MY1)	$40,000.00	
Staff costs (casework & support staff)		30,000
Client support (food, vouchers, essentials)		7,000
Operational Costs		3,000
Total		**40,000**
Balance Remaining		**$0.00**

The grant funding was fully utilised to support service delivery for people seeking asylum, including staffing, client assistance, and operational costs necessary to deliver the programme.

COGS Grant Financial Statement

Organization: Auckland Refugee Council Inc.

Report for: COGS Auckland City

Grant ID: COGS-2024-264560

Grant Term: 31/7/2024 - 30/7/2025

Date: 25 July 2025

Description	Income (NZD)	Expenses (NZD)
COGS Grant Received	$3,000.00	
Staff Wages		$3,000.00
Total	$3,000.00	$3,000.00
Balance Remaining		$0.00