

ANNUAL REPORT 2022 - 2023

Expanding Horizons



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WHAT WE DO



EXECUTIVE CHAIR'S REPORT

Claire van der Most



The 2022 – 2023 financial year was another busy one for HMS Trust, and our AGM and Annual Report provide an opportunity to review our achievements and reflect on some of the challenges we faced.

One of the most significant developments was the Board's decision to expand the Settlement Centre Waikato – our operational base, and that of our sector colleagues – English Language Partners Waikato, Waikato Refugee Forum and Migrant Youth and Training Services. The redevelopment of the Centre signals to the communities we serve that we see them, hear them, and value them. It is our aim the redevelopment will bring lasting positive change to our communities for generations to come.

Following our success in securing a new contract last year, we established the New Kiwis Settlement Service – dedicated to supporting former refugees to settle successfully, and we secured a Housing Navigation contract – focusing on supporting clients to access and maintain suitable housing. In expanding our services, we welcomed a number of new team members.

Within the Board we had a couple of changes too. I would like to thank Natasha Harvey for her significant contribution to the Trust over more than six years, including five years as Chair, and Jannat Maqbool who with her family, returned to Australia.

Due to a change in Government contracts, we closed eight of the Open Road Driving Programme centres at the end of June. I would like to acknowledge the team members who were impacted by this change and thank them, and our volunteer mentors, for their dedication to supporting former refugee learners to gain their driving licence. We continue to provide driving licence

support in Hamilton, Palmerston North and Nelson.

The 2022 – 2023 year was also one of recognition. In November we were announced as winners of the 'For Purpose' category at the Waikato Chamber of Commerce Business Awards – our first time entering. It was great to be recognised across the Waikato business community for the work we do. We also received national recognition from both the Prime Minister and Minister for Diversity, Inclusion and Ethnic Communities for our support to the community during the Covid-19 pandemic.

Each day, I continue to be inspired by the fabulous work the team (Leadership Team, staff, volunteers, and wider contributors) do, at times in the face of adversity. Special thanks to you all for remaining committed to our vision – A society that values and celebrates the diversity of all people.

Thanks also to our funders. We appreciate your continued support and the trust you place in us.

In the coming year, we look forward to celebrating our 25th year, continuing the great work we do, and opening the redeveloped Centre. The first purpose-built ethnic hub in Aotearoa, New Zealand.



TREASURER'S REPORT

David Rickard

I am pleased to present the Treasurer's report for Hamilton Multicultural Services Trust (HMS Trust) for the financial year ending on 30 June 2023. Let me walk you through the highlights of our performance that illustrate not only our solid financial health but more importantly, the vital societal impacts we've made.

This year, our revenues have seen a significant boost, which has directly correlated to our ability to offer diversified services to the community. A sizeable portion, 29%, of our total revenue came through our language service offering, 'Decypher'. This service saw robust growth with 9,222 interpreting jobs and 278 translation assignments completed. Language proficiency and being understood is a cornerstone for successful settlement, the impact of this service cannot be overstated.

Securing stable housing is another key aspect of successful settlement. Our Housing Navigator service launched in February and the Trust has partnered with key organisations and individuals to ensure this is a highly successful programme and makes a transformational difference to migrants living in temporary accommodation. Through this service, we supported 14 families to secure suitable housing.

Our total revenues reached \$4.38m, reflecting a significant increase from the previous year. These funds, supported by the Driving Programmes, delivering 3,556 lessons and enabling 489 individuals to secure their driving licences, and continue to support our Employment Solutions' service which assisted 59 clients with crafting CVs, preparing for interviews, and overall job placement. Successful employment plays a crucial role in settlement, and we're pleased to report that 40 of these clients secured jobs in the past financial year.

In this digital age, we have to mention our 'Computers in Homes' programme, enhancing digital literacy among

families in need. The success of this programme can be measured by our resulted graduation of 30 participants representing seven different ethnicities.

HMS Trust is committed to supporting vulnerable ethnic clients with the 'Community Connector' service and Covid-19 Response services. In the past year, we assisted 131 families with food aid, other living costs and improving their overall living situations. Alongside this, the community is well supported with the Ethnic Health Hub responding to over 1,000 high need health referrals from the Waikato District Health Board.

The Settlement Centre, operating as our hub, saw a great year with increasing venue users and new registrations. Partnering with other organisations in this space, a range of other services are provided to support the community. With such a significant increase in occupancy and settlement centre visitors, the building refurbishment couldn't come soon enough. We are grateful to have received support from key funders such as Trust Waikato, WEL Energy and Lottery Community Facilities Fund to facilitate the expansion and refurbishment of our Settlement Centre. As we navigate through the construction stages, we look forward to providing an even more welcoming, resourceful and spacious environment for the community.

As we look back on the year, we want to extend our deepest gratitude to the community and our dedicated team. Our progress this year underpins our vision - to foster a society that values and celebrates the diversity of all people. We are committed to leveraging our financial health to deepen our societal impact and transform countless more lives. Our growing community of new Kiwis finding their footing in Hamilton, is thanks to your trust and support. Here's to another year of making a difference!





A society that values and celebrates the diversity of all people



Paving the way for successful settlement

OUR VALUES

 Trust	 Inclusivity	 Quality of Service	 Integrity
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PURPOSE

Empowering communities to belong and thrive



OUR GOALS



Empowerment



Relationship Building



Capacity Building



Strategic Priority
Brand and Communications



Strategic Priority
Enterprise




Strategic Priority
Engagement and Responsiveness



Strategic Priority
Leadership and Talent


Success Statement
We are widely considered as a trusted enabler of successful settlement



Success Statement
We intentionally seek new opportunities within our core work



Success Statement
What we do responds to immediate individual need, is for the greater good, and supports community participation and integration



Success Statement
We work to our strengths, are flexible and adjust to changing needs



STRATEGIC PLAN 2022-2025

SETTLEMENT CENTRE WAIKATO

He tangata, he tangata, he tangata. It is the people, it is the people, it is the people. The Settlement Centre Waikato is a building which comes to life with vibrancy, diversity and meaning when it is full of people. Over this last year the centre has moved away from the silence imposed by Covid-19 restrictions and the general reluctance for people to re-connect with the world. It has its mojo back with its natural rhythm and vibe, with the flow of people in and out of the building.

This year has been a milestone year in the life of the Settlement Centre and marks the beginning of a new story to tell. Three key things happened which means the Centre will be purpose-built and designed to meet the unique client and stakeholder needs.

1) The HMS Trust Board gave approval to move ahead with the tender process for construction of the extensions and refurbishment of the building

2) Hamilton City Council gave a unanimous vote of confidence in the Trust and approved a 20-year lease of the land footprint on Claudelands Park for the Centre. Along with the transfer of the deed of ownership for the current building to the Trust

3) With the wonderful support of key funders and HMS Trust reserves built-up over a number of years, the Trust is in a secure financial position to confidently fund the project.

It was with a great sense of achievement on a cold and misty Waikato morning on the 16th of May we gathered at dawn as one people with purpose for the Huri Whenua (ground-breaking ceremony) for the new building.

This building is an aspirational model, designed specifically to facilitate and empower migrant and refugee communities to have a sense of belonging, connectedness, and to thrive.





RECOGNITION

The 2022-2023 year saw HMS Trust being recognised both regionally and nationally.

For the first time, we entered the Waikato Chamber of Commerce Business Awards. After attending a drop-in information session, we entered two categories – For Purpose and Community Contribution. In early August we were advised we’d been selected for site visits for both categories and the visits really enabled us to bring our applications to life. In September we were announced as finalists and booked two tables for the gala dinner.

The evening arrived and after taking our seats, we noticed the For Purpose award - sponsored by Trust Waikato - was up first. The finalists were announced, and after what seemed like a long pause, HMS Trust was announced as winner. Us! First time entrants, and we’d won!

Some of the judges’ feedback shared on the night included:

HMS Trust is doing great work and people need to know about it! We were impressed by the positive culture, the strategic initiatives you’ve undertaken to design your services around the evolving needs of migrants, the way you measure and report your impact, the financial resilience you’ve built through user pay services and multi-year contracts, and the innovation you displayed during Covid. You live and breathe diversity.

HMS Trust was also recognised nationally for our work during the Covid-19 pandemic, by both the Prime Minister, and the Minister of Diversity, Inclusion and Ethnic Communities.

Having the Trust recognised across the Waikato business community and nationally has certainly helped raise our profile – one of our key strategic goals. Of course, there is still work to do, and it’s fair to say HMS Trust is no longer Hamilton’s best kept secret.



COMMUNITY DEVELOPMENT and SUPPORT

Ellie Wilkinson

2022-2023 has seen the addition of two new services under the umbrella of Community Development and Support. With the successful tender for Immigration’s Refugee Settlement Service, the New Kiwis Settlement Service started in July 2022 and we welcomed new team members with a focus on supporting the settlement goals for the New Zealand Government quota refugee and refugee family reunification categories.

Further to this we added the Housing Navigator Service and employed two dedicated housing navigators with a view to improve access to suitable housing, advocate for marginalised clients, improve and strengthen relationships with the private rental market, and support clients to have long term housing security.

The Trust has a dedicated and talented team across all our community development programmes with a focus on working with clients so they can lead independent lives, with access to information and support when they need it. It is immensely satisfying to see and feel the change we can bring to someone’s life and a privilege to be a part of a new beginning for people who choose to make Hamilton their home.

A big thank you to the on-going support from our funders for grants and contracted services. We do not take lightly the faith you have in the Trust’s ability to have a positive impact in the community.



COMMUNITY Connection

In late 2019 the Community Connector Service (CCS) was identified by HMS Trust as an essential way forward to address a gap in information and connection to internal and external services for clients of the Settlement Centre. The Trust believed it was essential to the overall improvement of settlement to plug this gap and invested its own funds into the Community Connector Service, building it from the ground-up. The purpose was to provide a high level of support, advocacy, and connection for clients with often high needs and/or complex issues, along with a one-stop-shop approach, adding value to existing services offered at the Settlement Centre.

A few months after the Trust created this unique service, MSD recognised Community Connectors would provide valuable support to communities, and along with 10 other community organisations we received a grant from MSD for operational costs. A short few months after the CCS was established, along came a worldwide pandemic and the Community Connectors became a vital link and lifeline to ethnic communities for access to information and on-the-ground support. For well over two years the Community Connectors became a key support for migrant and former refugee communities as we navigated our way through the impact of Covid-19.

The Community Connectors carried a heavy load during that time and their focus was primarily on responding to health needs due to the pandemic. There has been a noticeable increase in the level of care and time needed to assist clients who have often difficult and complex challenges.

In late 2022 the signal came for us to be able to re-focus and take a business-as-usual approach. Along with a view to a new horizon past, the Community Connector Service has been able to widen the scope of assistance and advocacy for clients.

Highlights

- We continued to provide support for families impacted by Covid-19 with food parcels and over the-counter pharmacy products.
- Formalising the relationship with Desert Springs with a Memorandum of Understanding (MoU) for the financial advisory service available to clients at the Settlement Centre.
- Strengthening relationships with other service providers to ensure clients achieved their goals and best outcomes. Along with connecting and working closely with a number of schools.
- Facilitating workshops including Fire and Emergency, Financial Literacy, Digital Literacy, Plunket, renting and tenancy.
- Increasing bilingual and interpreting support for clients accessing information across a number of external services.
- Providing assistance to clients so they did not have to choose between heating and eating during the winter months.

We appreciate the ongoing collaborative approach of the following organisations who engage with the Community Connector Service.

Kainga Ora and Social Housing providers, Salvation Army, Desert Springs, NZ Police, Fire and Emergency, Plunket, Here to Help U and Ministry of Social Development staff and Work and Income offices across the city.

The Community Connector Service has been flexible, proactive, and responsive - linking a number of services and projects of HMS Trust, other Centre Agencies and external organisations to vulnerable clients and communities.



AFFORDABLE ENERGY for All

WEL Energy Trust has made an on-going commitment to funding the Affordable Energy for All (AFEFA) programme. The impact of recent cost of living increases has put significant pressure on household budgets and for many families they have had to consider whether they eat or heat. Through the AFEFA programme we have provided information and assistance to families, so they do not have to make this choice.

We have been able to achieve this by:

- Switching energy companies.
- Finding ways families can make small changes around their home.
- Providing household tips and tricks workshops.
- Working closely with the New Kiwis Settlement Service and the Community Connectors to support clients when needed.
- Clients have been able to access the advice of our budget advisor who is at the Settlement Centre each fortnight.



COMPUTERS in Homes

30 families participated in Computers in Homes this year, and all successfully completed and graduated from the programme. This year the Trust invested in a new suite of laptops and moved away from desktop computers. Laptops and tablets are the device of choice, and we are pleased we could invest in up-to-date hardware.

Our wonderful tutor Leen continues to ensure the programme remains relevant and responsive to the quickly changing world of technology, apps, and social media platforms. We have also included how to use apps on mobile devices as for many people, the mobile phone is like a mini tablet. We are proud to continue to be supported by the Ministry of Education so new quota refugee families to Hamilton can connect to the world and the children are able to be fully supported in their education.



NZ ETHNIC FOOTBALL Festival

It was wonderful to bring the Ethnic Football Festival back to Gower Park after a 1 year absence due to Covid-19. The event is a fantastic way to bring the diversity, vibrancy, and energy of ethnic communities together for two days of football.

It was great to have everyone back at the park, including the Maori wardens, referees, Wintec students, face painters, volunteers and food trucks. The teams' parade was noisy and joyous. We were off to a great start on day one and for the first time we had a Japanese team who travelled all the way from Christchurch to be part of the festival.

Due to large downpours of rain overnight, which continued on Sunday morning, we arrived at the park with the field ankle deep in water and a forecast for further rain throughout the day. Unfortunately, we had to make the decision to cancel play on day two for health and safety reasons of both players and referees.



COMMUNITY Day

Community Days are an opportunity for ethnic communities to come to the Centre and learn in an interactive way about how to keep themselves and their families safe in the home environment.

Fire and Emergency Services bring their kitchen fire display trailer as well as their inflatable escape maze and vehicles. NZ Police have their police vehicles on display and interact with children and their parents on the importance of safety in New Zealand, and it shows the Police are friendly and an important support for community.

Civil Defence spoke about how to be prepared for a natural disaster in New Zealand. We found this especially important this year with the storms and flooding which impacted many regions and communities.

We really appreciate the organisations that came along to our community day and look forward to growing and building these relationships.





HEALTH Response

Moving into the new funding year, HMS Trust continued to be resourced by Te Whatu Ora to provide health assistance for high need Covid-19 referrals. Our Health Hub navigators were the consistent voice of support at the end of the phone, checking in on people daily, ensuring they were connected to a GP clinic and were receiving food and medicines for themselves and their whanau.

Vaccination clinics

On-going funding from Te Whatu Ora has meant we have continued to provide vaccination clinics at the Centre. This year the service also extended support to the community with immunization clinics for not just Covid-19 but MMR, Boostrix and Flu vaccines. We have a great partnership with Te Ngaakau-aa-Kiwa Charitable Trust who provide the team of administrators and vaccinators. We held six vaccination clinics at the Settlement Centre across school holidays and evenings, including one being at our community day in January. The clinics are popular, and we consistently vaccinated over 100 people at each clinic.

Health Expo

Our first Health Expo was held at the centre in June with 15 different health providers attending to show the services they can provide for the ethnic community. The event was at the Settlement Centre on a Friday from 11am – 2pm and over 300 people attended, with 100 people having their blood pressure checked. This was a great chance for face-to-face connection with health providers and for the community to see what health services are available for them in Hamilton.

Health providers stallholders

Plunket, Midwife, Oral Health, Screening (breast, cervical, and bowel), Child immunizations, Midland Community Pharmacy Group, Wintec, Family Planning, Pinnacle Practice (Quit Smoking/Diabetes), Nationwide Health & Disability Advocacy Service, Epilepsy Waikato.

SISTERHOOD

Connecting Ethnic Women

Seven successful Sisterhood events were held this year. Sometimes an event was an opportunity for women to gather for a cuppa and chat and on other occasions there was a chance to learn a new skill or listen to a guest speaker. Many of the women look forward to the opportunity to connect each month, and there is always warmth and genuine friendship in the Sisterhood.

- The Recreators ran a DIY jewellery and DIY Lotions and Potions workshop.
- We celebrated International Women’s Day with special guests Deputy Mayor of Hamilton Angela O’Leary and Hamilton City Councilor Kesh Naidoo-Rauf joining the celebrations.
- In May we supported Breast Cancer NZ by holding a Pink Ribbon Breakfast at the Hamilton Gardens café, where we were able to raise funds to go towards breast cancer education, research and patient support while educating the Sisterhood women on the importance of getting regular checkups.



FLOURISH

Leadership Development for Ethnic Women

Flourish is now in its fourth year, starting in February 2023. We have a great group of 12 women participating in the 10-month course. We are pleased to match the participants with wonderful mentors who are a mix of previous mentors and participants in the programme.

We were grateful to receive a significant private donation from a high-profile businesswoman to support the cost of Flourish this year. Flourish is a unique programme where women come together as strangers and finish the year with new friendships and horizons.

We look forward to the end of year graduation in November 2023 and celebrating the year with the participants, their families, and mentors.

Outcomes at a glance



489

Clients passed their driving test



206

Quota refugees supported



131

Households assisted with living costs



30

Participants graduated through Computers in Homes



109

People participated in Bike Training



29

Healthy home assessments



3,556

Driving lessons delivered



40

Clients secured employment



7,046

Volunteer hours



1,037

High need referrals responded to by Ethnic Health Hub



9,222

Interpreting jobs



278

Translation jobs

EMPLOYMENT Solutions

From July 2022 the Migrant Employment Solutions Service was no longer funded by the Ministry of Business Innovation and Employment. The impact of Covid-19 on immigration and the ongoing changes to visas in relation to employment changed the nature of the service and funding. We rebranded the service to Employment Solutions and widened the scope to include both migrant and refugee background clients. The Trust sought other funding solutions and remained committed to this service, acknowledging that employment is a key goal and driver of successful settlement.

Employment Solutions had a successful year supporting 40 clients into work, seven into volunteering roles and three into further study out of a total of 59 client registrations. Those seeking support once again came from all corners of the world as well as from a diverse range of professions. Many of the jobs they secured were in line with their qualifications and experience, which is very satisfying.

With things returning to normal after Covid-19 the service was able to offer networking morning teas and face-to-face workshops again. We also presented

successful job seeking workshops to international students at Wintec and collaborated with the Young Worker's Resource Centre to deliver a workshop on Employment Rights and Responsibilities with clients from Employment Solutions and Migrant Youth Work and Training Services Ltd.

Dress for Success and Diversity Counselling continued to be an important service available to the clients as well as the wrap around services offered by the Trust. Having opportunities to meet other job seekers and knowing you are not alone is very reassuring and each step towards securing meaningful employment was celebrated by the team.

Outcomes

- 59 registrations
- 40 jobs
- 7 volunteering
- 3 further study



HOUSING NAVIGATOR Service

We are pleased to report the Community Development and Support work of the Trust has grown with the implementation of a new service supporting all aspects of housing, including access to, and sustaining suitable housing. Accessing suitable housing is challenging for many in this current economic climate and even more so for vulnerable communities.

With support from the Ministry of Social Development, HMS Trust has been able to provide a dedicated service for clients in housing as we welcomed two housing navigators into the team.

Within a short time, the housing navigators have developed positive relationships with rental agencies, ensuring an improvement in access to the private rental market as a first choice for clients and landlords. We have supported 14 families to move out of

emergency and transitional housing into more appropriate housing for them and their families.

We are also supporting clients to think differently about housing choices. For many, a Kainga Ora property is seen as the ideal solution, whereas the reality is there are just not enough properties available to meet demand.

Our housing navigators are doing a wonderful job of offering alternative ways of thinking about long term housing solutions. We look forward to working with and advocating for clients to ensure they have the security of a roof over their head and becoming part of a community.



NEW KIWIS SETTLEMENT Services

In May of 2022 HMS (Hamilton Multicultural Services) Trust was informed we were successful with our GETS (Government Electronic Tender Service) tender proposal for the Governments Quota Refugee Resettlement Service. We were thrilled to hear this news and be able to bring this service to the Settlement Centre Waikato. For over 20 years the Trust has supported the settlement goals of refugee communities, so it was pleasing to expand our services with a dedicated team focusing on quota and reunification cases and offer employment to a number of the Red Cross team. The New Kiwis Settlement service (NKSS) is a Ministry of Business, Innovation and Employment contract. The focus is for individuals to be able to participate fully and integrate, socially and economically as soon as possible so they can live independently.

Settlement Centre Waikato - Welcome

HMS Trust staff and volunteers welcome new refugee families to the Settlement Centre Waikato with waiata and a shared morning tea. This is the first opportunity for them to connect with the Settlement Centre, their volunteers, settlement navigators and wider HMS Trust team. After morning tea, volunteers and team members help the families with their luggage and transport them to their first home in the community. The homes are set up by the Volunteer Coordinator and volunteers are allocated to each family. HMS Trust provides cultural food for the families first lunch, and volunteers cook and have dinner with the families for the first evening meal. During the month of Ramadan HMS Trust considered the religious requirements of Muslim faith clients, and organised special cultural food for them to break the fast.

Volunteers

Volunteers play a key role in supporting settlement for newly arrived families. This year we held five training courses and placed over 60 volunteers with new families. Volunteer training covers topics such as 'The Refugee Journey', 'Culture' and 'Tasks and boundaries of the volunteer role'. Our volunteers work in small teams of 2-4 and are supported by the NKKS Volunteer Coordinator. Volunteers are the friendly helpful face from within the community and for many of our families and volunteers, it is the beginning of a lifelong friendship.

Orientation

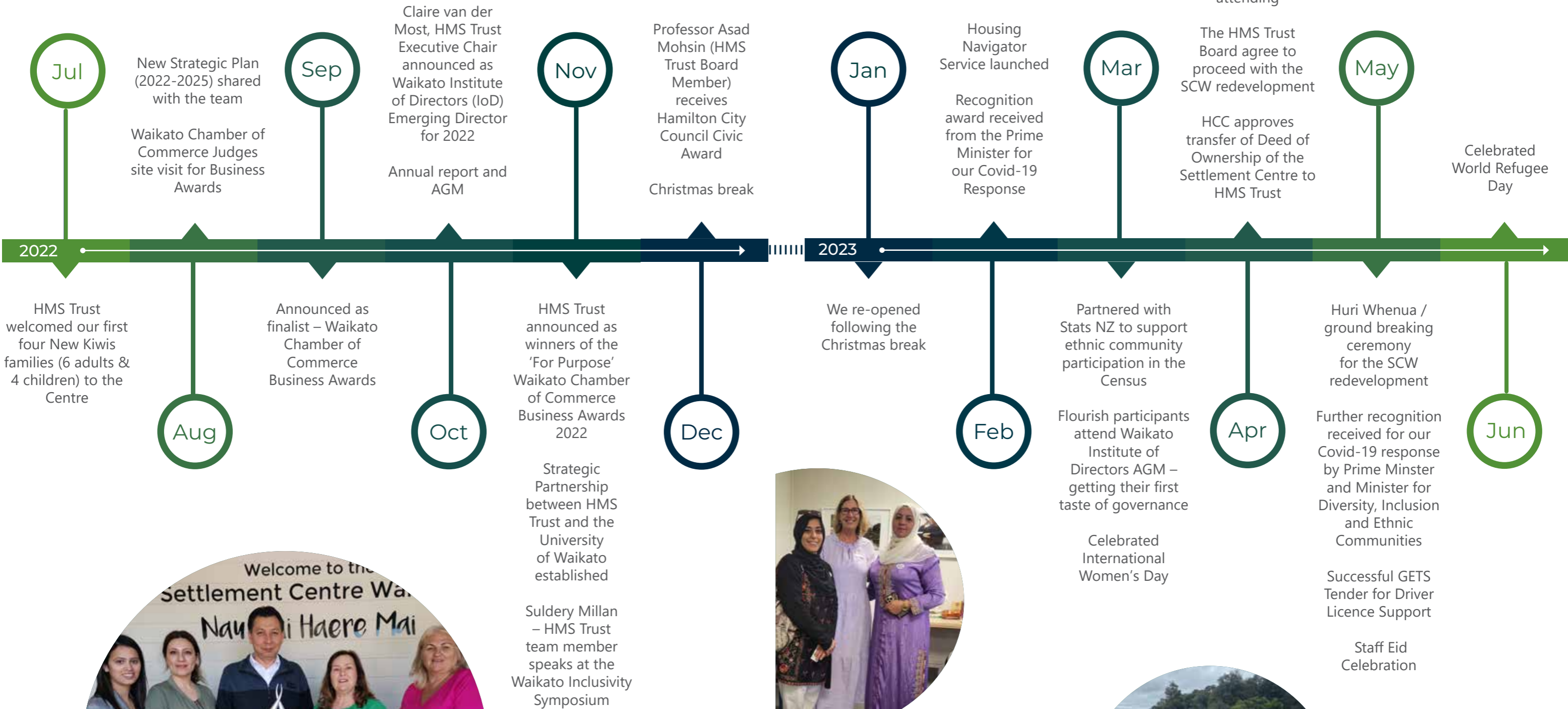
Orientation is a chance for new families to learn about other services and support in the wider community that will assist with their settlement journey. It covers topics such as Health, the education system, language classes, New Zealand justice system, banking, housing, and budget advice. We deliver the orientation program with the help of service providers, such as Citizen Advice Bureau (CAB), Refugee Orientation Centre (ROC), SHAMA, Waikato Refugee Forum (WRF), Hamilton City Council, NZ Police, Civil Defence, St. Johns, New Zealand Fire Services, Ministry of Education, Plunket, Ministry of Social Development - WINZ, Housing Navigators, Community Connectors, Budgeting Adviser, Te Whatu Ora, and Diversity Council NZ. Thank you to all these organisations for their time to be involved in supporting the settlement of new families to Hamilton.

We completed our first full year of NKSS and feedback from clients, other sector agencies and service providers indicates the new service delivery model is working well and there is a good level of satisfaction with the implementation of the service. We look forward to moving into our second year of service with a focus on strengthening the connections with Mana Whenua and leaders of the refugee communities.





Annual Snapshot





LANGUAGE SERVICES and TRANSPORT PROGRAMMES

Abdullah Hussaini

This year, the post-pandemic period presented its own set of challenges, and we leveraged our experience and pandemic lessons to continue providing quality interpreting, translation, and driving lessons to our clients, quickly adapting to the 'new normal'.

Decypher delivered 1,641 more interpreting assignments compared to the previous year, a

significant increase of 21.5%. We also surpassed our annual target for Open Road, our national driving program for refugees.

I am proud of the team for the work they have done, and their contribution to a successful year.



OPEN ROAD
Refugee Driver Training

DECYPHER Interpreting and Translations

Removing Language Barriers and Providing Communication Solutions. Like other businesses and organisations, Decypher adapted to post-pandemic levels, and continued delivering interpreting and translation services to our clients.

The demand for face-to-face interpreting services gradually increased and nearly reached pre-pandemic levels. Additionally, Decypher provided telephone and video interpreting services, offering our clients greater convenience and choice and expanding our reach beyond the Waikato region, serving clients throughout Aotearoa. This growth strategy aligns perfectly with our theme for the year, "Expanding Horizons," and our new fit-for-purpose building.

Overall, Decypher had a successful year, completing 9,222 interpreting assignments and 278 translation assignments, marking a significant increase of 21.5%. As part of our strategic priorities and values, we remain committed to delivering quality services, training new interpreters and providing ongoing professional development for our existing interpreters and translators.

To recognise our interpreters' efforts and celebrate their contributions, Decypher regularly hosts interpreters' lunches, fostering connections between our interpreters and the office-based team. Operating 24/7, Decypher offers solutions in over 60 languages, ensuring we can assist clients whenever they need our services.



The Open Road national programme, an empowering service delivered by HMS Trust since 2016, is dedicated to empowering former refugee families and communities in Aotearoa.

As we reflect on the 2022-2023 financial year, we are thrilled to share that 328 refugee learners obtained their driver licence, surpassing the annual target by 17. This significant achievement underscores the dedication of our team, volunteers, and partners.

The driving licences obtained through the Open Road Programme have become transformative keys to expanding the horizons of refugee learners. With newfound independence, learners are empowered to access employment, education, medical services, and more. They can actively participate in their communities and contribute positively to their families.

Due to a change in government contracts, at the end of the 2022 – 2023 financial year, HMS Trust closed eight Open Road sites.

Despite some challenges, the Open Road Programme's unwavering spirit prevailed. A shortage of volunteers due to border reopening and increased living costs necessitated innovative recruitment and retention strategies. However, through collaborative efforts, we embraced the challenge and found solutions to keep moving forward.

As we look ahead, the Open Road Programme continues nurturing its partnership with government, appreciating the invaluable support received. Together, we aspire to empower even more refugee learners, to build brighter and prosperous futures in their new home.



PASSPORT 2 DRIVE (P2D) Community Driving School

As we reflect on the milestones achieved and challenges overcome, our community driving school - Passport2Drive (P2D) is proud to share our progress in continuing to provide vital support to the migrant and refugee communities in the Waikato Region.

Witnessing the journey of community members is truly inspiring, and this year, we had the privilege of supporting two individuals from the community to achieve their I-endorsements. The dedication of these individuals, combined with the unwavering support of the entire P2D team, highlighted the power of collaboration and determination.

We were particularly thrilled to celebrate the achievement of one female community member, who is set to embark on her I-endorsement course in September 2023, further diversifying our community and enriching our school. Our commitment to creating an inclusive and welcoming learning environment remains steadfast, and we are excited about the positive impact this addition will have on the communities we serve.

The past year brought its fair share of challenges. Guided by the unwavering support and trust of our leadership team, we weathered challenges with determination and resilience. Their belief in our mission bolstered our spirits and enabled us to focus on delivering the critical

services that our migrant and refugee communities rely upon.

Our journey would not be complete without acknowledging the invaluable support of our partners and service providers as well as our funders. We extend our heartfelt gratitude to VTNZ for their ongoing commitment to providing experienced test officers who are culturally sensitive and capable of working with professional interpreters.

We are also immensely grateful to our committed funders who have been supporting our P2D programme for many years. Our programme, renowned within the sector for its exceptional quality, continues to receive valuable support from our long-term funders such as Waka Kotahi, WEL Energy Trust, and Trust Waikato. With their unwavering support, the Trust proudly delivers essential services to migrant and refugee communities, with 3,556 driving lessons and 161 people passing their driving tests last year.

Our commitment to our mission of empowering migrant and refugee communities to become safe and confident drivers on New Zealand roads is unwavering, helping them expand their horizons, utilising their new found independence.



BIKE PROGRAMME

The Bike Programme team has been busy teaching members of the community to ride bikes and enhance their skills and knowledge so they can ride the city streets safely with confidence.

We delivered 25 trainings to 109 participants at 3.5 levels, which is an increase from last year. Participants were a mix of people from different backgrounds, which included former refugees, migrants and long-time local Hamiltonians.

We are happy to announce that the lovely Biti passed her Cycle Instructor assessment and is now fully qualified to deliver training at all levels. This is a great achievement, and she is a real asset to the programme. We also took part in 'Love your Bike Day' and offered free bike safety checks. There were members of the public queued up for their bikes to be checked and our mechanic Esmael checked and serviced 43 bikes

during the event. The biggest demand was for brakes that needed adjusting to work properly and be road safe.

As part of the Settlement Centre Waikato redevelopment, we are lucky to be getting a purpose-built bike hub which will include a workshop space and bike storage. This will enable us to continue to enhance the programme offering, develop opportunities for collaboration and open our workshop for community bike repair days and educational workshops. We expect this bike hub to be ready for use at the end of April 2024. Watch this space!

Thank you to Hamilton City Council for their continued support and funding of the Bike Programme.





PEOPLE and CAPABILITY

Ange Robinson

2022-2023 has been a productive and exciting year for People and Capability.

In addition to growing the HMS Trust team with the start of our New Kiwis Settlement Service in July 2022, we have grown our core services and introduced Housing Navigators, new Settlement Navigators, administration support, Interpreters, and new volunteers. And it's a great time to be an HMS Trust employee. We developed our Employee Value Proposition (EVP) to share the benefits of joining HMS Trust and remaining in the team. July 2022 saw us introduce from day one of employment for permanent staff members (rather than after six months), sick leave, bereavement leave, and annual leave, and we introduced birthday leave to enable our team to enjoy a paid day off on their birthday.

As a team we renewed our Trust values, spending time together identifying what's important to us about how we work, how we engage with each other, and our communities. In the latter part of 2022 we reviewed our roles and remuneration alongside the Not-for-Profit Strategic Pay Survey to ensure we continue to remunerate the team fairly. This resulted in increases across the board for the team, some

much needed extra money in the back pocket during these challenging economic times. Over the course of the year we recognised/celebrated four key events internally – including Eid, Mental Health Awareness Week, International Women's Day and World Refugee Day. This demonstrates the importance of coming together as a team, learning, and of course enjoying some great kai.

At the beginning of 2023 we launched Have Your Say, our staff survey, to measure job and team satisfaction, and overall engagement. We got some lovely feedback, and an overall response rate of 93%. We've also launched a new Performance and Development Programme – How are you doing, and What's the plan, to support our teams reach their full potential at work, and in their careers.

We're looking forward to what the 2023-2024 year has in-store with an HR and Talent Strategy currently under development.



SUPPORT SERVICES

Merzia Mehdi

The past year marked a significant step towards returning to normalcy, as the Covid-19 related restrictions diminished considerably. This shift allowed our teams to resume in-office operations, fostering a sense of continuity and familiarity within the Trust.

One of the year's most prominent achievements was the initiation of the building extension work. This expansion coincided with notable growth in our services. We introduced the Housing Navigator service, MSD driving licence support service, and successfully completed the first full year of the New Kiwis settlement service. This expansion naturally led to an increase in demand for our support services, which in turn prompted an addition of a new staff member in the team.

To ensure alignment with our evolving structure and service delivery model, we conducted a review of our finance and IT policies and procedures. This review aimed at guaranteeing our internal controls and processes adhere to best practice protocols and are compliant with current standards.

We upgraded our IT suite to enhance digital literacy classes, facilitating a more enriching learning experience. Furthermore, the implementation of Cloud-based IT systems demonstrated their effectiveness and utility throughout the year. Additionally, we invested in a new cargo van, a strategic acquisition that facilitates the transportation of large household items for the families supported by the New Kiwis team.

The global economic landscape has presented its share of challenges. However, we are pleased to report the Trust stands strong in a favourable financial position, well-equipped to navigate the uncertainties and opportunities that lie ahead in the coming year.

In summary, the year has been marked by growth, adaptation, and a renewed sense of purpose. We look forward to building upon these achievements and continuing to serve our communities with excellence in the year ahead.



INDEPENDENT AUDITOR'S REPORT (excerpt from Unmodified Audit Report)

I have audited the financial statements of Hamilton Multicultural Services Trust which comprise of

- The statement of financial position as at 30th June 2023, and
- The statement of service performance, the statement of comprehensive revenue and expenses, statement of changes in equity, statement of cash flows, and notes to the financial statements including significant accounting policies for the year ending 30 June 2023

In my opinion, the accompanying financial statements present fairly, in all material respects;

- The statement of financial position of Hamilton Multicultural Services Trust as at 30th June 2023, the statement of service performance, the statement of comprehensive revenue and expenses, statement of changes in equity, statement of cash flows, and notes to the financial statements including significant accounting policies for the year ending 30 June 2023 in accordance with Public Benefit Entity Reduced Disclosure Regime (Not for Profit) in New Zealand

Additionally, in my opinion

- The reported outcomes and outputs, and quantification of the outputs to the extent practicable, in the statement of services performance are suitable.

Mark Campbell (FCA B.Com)
Campbell & Campbell Accounting Consultants

The following pages 31-34 are an excerpt from the audited financial statements. For full financial statements please visit www.hmstrust.org.nz

FINANCIAL STATEMENTS

STATEMENT OF SERVICE PERFORMANCE*

	June 2023	June 2022
Decypher - number of interpreting jobs	9,222	7,581
Decypher - number of translation jobs	278	385
Driving programmes - number of lessons delivered	3,556	2,902
Driving Programmes - number of successful participants	489	428
Number of venue users at Settlement Centre	52	44
Number of new registrations at Settlement Centre	447	368
Number of participants graduated from Computers in Homes	30	12
Number of clients who received employment support	59	88
Number of clients who secured employment	40	71
Number of families assisted with living costs	131	167
Number of quota refugees supported	206	-
Number of clients supported from family reunification category	77	-

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES*

	June 2023 \$	June 2022 \$
Revenue from exchange transactions		
Revenue from providing goods or services	1,452,380	1,185,012
Interest, dividends and other investment revenue	41,287	7,106
Other revenue	19,886	78,246
Revenue from exchange transactions	1,513,553	1,270,364
Revenue from non-exchange transactions		
Grants, fundraising and other similar revenue	490,515	733,001
Income from contracts	2,379,511	1,640,957
Revenue from non-exchange transactions	2,870,026	2,373,958
Total Revenue	4,383,579	3,644,322
Expenses		
Expenses related to events	16,338	-
Volunteer and employee related costs	2,911,882	2,490,796
Costs related to providing goods or services	1,094,458	1,029,163
Grants and donations made	1,400	462
Other expenses	102,402	97,996
Total Expenses	4,126,480	3,618,417
Surplus for the year	257,099	25,905

STATEMENT OF CHANGES IN EQUITY*

	General Reserves \$	Building Reserves \$	Other Reserves \$	Total Equity \$
Balance at 1 July 2022	360,092	727,630	160,000	1,247,722
Transfers	382,768	(382,768)	-	-
Surplus/(Deficit) for the year	257,099	-	-	257,099
Balance at 30 June 2023	999,959	344,862	160,000	1,504,821
	General Reserves \$	Building Reserves \$	Other Reserves \$	Total Equity \$
Balance at 1 July 2021	133,638	928,179	160,000	1,221,817
Transfers	200,549	(200,549)	-	-
Surplus/(Deficit) for the year	25,905	-	-	25,905
Balance at 30 June 2022	360,092	727,630	160,000	1,247,722

*The accompanying notes in full audited financial statements must be read in conjunction with these reports. For full audited financial statements please visit www.hmstrust.org.nz

STATEMENT OF FINANCIAL POSITION*

	30 June 2023 \$	30 June 2022 \$
Assets		
Current Assets		
Cash and cash equivalents	2,332,116	1,406,560
Receivables from exchange transactions	197,272	157,078
Prepayments and other receivables	34,833	29,473
Total Current Assets	2,564,221	1,593,111
Non-Current Assets		
Property, plant and equipment	224,679	215,170
Centre Building - Work in Progress	655,138	272,370
Total Non-Current Assets	879,817	487,540
Total Assets	3,444,038	2,080,651
Liabilities		
Current Liabilities		
Trade and other payables	436,301	152,681
Employee entitlements	165,960	139,383
Deferred revenue	1,287,295	465,497
Loans and Borrowings	19,262	22,427
Other Current Liabilities	14,479	9,497
Total Current Liabilities	1,923,297	789,485
Non-Current Liabilities		
Loans and Borrowings	15,920	43,444
Total Liabilities	1,939,217	832,929
Total Assets less Total Liabilities (Net Assets)	1,504,821	1,247,722
Equity		
General Reserves	999,959	360,092
Specified Reserves	504,862	887,630
Total Accumulated Funds	1,504,821	1,247,722

STATEMENT OF CASH FLOW*

	30 June 2023 \$	30 June 2022 \$
Cash Flows from Operating Activities		
Cash was received from:		
Grants, fundraising and other similar revenue (non-exchange)	1,008,978	605,261
Receipts from contracts (non-exchange)	2,687,828	1,703,763
Receipts from providing goods or services	1,412,186	1,292,592
Other revenue	19,886	71,848
Net GST	96,295	7,166
Cash was applied to:		
Payments to suppliers	(1,085,770)	(1,219,708)
Payments to employees	(2,885,306)	(2,437,360)
Donations or grants paid	(1,400)	(462)
Net Cash Flows from Operating Activities	1,252,697	23,100
Cash Flows from Investing Activities		
Cash was received from:		
Receipts from the sale of property, plant and equipment	-	9,019
Interest, dividends and other investment receipts	41,287	7,106
Cash was applied to:		
Payments to acquire property, plant and equipment	(337,740)	(285,169)
Net Cash Flows from Investing Activities	(296,452)	(269,044)
Cash Flows from Financing Activities		
Cash was applied to:		
Principal repayment of lease obligation	(30,688)	(18,673)
Net Cash Flows from Financing Activities	(30,688)	(18,673)
Net Increase/(Decrease) in Cash	925,556	(264,617)
Opening Cash	1,406,560	1,671,177
Closing Cash	2,332,116	1,406,560
This is represented by:		
Bank Accounts and Cash	2,332,116	1,406,560

*The accompanying notes in full audited financial statements must be read in conjunction with these reports. For full audited financial statements please visit www.hmstrust.org.nz



New Kiwis Settlement Service support volunteer with family

THANK You

OUR BOARD MEMBERS

- Paul Oettli
- David Rickard
- Asad Mohsin
- Natasha Harvey
- Richard Cain
- Helen Carter
- Abdul Gibraan
- Jannat Maqbool
- Christina Ogg
- Taba Rauf
- Megan Beveridge (Board Secretary)

OUR FUNDERS

- Ministry of Business Innovation and Employment
- Ministry of Education
- Ministry of Social Development
- Ministry of Ethnic Communities
- Waka Kotahi
- Hamilton City Council
- Trust Waikato
- DV Bryant Trust
- Lottery Grants Board
- WEL Energy Trust
- Midlands Regional Community Trust
- Te Whatu Ora
- Foundation North

OUR SUPPORTING AGENCIES

- New Zealand Police
- English Language Partners Waikato Inc.
- Waikato Refugee Forum
- Migrant Youth Work and Training Services
- K'aute Pasifika
- Te Ngaakau-aa-Kiwa Trust



**Thank you to our
AMAZING VOLUNTEERS**

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