

ANNUAL REPORT 2020 / 2021



Supporting Settlement



Hamilton Multicultural Services Trust



Natasha Harvey

Our AGM and Annual Report provides us the opportunity to take the time to reflect on the year that has been and the results of the Trust. When we look back over the past twelve months it is fair to say there have been a number of challenges to overcome and we are still in a world where there is a lot of uncertainty and challenges ahead. I am however, as always, humbled by the ability of our team (and this includes our leadership team, staff, volunteers and wider contributors) to deliver on positive outcomes for our community in the face of these challenges and the growth that we experience as an organisation as a result.

Over the past twelve months success has looked different for us – it has been about delivering where there has been need and about looking inward and growing internally. We have had some changes – our

management team has changed this year, we have restructured our organisation to deliver on our aspirations and ensure we remain true to our values and mission and as a result of our environment (most specifically due to Covid-19) a number of our programs look different than they have previously. But we have been successful – we have delivered on the outcomes shared in this report, we have maintained our sense of community, we have sought out opportunities to provide support and empower where we can and we continue to operate with the same sense of heart, focus and passion for our community.

Our mission remains the same – Paving the way for successful settlement and to us this means at our heart we are focused on inclusion and community. We have committed to building our new centre and have had significant support from our team, community and funders and this is truly an exciting program of work for us to embark on as we look to the future.

A huge thank you to our team at the Centre and to our volunteer board, who all give so much of their time and energy to the Trust – your hard work is valued and appreciated. To our funders and supporters, thank you for supporting and enabling our mission. I am looking forward to the next twelve months as we overcome challenges together, continue to build on our programs and the new centre itself, and strengthen as an organisation to further deliver on our mission.



Bryan Corfield

It is with pleasure that I present the 2021 audited financial statements. It has been a year full of uncertainty and challenges, but the HMST team has responded admirably, with a focus on delivering on the Trust's purpose. The full year surplus is \$104,671 which is a pleasing result that will enable the Trust to reinvest for growth in future years.

Highlights for the year:

- Revenue \$3.35m up 35%
- Operating costs increased 31% to \$3.25m
- Surplus for the year up 1,164% to \$104k
- Cash reserve \$1.67m
- Tagged funds for the building expansion \$1m

Revenue has increased by \$883,000 primarily from a 38% increase in interpreting and translation income. Covid-19 restrictions saw a slump in revenue from most of the operational divisions in the previous year which was partly offset by increased demand when restrictions eased.

Operating costs have increased by \$786,000 as the Trust has a full year of subcontractor payments for the new Open Road locations as well as increase in staff costs and programme overheads associated with delivery of additional services.

The Trust has \$1,671,000 in cash on hand at the end of the financial year, part of which is income received in advance from service contracts. \$531,000 of contracts and grant fund not yet spent are carried over into the next financial year. \$143,000 was invested in property and equipment during the year, the majority being on initial work on the centre building expansion.

The Trust is fortunate to have multiple revenue streams and across a diverse range of services. In recent years HMST has demonstrated the ability to adapt to an ever-changing environment. A moderate proportion of expenses are variable which enable a degree of flexibility with the cost structure of the organisation. The Trust has a culture of pursuing new opportunities that support the community, an entrepreneur ability that will facilitate growth in the years ahead.

The financial results of the Trust in a difficult year are incredibly satisfying. It will enable the Trust to pursue its strategic objectives in the upcoming years. I would like to acknowledge the efforts of the management team and staff for their dedication to and support for the Trust's mission. Thank you to the HMST family, our supporters, community, funders, and volunteers.



Settlement Centre – A New Fit for Purpose Space:

The remodeling and expansion of the Settlement Centre has been a long term goal of HMS Trust since 2012 with the intent of creating a fit for purpose, welcoming and modern environment to support settlement sector agencies and ethnic community groups to settle successfully. HMS Trust has been in consultation with Hamilton City Council and other stakeholders throughout the past eight years. Business cases have been developed and two feasibility studies (one in 2014 and one in 2020) were undertaken, along with extensive community consultation and consideration of options.

The project has transitioned over the past eight years from a hub concept in collaboration with a number of other community organisations, to moving premises to a community facility in Fairfield to a footprint expansion which would approximately double the current facility size. All of this activity has resulted in an extension of the footprint of the Settlement Centre which was approved by Hamilton City Council in September 2020. With this decision the Trust had the ability to move forward and design a building which would deliver on the long term goal and meet the expectations of all who have been on this journey.

In November of 2020, the Trust appointed Peddle Thorp as both Lead Architect and Project Manager for the building project. We also secured a significant grant from Trust Waikato to add to the Trust reserves. With this in place and positive conversations with other funders the Trustees made the decision to move ahead with the project with the confidence it would be completed by the end of 2022.

Resource consent has been approved and at the time of the printing of this report we expect building consent to be granted along with a number of registrations of interest for the building project set to get underway in the second quarter of 2022.

Next year will be an exciting time for the Trust to see this long term goal become a reality and for the ethnic communities and sector agencies to have a Turangawaewae that the City of Hamilton can be proud of.





Decypher

Decypher continued to see growth in the demand for both its interpreting and translation services during this year. We started the year recovering from a couple of very quiet months that were a result of the Waikato's first Covid 19 lockdown. We wondered what lay ahead for us. The new year started strong however with the establishment of three Covid 19 managed isolation facilities in Hamilton, and the constant demand for interpreters for residents returning to New Zealand. Other clients quickly adapted their services to the requirements of the new Covid 19 levels and business soon settled into a new normal.

The translation service has seen a complete reversal in the make-up of its assignments during the year. With the NZ borders closed and visa processing slowed the translation of personal documents has slowed significantly, however it has been very exciting to see that businesses and organisations have become proactive about the translation of materials from English into the languages of our ethnic communities.



InfoNOW

The year started very busy for InfoNOW. The service had quickly become a valued source of Covid 19 related information, with clients phoning regularly to check current information. Many clients were very stressed about immigration matters, financial hardship and the risk of Covid 19 in the community.

The various InfoNOW language specific Facebook pages shared translated information as it became available, with the engagement on each page confirming it was appreciated. Towards the end of the year the demand for the service has slowed in some of the more common languages. It is thought that this is due to the number of other bilingual services available in communities now in response to Covid 19. InfoNOW however continues to be a valued service for some of the less resourced ethnic communities.



It is fair to say the last 12 months has been one of the most difficult times for our migrant communities. Many have faced huge levels of anxiety and uncertainty, waiting on decisions from Government about visa status, the ability to return home, the ability for loved ones to travel to New Zealand, the long periods of separation of families, the loneliness, and the sadness. Our team of Susan, Aude and Ellena, has been a great support for many migrants who have accessed our employment service. Many clients have been overwhelmed and the team has been a steady support providing guidance and support and a listening ear.

The team relocated late last year to offices across the road from the Settlement Centre, providing much needed space and also the ability to remain in close contact with the Centre.

As the economy contracted, due to Covid, different sorts of migrants turned to the Migrant Employment Solutions Service for assistance. There have been the proprietors of businesses forced to close, people with years of work experience entering the New Zealand job market for the first time. There have also been many international students who no longer had part-time work and whose relatives could no longer support them financially.

Extending the criteria of the service meant the team could support a wider group of migrants across a variety of visa's. The team successfully assisted 77 migrants into successful employment and a further 16 clients across a number of ethnic communities who had lost their job due to Covid lockdowns were also assisted to access new employment. For many years the value of migrants to New Zealand's economy has often been undervalued or failed to be recognized. Covid has clearly shone a light on what a valuable and much needed resource skilled migrants are to the New Zealand economy and will be instrumental on the ability for New Zealand to recover and grow our economy as we adjust to the reality of moving forward and living with Covid.

Highlights this year include:

- A buoyant job market
- Clients obtaining their dream job
- Employers happy to have a migrant join their team
- Continuing to build networks and connect with recruiters
- Being a support to clients in really difficult times
- Working in a lovely new office space
- Getting better and better at connecting via zoom and enjoying face to face meetings when we can.
- Enjoying the laughter and the happy times and sharing the success of our clients
- Hearing the client's stories and their backgrounds
- Referring clients to other services such as the driving programme, community connector service, Dress for Success, Community Connector, Diversity Counselling and network morning teas and workshops.





Tania Pointon (Transport Programme Manager) took a secondment from HMS Trust from March 2021 through to August 2021 to assist SEED Waikato with operational development and it was with sadness that we accepted the resignation of Tania in June of 2021. Tania would be leaving the Trust in August at the end of her secondment period to take up the role of CEO of SEED Waikato. Tania built a strong team locally and developed plans for the National Open Road Driver Training Programme, increasing the capacity of our teams and a positive impact for communities. The experience and knowledge of building the driving programmes P2D and Open Road was further enhanced as the Trust became part of the National Driving Change initiative. We wish Tania the very best in her new role and acknowledge all of her work in putting the importance of driving and systems change on the map both regionally and nationally.

With Tania on secondment we welcomed Stefanie O'Brien into the driving space as our Open Road Team lead with responsibility for 5 Open Road coordinators located in Nelson, Palmerston North, Auckland South, Hamilton and Dunedin under the umbrella of HMS Trust.

The P2D team have had a very busy year. Covid – 19 lockdowns gave us the opportunity to learn creative ways of working from home, staying connected with others and looking after each other. Keeping in contact with our learners and looking out for their general wellbeing was a top priority, and assuring them of the other services and support that was available to them during the lockdown periods.

We welcomed Jhon Agudelo to the team as a driving mentor and by October 2020 he gained his driving instructor "I" endorsement. He was supported in this achievement by Robert Lynne the head driving instructor. Alan Carter and Blair McDonnell joined the team as driving mentors for the practice programme working alongside Fernando Bonilla. With two committed driving instructors and growth in our Practice Programme team, we have been able to deliver a comprehensive driving service to our communities.

We continue expanding our services and build new working relationships with community and government organisations. NZTA and VTNZ are great supporters of our programme and report they are very happy with the calibre of our learners when they sit their driving tests, with our pass rates excellent. We are extremely grateful to our funders and stakeholders who support this really important programme to assist with people in our community becoming independent drivers, supporting themselves, their families and communities as a result of being able to drive safely and legally.

This year we also had Pepa Torres join the driving team and with her media skills she has actively marketed and promoted our P2D programmes and client success on our Facebook page. Our followers have increased and are able to see and share the successes of our learners.

Open Road had a very busy start as we resumed the service delivery. However, 2020 lockdown and further lockdown periods in Auckland continued to impact delivery there. Despite this, outcomes were achieved nationally, with Hamilton and West Auckland exceeding expected numbers of passes. We are thrilled to announce we have hit the 1,000 pass mark – with a total of 1,005 passes since the programme was launched!

New hygiene and contact tracing practices were developed to operate safely in the context of the Covid-19 pandemic. The backlog of VTNZ test bookings continue to be the biggest challenge, causing bottlenecks in all locations. Throughout all the challenges of the year, staff, driving instructors and mentors across the country remained committed and performed with their usual excellence. We thank the many volunteers who have taken on this work and the care with which they have carried out their much valued responsibilities.

Biking

As winter ended and spring blossoms filled the park we started up again our Adult Cycle Education programme. We had 56 participants take part over the spring and summer months, in mostly beginner bike trainings run by the lovely Bitu who is training to become a cycle instructor at the Centre. It is so wonderful to teach people that have never had the opportunity to ride a bike before. It gives such a sense of achievement and joy, not to mention a sustainable transport option.

We also ran a few events during bike month - Have a go on a Bike and some woman only beginner trainings. In the months to come, we will be expanding our free programme and offer more trainings during the year at different levels.





Opinion

I have audited the performance report. The performance report provides information about the past financial performance of Hamilton Multicultural Services Trust and its financial position as at 30 June 2021.

In my opinion, the accompanying performance report

- complies with the Public Benefit Entity Simple Format Reporting- Accrual (Not-For-Profit) in New Zealand
- gives true and fair view of the financial position of Hamilton Multicultural Services Trust as at 30 June 2021 and its financial performance ended on that date.

The performance report in the above opinion includes:

- the statement of the financial position as at 30 June 2021.
- the entity statement, the service performance, statement of financial performance, statement of cash flows, statement of accounting policies and notes to the performance report for the year ending 30th June 2021.

Additionally, In my opinion

- the reported outcome and outputs, and quantification of the outputs to the extent practicable, in the statement of service performance are suitable.

**Auditor – Mark Campbell, Campbell & Campbell
Accounting Consultants, Hamilton**

*Please refer to full audited performance report and audit report available on our website www.hmstrust.org.nz

*STATEMENT OF FINANCIAL POSITION

As at 30 June 2020	Note	30 June 21 \$	30 June 20 \$
Assets			
Current Assets			
Bank accounts and cash	3	1,671,177	1,446,737
Debtors and prepayments	3	288,148	135,758
Total Current Assets		1,959,325	1,582,495
Non-Current Assets			
Property, plant and equipment	4	215,373	152,294
Work in Progress	3	71,821	-
Total Non-Current Assets		287,194	152,294
Total Assets		2,246,519	1,734,789
Liabilities			
Current Liabilities			
Creditors and accrued expenses	3	313,981	156,146
Employee costs payable	3	85,947	74,259
Grant Funds Not Yet Spent	3	455,887	280,204
Contract Funds Not Yet Spent	3	74,544	1,102,731
Other current Liabilities	3	28,472	59,109
Total Current Liabilities		958,831	1,672,449
Non-Current Liabilities			
Long-Term Finance Lease	3	65,871	25,925
Total Liabilities		1,024,702	1,698,374
Total Assets less total Liabilities (Net Assets)		1,221,817	36,415
Equity			
General Reserves	5	133,638	36,415
Specified Reserves	5	1,088,179	-
Total Accumulated Funds		1,221,817	36,415



*STATEMENT OF SERVICE PERFORMANCE

Description of Entity's Outcomes

Newcomers, in particular refugees and migrants will have a successful settlement experience and be able to participate fully in all aspects of society.

Description and Quantification of Outputs	June 2021	June 2020
Settlement Centre Waikato (community groups, agencies, NGOs that used the centre as venue)	56	54
Driving Programmes - Number of successful participants	204	122
Driving Programmes - Services delivered	4213	1828
Bike Training - Number of participants	56	17
Computers in Homes - Programme graduates	23	14
Immigration Clinic Service of the Trust - Suspended due to Covid-19 and border restrictions	-	110
Migrant Employment Solutions - Number of clients received employment support	137	77
Migrant Employment Solutions - Number of clients secured employment (contracted outcome - 55 per year)	77	65
Interpreting (Number of Jobs)	8721	6806
Translations (Number of Jobs)	347	370
InfoNOW (Number of enquiries)	3394	3368
Sector agency meetings (Waikato Refugees Forum, Migrant Youth Work and Training Services, English Language Partners, Red Cross Hamilton and SHAMA)	10	10
Flourish - Ethnic Leadership Programme participants	18	18
Post Covid Support for Communities - Food Vouchers	258	110
- Care Packs	75	-
- Blankets	140	61
- Heaters	26	25

*STATEMENT OF FINANCIAL PERFORMANCE

	Note	30 June 21 \$	30 June 20 \$
Revenue			
Donations, fundraising and other similar revenue	1	456,322	287,809
Revenue from providing goods or services	1	2,805,721	1,562,569
Interest, dividends and other investment revenue	1	11,661	15,499
Other Revenue	1	81,929	607,368
Total Revenue		3,355,633	2,473,245
Expenses			
Expenses related to public fundraising	2	17,056	11,765
Volunteer and employee related cost	2	1,977,650	1,514,705
Costs related to providing goods or services	2	1,168,366	869,063
Grants and Donations made	2	1,787	2,647
Other Expenses	2	86,103	66,783
Total Expenses		3,250,962	2,464,963
Surplus for the year		104,671	8,282

*STATEMENT OF CASH FLOW

	Note	30 June 21 \$	30 June 20 \$
Cash Flows from Operating Activities:			
Cash was received from:			
Donations, fundraising and other similar receipts		635,812	428,171
Receipts from providing goods or services		2,699,770	2,329,083
Interest, dividends and other investment receipts		11,661	15,499
Other Revenue		81,929	601,953
Net GST		(15,141)	(3,862)
Cash was applied to:			
Payments to suppliers and employees		(2,986,452)	(2,392,680)
Donations or grants paid		(1,787)	(2,647)
Net Cash Flows from operating activities		425,792	975,517
Cash flows from Investing and Financing activities			
Cash was received from:			
Receipts from the sale of property, plant and equipment		-	5,415
Cash was applied to:			
Payments to acquire property, plant and equipment		(142,710)	(13,385)
Principal repayment of finance lease		(58,642)	(45,489)
Net Cash Flows from Investing and Financing activities		(201,352)	(53,459)
Net Increase/ (Decrease) in Cash		224,440	922,058
Opening Cash	3	1,446,737	524,679
Closing Cash	3	1,671,177	1,446,737
This is represented by:			
Bank Accounts and Cash	3	1,671,177	1,446,737



* Please refer to full audited performance report and audit report available on our website www.hmstrust.org.nz

OUR VALUES

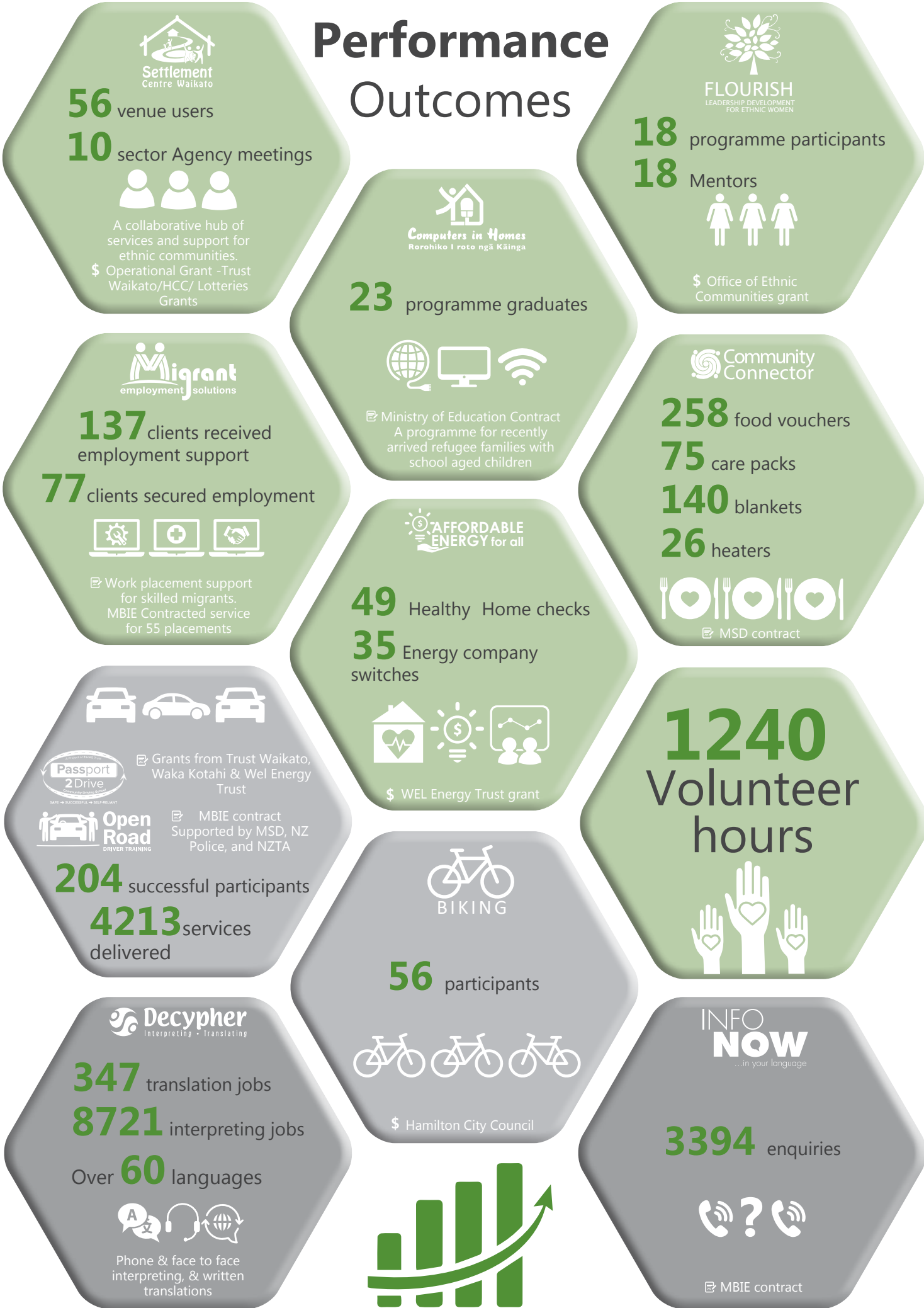
- Family
- Integrity
- Quality Service
- Trust
- Respect
- Cultural Awareness



OUR GOALS

- Capacity Building
- Relationship Building
- Empowerment

Performance Outcomes





This important service to our communities has certainly been impacted by the long tail of Covid as it spreads its' tentacles in many ways and continues to cause hardship, anxiety and uncertainty for so many.

We are grateful to the response from Waikato funders' and Government agencies who have resourced the work of the Trust to ensure we can respond to the needs of our families and individuals impacted by Covid. Our Covid work has almost become our business as usual work and it is almost a distant memory remembering what our world was like prior to Covid making its way to the shores of New Zealand. Many have dealt with the loss of employment or reduction in hours, placing significant strain on households, families have been faced with the challenge of trying to connect to the world digitally, with limited devices, limited internet with a number of children in one household trying to engage with their learning.

Some have needed support for mental well- being, keeping a roof over their heads or welcoming new babies into the world. The Community Connector team often meets people when they are at their most vulnerable and who are at often their most desperate and anxious times and we are in the privileged position of connecting and supporting them to achieve their goals. We have been able to assist with food parcels vouchers or making referrals on their behalf to other services at HMS Trust or other agencies. We have been able to advocate on their behalf with landlords so they can keep a roof over their heads, provide language support, purchase items for new babies, help with arrears in bills and the list goes on. We have also been able to assist international students struggling with balancing their studies as well as trying to cover their living costs with loss of part time work and little support coming from home due to impact of Covid on their families overseas. Being able to provide support for these clients makes a huge difference to their ability to keep moving forward with their lives and we could not do this work without the strong network of funders reaching out to us and responding so positively to the needs of vulnerable communities.

Our most recent work has been taking a lead role distributing information, encouraging communities to engage in the vaccination roll-out and understanding the challenges faced by non-vaccinated communities. We have done this by providing information using social media, workshops and one on one appointments with our clients. The Settlement Centre has hosted vaccination clinics providing a trusted and positive environment for ethnic communities to access their vaccination.

Collaboration

Building relationships with other community organisations has been an important focus for us this year. The strength of our response is strengthened by our relationships with other organisation. We can shine a lens on the needs of our ethnic communities and talk in a positive and productive space on how we can deepen understandings and raise awareness across a number of supporting agencies. Working together on what is important 'right now' for our clients is key to improving well-being. We have built strong connections with NZ Police, Fire & Emergency, Civil Defence, Kainga Ora, Whare Ora and many other organisations. We ran a very successful Community day in February of 2020 with many of these organisations very keen to be part of the messages and engagement with community. We continue to work effectively with the Salvation Army helping families have access to food parcels when needed. And have also established a relationship with Waikato DHB and Plunket to provide workshops and drop ins for new mums or expectant mums.

Collaboration is a big part of our Community Connector role and we look forward to strengthening these relationships.

Things to work on

Sadly, the lack of suitable housing is the biggest need in our ethnic community and it is deeply concerning the number of families who are now faced with long periods of time in emergency housing which is in reality an over-crowded motel room. It is the number one issue for our families being able to move forward with their lives and thrive in the community. Families in this type of situation need a lot of support. Motels are not appropriate for our families. People feel intimidated, threatened and forgotten. We provide ongoing support for these families with what we can, language support, welfare checks, schooling etc.

Placing families in unsuitable accommodation is linked to an increase of school truancy of children. Children are missing out on school to help their parents with appointments, because they do not have stationery, school uniforms, devices, transport, or food. We continue to work with schools to address these problems and see how we can help both the schools and families connect in a more effective and positive way.







OUR BOARD MEMBERS

Richard Cain
Asad Mohsin
Paul Oettli
Hope Allum
Raewyn Kirkman
Rob Rope
Nicolas Hadj-Blaha
Jannat Maqbool
Juergen Pothmann
Natasha Harvey - Chairperson
Bryan Corfield - Treasurer

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
COGs - Community Organisations Grants Scheme
Lottery Grants Board
WEL Energy Trust
Midlands Regional Community Trust
Todd Foundation
JR McKenzie
Vodafone Foundation
DV Bryant & Lorna McLeod Trust
Len Reynolds Trust

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MIGRANT EMPLOYMENT SOLUTIONS

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OUR SUPPORTING AGENCIES

Community Law Waikato
New Zealand Police
English Language Partners Waikato Inc.
Waikato Refugee Forum
Housing New Zealand - Kainga Ora
Migrant Youth Training Services



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