



ANNUAL REPORT

2019 / 2020

Celebrating Diversity



Hamilton Multicultural Services Trust



CHAIRPERSON'S REPORT

Natasha Harvey

As I write our report reflecting on the previous twelve months it is difficult to reflect without focussing in on the events of the past few months, in particular Covid-19.

There can be no doubt that the 2020 year has been a challenging one. The presence of Covid-19 has changed our world and as a result of that the work that is undertaken by HMST has been impacted significantly. It is a testament to our team and supporters that during this time HMST has been able to continue our work supporting our wider community.

For us Covid-19 has meant an increased demand on our services, it has meant we have needed to pivot in some areas and provide additional support and it has meant that we have needed to advocate and take care of our community in ways we have not necessarily had to before - **we have seen some of our community at their most vulnerable but we have also seen amazing human kindness and the ability of our team to deliver a high level of service to the community we support.**

Over the past twelve months our organisation has achieved our service delivery standards across our programmes – we have still placed people in employment, we have continued to deliver on driver training outcomes, we have had a number of women progress through our Flourish and Sisterhood programmes, we have delivered needs based support around energy and cost savings, we have continually delivered excellent interpretation and translation services and we have embedded our community connector to provide that vital connection of services and community.

For me, this shows the resilience, grit, determination and relevance of our team, our services and our community. I would like to thank our volunteer board, our amazing management team, our dedicated staff, our funders and supporters and the wider community for their efforts, contributions and support as we have navigated through uncertainty and continued our mission to support successful settlement and community.

Over the next twelve months I believe we will still have challenges – our inability to travel overseas, increased immigration back home and general economic conditions will pose challenges. I believe the services and support we offer our community will become of even greater importance as will the need for human connection which is at the heart of our organisation. But I also believe from adversity we grow. We are looking ahead determined to continue the great work that has already been achieved and to build on our foundations -both figuratively and literally with our building project. Our strategy has not changed and nor have our vision and mission – in fact we see these of even greater importance in these uncertain times.

So, I am looking forward to 2021 – the opportunities that will present themselves following a difficult 2020, continuing to innovate, develop and grow our services, the opportunity to commence work on our building project and most importantly continuing to connect with our community and our mission. There is plenty of work ahead but with the support of the board, the team and our wider community we can continue the momentum and support and deliver on our aspirations.



TREASURER'S REPORT

Bryan Corfield

It is with pleasure that I present the 2020 audited financial statements. It has been a challenging year globally, but the Trust went into the Covid crisis from a strong financial position. This has enabled the organisation to mitigate the financial impact of the lockdown and support the community at a time of great need.

Highlights for the year

- **Income from grants and contracts, up 67%**
- **Operating costs increased 46%**
- **Surplus for the year up 42%**
- **Cash reserves \$1.4m**
- **Unused contracts and tagged funds \$1.1m**

Revenue has increased primarily due to a full year of operations from the Open Roads programme and Multilingual Service contract. The Covid restrictions saw a reduction in revenue from face to face interpreting, venue hire and driving school services. This loss of income was partially offset with a reduction in overheads, while the Trust retained the employment of all the casual and permanent staff through this time with the help of the wage subsidy.

Operating costs have increased 46% to \$2,464,000 as the Trust has a full year of subcontractor payments for the Open Road programme. Staff costs have increased with the addition of extra personnel, and the Trust ensuring staff remuneration is set at a minimum of at least the living wage.

Operating cash flows have increased 187% from FY19, continuing the trend from the previous financial year. The Trust has \$1,446,000 in cash on hand at the end of the financial year, part of which is income received in advanced from contracts and grants. Tagged funds are carried over into the next financial year. A significant part of tagged funds is set aside as the Trust's contribution to the proposed refurbishment and new additional building time-framed for early 2022.

The impact of Covid-19 differed across each business unit. Because the Trust has developed a range of varied income streams over the previous years, this diversification of services contributed to the Trust limiting the impacts of the lockdown and restrictions on operations.

The financial results of the Trust are an outcome of the hard work and dedication from the HMST staff, community, funders, and volunteers. I would like to thank the HMST family and supporters, Merzia and the Management Team, Tash our Board Chair, and my fellow trustees.



LEADERSHIP REPORT

Ellie, Tania, Leanne

Many of us will remember as we approached the start of 2020 thinking how good it would be to put 2019 behind us, and we looked to the new year with hope of better things to come.

We all now know that 2020 has been tough, the impact of the global pandemic, Covid-19 will be with us for many years to come. We now work, live and connect in a very different way and are learning to adjust to moving in and out of alert levels as we get to grips with the consequences the virus has on our communities, region and country.

Moving into lockdown meant we had to gather quickly as a team to ensure we could still support communities and work as effectively as we could remotely. Staff were provided with the resources they needed to set up home offices and we all came to grips with Zoom and Microsoft Teams. During this time the Trust was committed to keeping our team connected and supported as much as we could to ensure they could assist members of the community who were facing stressful and anxious times.

While Covid has certainly been a major distraction it is important to share and celebrate the good stuff.

The Decypher interpreting service team were able to provide telephone interpreting as an essential service, while our INFONow assistants responded to numerous calls in first language relating to the wage subsidy, alert levels, changes to immigration and financial hardship.

The Information Service team were able to respond to calls remotely, and provide guidance and connection to other service providers for enquiries during the lockdown period. Our newly implemented role of **Community Connector** became a key source of assistance to those in the community facing hardship. We were able to establish a collaborative relationship with Salvation Army so we could coordinate and deliver food parcels, and complete welfare checks. We were also able to distribute care packages, heaters and blankets. None of this work would have been possible without the quick and significant response from

Waikato funders including Trust Waikato, D V Bryant, Wel Energy Trust and Hamilton City Council.

The Trust is grateful to this group who provided the funds so we could respond to the needs within our migrant and former refugee communities, who were not only getting to grips with the impact of Covid-19 on New Zealand shores but who also had the added anxiety of the impact on their families off-shore.

Understandably, in our **Transport Programmes** all driving lessons and practise sessions were cancelled until we entered Level 2 after lockdown. The team didn't stop working though. All our learner drivers and volunteer mentors were contacted and supported where necessary. We also used this time to master online driving support which will now be offered to all driving mentors in our programmes in future. We have adjusted to delivering programmes in a flexible and responsive way to align with moving in and out of alert levels. It's been a pleasant surprise that we are busier than ever with an increased demand for driver education. We are excited to be the backbone organisation for the emerging **Driving Change Network**. This collaborative, inclusive movement is facilitating systems change in the Driver Education and Licencing space. HMS Trust is managing the collective funding as well as the employment of a national co-ordinator. Our systems change, both theory and practical learnings are demonstrating how our organisation can play a bigger part in advocacy and of change creation.

As we look to the future we are well on track to achieving a long term strategic goal of building a new Settlement Centre on our current site on Claudelands Park. In March 2020 we were successful in gaining approval from Hamilton City Council for an increased footprint on the park which will enable us to refurbish the current centre along with the building of new spaces to meet the needs of all stakeholders. The next 18 months will be busy, but an exciting time for our organisation as we work through the pre-construction phase to the construction phase of this significant project.

It has been a big year and one which we could not have imagined especially after the event of March 15, 2019 and the impact this had on communities and Aotearoa as a country.

"Life's roughest storms prove the strength of our anchors". anonymous

The Trust is anchored by a Board of highly skilled, and dedicated trustees; it is anchored by funders who have confidence in our ability to foster positive change for the communities we assist; it is anchored by staff who focus everyday on going the extra mile; it is anchored by volunteers who quietly go about making a real difference in the lives of people in the community. It is anchored by generous and resilient communities.

Lastly, it is with gratitude we acknowledge all those who contribute to the Trust, and who celebrate what is both common and different.

"Life's roughest storms prove the strength of our anchors".

- anonymous -





PERFORMANCE REPORT

Opinion

We have audited the accompanying performance report of Hamilton Multicultural Services Trust on pages 1 to 14*, which comprises the entity information, the statement of service performance, the statement of financial performance and statement of cash flows for the year ended 30 June 2020, the statement of financial position as at 30 June 2020, the statement of accounting policies and other explanatory information.

In our opinion:

- The reported outcomes and outputs, and quantification of the outputs to the extent practicable, in the statement of service performance are suitable;
- The performance report on pages 1 to 14* presents fairly, in all material respects:
 - The entity information for the year ended 30 June 2020;
 - The service performance for the year then ended; and
 - The financial position of Hamilton Multicultural Services Trust as at 30 June 2020, and its financial performance, and cash flows for the year then ended in accordance with Public Benefit Entity Simple Format Reporting Accrual (Not-For-Profit).

Auditor - Jefferies Nock & Associates

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

*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 2020	June 2019
Settlement Centre Waikato (community groups, agencies, NGOs that used the centre as venue)	54	63
Driving Programmes - Number of successful participants	122	107
Driving Programmes - Lessons delivered	1828	2253
Bike Training - Number of participants	17	39
Immigration Clinic service of the Trust - Number of appointments	110	304
Migrant Employment Solution - Number of clients received employment support	77	107
Migrant Employment Solution - Number of clients obtained employment (contracted outcome for a year is 55)	65	71
Interpreting (Number of Jobs)	7176	6353
Translations (Number of Jobs)	370	315
InfoNOW (Number of enquiries)	3368	1291
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	-
Covid 19 support recipients:		
Food Bags	110	-
Blankets	61	-
Heaters	25	-

The last quarter of FYE 30 June 2020 was significantly affected by Covid-19 lockdown situation. As a result of lockdown most of the Trust's face to face services were put on hold including interpreting service, driving lessons delivery, and venue hire facility. This is reflected in the decline in outputs in these areas when compared to results from previous year.



*STATEMENT OF FINANCIAL PERFORMANCE

	Note	June 2020 \$	June 2019 \$
Revenue			
Donations, fundraising and other similar revenue	1	287,809	204,151
Revenue from providing goods or services	1	1,562,569	1,446,231
Interest, dividends and other investment revenue	1	15,499	2,741
Other Revenue	1	607,368	40,054
Total Revenue		2,473,245	1,693,177
Expenses			
Expenses related to public fundraising	2	11,765	9,243
Volunteer and employee related cost	2	1,514,705	1,203,518
Costs related to providing goods or services	2	869,063	403,853
Grants and Donations made	2	2,647	1,763
Other Expenses	2	66,783	68,967
Total Expenses		2,464,963	1,687,344
Surplus for the year		8,282	5,833

*STATEMENT OF FINANCIAL POSITION

As at 30 June 2020	Note	30 June 20 \$	30 June 19 \$
Assets			
Current Assets			
Bank accounts and cash	3	1,446,737	524,679
Debtors and prepayments	3	135,758	176,344
Total Current Assets		1,582,495	701,023
Non-Current Assets			
Property, plant and equipment	4	152,294	153,128
Total Non-Current Assets		152,294	153,128
Total Assets		1,734,789	854,151
Liabilities			
Current Liabilities			
Creditors and accrued expenses	3	156,146	133,262
Employee costs payable	3	74,259	60,934
Unused donations and grants	3	280,204	140,379
Unused contracts and tagged funds	3	1,102,731	397,508
Other current Liabilities	3	59,109	47,630
Total Current Liabilities		1,672,449	779,713
Non-Current Liabilities			
Long-Term Finance Lease obligation	3	25,925	46,305
Total Liabilities		1,698,374	826,018
Total Assets less total Liabilities (Net Assets)		36,415	28,133
Accumulated Funds			
Accumulated Surpluses or (deficits)	5	36,415	28,133
Total Accumulated Funds		36,415	28,133

*STATEMENT OF CASH FLOW

	Note	30 June 20 \$	30 June 19 \$
Cash Flows from Operating Activities:			
Cash was received from:			
Donations, fundraising and other similar receipts		428,171	225,340
Receipts from providing goods or services		2,329,083	1,683,767
Interest, dividends and other investment receipts		15,499	2,741
Other Revenue		601,953	40,054
Net GST		- 3,862	- 7,517
Cash was applied to:			
Payments to suppliers and employees		- 2,392,680	- 1,603,215
Donations or grants paid		- 2,647	- 1,763
Net Cash Flows from operating activities		975,517	339,407
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		- 13,385	- 32,895
Principal repayment of finance lease obligations		- 45,489	- 26,647
Net Cash Flows from Investing and Financing activities		- 53,459	- 59,542
Net Increase/ (Decrease) in Cash		922,058	279,865
Opening Cash	3	524,679	244,814
Closing Cash	3	1,446,737	524,679
This is represented by:			
Bank Accounts and Cash	3	1,446,737	524,679



* This performance report should be read in conjunction with the accompanying notes and audit report available on our website www.hmstrust.org.nz

VALUES

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

GOALS

- Capacity Building
- Relationship Building
- Empowerment

Performance Outcomes



Language Services

Decypher
Interpreting • Translating
Phone & face to face interpreting, & written translations

Translations **370** - increase of 55 jobs from 2019
Interpreting **7176** - increase of 823 jobs from 2019
Over **160** casual interpreters
Over **50** languages



INFO NOW
...in your language

MBIE contract

20 casual INFO Now assistants
Number of enquiries **3368**



Settlement
Centre Waikato

A collaborative hub of services and support for ethnic communities.
Operational Grant – Trust Waikato/HCC

54 venue users
467 newcomers registered with the centre
110 Community Law Waikato Immigration Clinics
10 Sector Agency meetings



Community
Connector

110 food parcels
61 blankets
25 heaters



Migrant
employment solutions

Work placement support for skilled migrants.
MBIE Contracted service for 55 placements

77 clients received employment support
65 clients gained employment



FLOURISH
LEADERSHIP DEVELOPMENT FOR ETHNIC WOMEN

Office of Ethnic Communities grant

18 women from 12 different ethnicities
18 mentors



Computers in Homes
Rorohiko i roto ngā Kāinga

Ministry of Education Contract
A programme for recently arrived refugee families with school aged children

14 Families received **30** hours of computer training plus internet connection subsidy/technical support and a desktop or laptop computer



SISTERHOOD
CONNECTING • EMPOWERING • HEALING

COGS grant

Over **150** women connected
7 activities



AFFORDABLE
ENERGY for all

WEL Energy Trust grant

37 healthy home assessments
32 homes switched to an affordable power option
6 workshops



Open Road
DRIVER TRAINING

MBIE contract
Supported by MSD, NZ Police, and NZTA

65 clients passed driver licence test
340 instructor lessons delivered
996 volunteer driving sessions (value of \$40,000 of volunteer time)



BIKING

Hamilton City Council

48 participants enrolled & assessed
17 participants completed the training



Passport 2Drive
SAFE • SUCCESSFUL • SELF-RELIANT

Grants from Trust Waikato, Hamilton Sky City Trust & Wel Energy Trust

57 clients passed driver licence test
1488 driving instructor lessons





HIGHLIGHTS REEL

DECYPHER

In this financial year there was an increase of 13% in the number of interpreting and translation jobs compared to the previous year. This also included April 2020, where job numbers were reduced to about 25% of the usual number due to Covid lockdown period.

INFONOW

Experienced a 50% increase in the number of calls during March when compared to prior months. This new level of inquiry has been consistent in the months following lockdown.

ETHNIC FOOTBALL FESTIVAL

The weather was brilliant for this iconic festival, perhaps due to the event being held early in December and we were not contending with the spring wind and rain. The highlight of the event for this year was the introduction of the teams' parade. Flags were flying, drums were beating and there was a general sense of pride and unity as all the teams gathered for the official opening of the event.

FLOURISH

Our guiding philosophy "When women **FLOURISH** so do families and communities".

This is one of our newest programmes with a focus on leadership development for ethnic women. Resourced by a grant from the Office of Ethnic Communities, Flourish is a ten month programme involving 18 women from 14 different ethnic backgrounds, supported by 18 women mentors with skills and knowledge in leadership. The programme consisted of 10 workshops, a group project and monthly meetings with an assigned mentor. In November there was a glorious evening of celebration and acknowledgement of the journey all those involved had taken.

PASSPORT 2 DRIVE

This year has seen us learn to gel together as a team. COVID-19 allowed us to step back, pause and reflect on our programmes. It further enabled us to better understand the needs of our communities to respond in the most effective manner.



OUR COVID RESPONSE

INFONOW - the work available to InfoNOW's assistants during the March to May Covid-19 lockdown period increased. Migrants relied on the service to keep them informed of pandemic updates. As stresses developed in the community due to job losses, immigration changes and financial hardship the demand for this service increased.

DECYPHER - was requested to provide telephone interpreting to the Covid-19 isolation facilities based in Hamilton. This required additional resources to manage the level of incoming calls, both in office hours and after hours. The restrictions introduced on us by the various Covid-19 levels meant that Decypher had to respond by increasing its provision of telephone interpreting and introducing video interpreting as a new service.

COMMUNITY CONNECTOR - work increased significantly due to Covid-19 impact. A collaborative relationship was developed with the Salvation Army to provide a coordinated response to food parcel requests across sector agencies. We were able to coordinate and support communities with 110 food parcels, 61 blankets, 25 heaters. Numerous welfare checks were also undertaken during this period to ensure people were able to access services and receive support.

SETTLEMENT CENTRE WAIKATO - March 2020 was a huge milestone for the Trust as we secured the approval of an increase in the footprint on Claudelands Park for the Centre. This was supported unanimously by HCC Councillors. We now have the ability to move forward with our long term strategic goal of refurbishment and expansion of the Settlement Centre to ensure service providers and ethnic communities are resourced for current needs and for future growth.



MAKING A DIFFERENCE

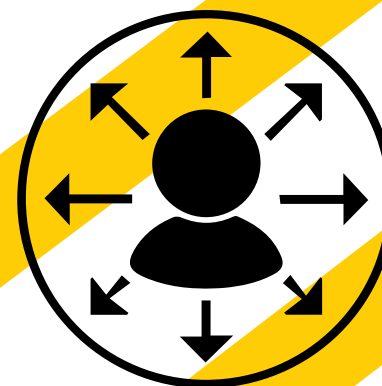
"This year has been particularly difficult for most of us.

"When the pandemic started, I did not have a job, my husband began to receive less salary. With a daughter at home, and with only work visa status, we felt anxious and uncertain. Fortunately, we received support from HMS Trust Waikato, vouchers and food parcels, without this we would not have survived. We felt this support and it helped us move forward and take care of being strong and united as a family. I am a witness to how HMS Trust Waikato helped many other families and students who were struggling during this difficult time.

Many organizations offered support during those tough times, but what makes HMS Trust work most valuable is dedication and empathy. Hearing a "How is everything?" Everything will improve "gave us the strength to continue.

We will never forget what they did for us, thank you so much. You have to fight through some bad days to earn the best days of your life."

A thank you note from Maria.



THANK YOU TO

OUR BOARD MEMBERS

Richard Cain
Asad Mohsin
Caroline McCurdie
Hope Allum
Raewyn Kirkman
Rob Rope
Natasha Harvey - Chairperson
Bryan Corfield - Treasurer

OUR FUNDERS

Ministry of Business Innovation and Employment
Ministry of Education
Ministry of Social Development
Office of Ethnic Communities
Hamilton City Council
Trust Waikato
Skycity Hamilton Community Trust
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

CONTACT US

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SETTLEMENT CENTRE WAIKATO

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www.scw.org.nz

DECYPHER

info@decypher.co.nz
www.decypher.co.nz

InfoNOW... in your language

info@infonow.nz
www.infonow.nz

OUR SUPPORTING AGENCIES

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

Thank you to
OUR VOLUNTEERS



MIGRANT EMPLOYMENT SOLUTIONS

susanw@hmstrust.org.nz
www.migrantemploymentsolutions.org.nz

COMMUNITY CONNECTOR

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OUR SERVICES





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