

PRESENTATION TO TANI REGIONAL NETWORK MEETING

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Hamilton Multicultural Services Trust, Hamilton



VISION

A society that values and celebrates the diversity of all people

MISSION

Paving the way for successful settlement

GOALS

Relationship Building

- 🌀 To connect, support and advocate for the refugee and migrant communities
- 🌀 To maintain and establish stakeholder relationships
- 🌀 To foster participation of newcomers in the community

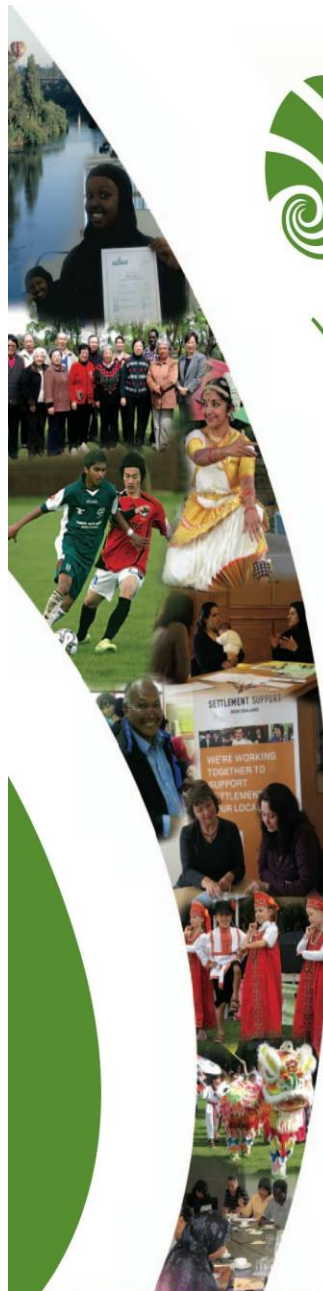
Empowerment

- 🌀 To enable refugees and migrants to be engaged members of the community

Capacity Building

- 🌀 To strengthen the organization, grow existing projects while developing new ones

2010 Diversity Award Recipient



WHO ARE WE?



- February 1999 – established Incorporated Charitable Trust
- May 2000 - started providing interpreting service from Knox Street Office (Hamilton Interpreting Service)
- October 2004 - HMS Trust moved to the Settlement Centre Waikato (former Marist Rugby Club) at Boundary Road, Claudelands

HOW WE WORK



- We are UNIQUE
- We are a group of passionate individuals, who achieve great things together
- We are responsive and forward thinking
- We are growing!

SETTLEMENT CENTRE WAIKATO



- The SCW is owned by the Hamilton City Council. HMS Trust has held an operational lease to manage the centre since 2004
- Settlement agencies at SCW - HMS Trust, English Language Partners and Waikato Refugee Forum
- Information desk available in multiple languages
- We are bursting at the seams, and in the process of extending our space

DECYPHER

- 24/7 service
- Over 50 languages
- Almost 7,000 assignments in 2019
- Over 160 casual interpreters & translators, all trained and upskilled by our in-house trainers
- Assurance of confidentiality, impartiality, accuracy, professionalism, cross cultural understanding
- Service used by NZ Police, NZ Immigration, Waikato DHB, medical centres, lawyers, schools and dozens of Waikato businesses



MIGRANT EMPLOYMENT SOLUTIONS (MES)



- Funded by Ministry of Business Innovation & Employment (MBIE)
- FREE service matching Waikato employers with skilled migrants
- Mentoring for employee and employer to assist with settling in process
- Support clients: CVs, preparing for interviews, applying for jobs, Employment Law; Interview techniques, etc

IMMIGRATION SERVICE

- Available to migrants and former refugees
- A lot of Refugee Reunification applications
- Interpreters provided by Decypher

Service supported by Community Law Waikato



PASSPORT TO DRIVE (P2D)



- Community driving school (available to everyone)
- Practice programme to assist those who don't have a car or a supervisor to learn with
- Driving tests taken from the Centre

OPEN ROAD



- Driving programme teaching former refugees to move from their learner's licence, to their restricted, and then on to their full licence
- Funded by Ministry of Business Innovation & Employment
- National contract – currently operating in 8 locations
- All learners are matched with a volunteer mentor

CYCLE TRAINING

- Teaching adults to cycle
- Supported by NZTA and Hamilton City Council
- Training bikes available
- Cycle workshop
- Donated bikes refurbished and gifted to graduates



COMMUNITY CONNECTOR



- Connecting clients to services
- Supporting clients with appointments and reading documents
- Advocacy, and empowerment of clients
- Assisting other organisations to achieve positive engagement with ethnic clients
- Delivering workshops and activities to improve client's knowledge of services available to them

COMPUTERS IN HOMES

- Funded by Ministry of Education
- Teaching former refugees to get digital
- Language assistance provided by Decypher's interpreters



AFFORDABLE ENERGY PROGRAMME



- Funded by WEL Energy Trust
- In-home assessments - assistance for families to improve the health of their homes
- Assistance for families to find the best energy plan
- Budget support
- Digital literacy assistance

FLOURISH



- Leadership programme for ethnic women
- 3 part programme – workshops, group projects and mentoring
- Network building
- Grows skills and confidence of women who want to make a positive difference in their community, workplace or home

ETHNIC FOOTBALL FESTIVAL



- 2 day event held at the end of each year (October/November)
- Tournament has been running for 20 years
- 30 teams hosted each year

SISTERHOOD



- Established after recognizing a need in the community
- Friendship network for vulnerable or lonely ethnic women
- All welcome – bring a friend 😊
- Monthly events

INFONOW...in your language



- Funded by Ministry of Business Innovation & Employment (MBIE)
- Providing settlement information to migrants and former refugees
- Assistance available via phone, email and online chat
- 17 languages
- FREE service

INFONOW...in your language

- Service commenced on 1 February 2019
- Over 3,000 enquiries in first year



INFONOW...in your language



- Most common enquiries are for general immigration information, financial and legal
- A lot of relationship issues – domestic/family, neighbour's disputes
- Housing/tenancy is also a common topic

INFONOW...in your language



Hyejung Kim
InfoNOW Assistant – Korean
Presentation of case studies

www.infonow.nz