

Ethnic Communities Listening Forum 2009

Reception Lounge
Hamilton City Council
Wednesday 10 June 2009
7:00pm — 9:00pm

REPORT

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INTRODUCTION

In March 2004 the Minister of Ethnic Affairs, Hon Chris Carter organised a very successful Listening Forum with Hamilton ethnic communities.

In light of this success, Hamilton City Council hosted the first Ethnic Communities Listening Forum on 15 June 2005 to open up a dialogue between ethnic communities and Council. This has become an annual Forum as a commitment of the elected members of Hamilton City.

The 5th Ethnic Communities Listening Forum was held on Wednesday 10 June 2009 at the Reception Lounge, Hamilton City Council (HCC). Following a welcome and a report to ethnic communities from the Ethnic Development Advisor HCC, participants were divided into five focus groups:

1. Social & Cultural Connectedness
2. Health & Well-being
3. Education, Language & Literacy
4. Employment & Financial Independence
5. General

The facilitators and scribes were:

- **Lucia Reijgersberg**, Settlement Support Coordinator, Settlement Support New Zealand, Department of Labour
- **Andy Mannering**, Neighbourhood Development Advisor, Hamilton City Council
- **Helen Paki**, Social Development Team Leader, Hamilton City Council
- **Tania Hermann**, Social Development Advisor, Hamilton City Council
- **Sandra MacKenzie**, Ethnic Advisor, The Office of Ethnic Affairs, Department of Internal Affairs
- **Jo de Lisle**, ESOL Advisor, ESOL Assessment & Access Specialist Service
- **Hannah Banks**, Neighbourhood Development Advisor, Hamilton City Council
- **Ihsana Ageel**, Community Resources Advisor, Hamilton City Council
- **Jenny Nand**, Neighbourhood Development Advisor, Hamilton City Council
- **Patricia Novoa**, Centre Coordinator, Waikato Migrant Resource Centre, Hamilton Multicultural Services Trust



Ethnic Communities Listening Forum

*Hamilton City Council, Reception Lounge,
Ground Floor, Garden Place*

7:00pm — Wednesday, 10 June 2009

Programme

- 7:00 pm Philip Yeung, Ethnic Development Advisor (welcome and house keeping), introduces Deputy Mayor Councillor Pippa Mahood and Councillors
- 7:05 pm Report back to ethnic communities, Philip Yeung
➤ What has been an achieve, current and ongoing projects
- 7:20 pm Forum commences (break into five groups)
➤ Social & Cultural Connectedness
➤ Health & Well Being
➤ Education, Language & Literacy
➤ Employment & Financial Independence
➤ General
- 8:15 pm Coffee, tea and refreshments
- 8:30 pm Report back by facilitators
- 8:40 pm Open discussion
- 9:00 pm Closing



ATTENDANCE

Approx. 70 people attended the Forum, from 31 different ethnic groups, organisations and individuals:

1. Alliance Francaise de Hamilton
2. Aotearoa Experience
3. Chinese Golden Age Society
4. Hamilton Mandarin Church
5. Hamilton Multicultural Services Trust
6. Hamilton Pride Agender Waikato
7. Global Organisation of People of Indian Origin
8. Indonesian Society of Hamilton
9. Islamic Women's Council of New Zealand
10. Italian Community
11. Lithuanian Society
12. News & News (Korean newspaper)
13. Problem Gambling Foundation — Asian Services
14. Relax Training Institute of New Zealand
15. SHAMA — Hamilton Ethnic Women Centre
16. Solomon Islands Hamilton Association
17. The New Zealand Chinese Association — Waikato Branch
18. The United Nations Association of New Zealand (Waikato Branch)
19. The Women's Organisation of the Waikato Muslim Association
20. Waikato Association of Korean Students
21. Waikato Cambodian Trust
22. Waikato Ethnic Council
23. Waikato Filipino Association
24. Waikato Indian Association
25. Waikato Khmer Association
26. Waikato Korean Association in New Zealand
27. Waikato Migrant Resource Centre
28. Waikato Muslim Association
29. Waikato Refugee Forum
30. Waikato Senior Indian Citizens Association
31. Waikato Somali Friendship Society

His Worship the Mayor Bob Simcock and Councillor Gordon Chesterman had put in their apologies.

Deputy Mayor and Councillor Pippa Mahood, Councillor Daphne Bell, Councillor John Gower, Councillor Peter Bos, Councillor Maria Westphal and Councillor Joe De Maio attended the Forum.

David Bennett Member of Parliament Hamilton East, Brigit Brant of Tim Macindoe Member of Parliament Hamilton West office and Pere Paea Ethnic Liaison Office of Waikato Police also attended the meeting.

REPORT BACK TO ETHNIC COMMUNITIES

Report given verbally by Philip Yeung, Ethnic Development Advisor, HCC

- HCC website www.hamilton.co.nz — Ethnic Development, links to the Hamilton Directory for New Settlers, reports of listening forums, Hamilton Based International Groups and other ethnic groups and agencies websites.
- Ethnic Communities Funding Workshop was held on 10 March and attended by representatives from 22 ethnic groups.
- 33 ethnic groups (total of 160 applications) applied for a HCC Community Well-being Grant in March 2009.
- Hamilton New Settlers Focus Group and Settlement Network Support Group organised by Settlement Support NZ and the Hamilton Ethnic Forum (collaborating with the Waikato Ethnic Council quarterly meetings) are still ongoing.
- English Language Partners Waikato (formerly known as ESOL Home Tutor Waikato) with 180 volunteer tutors and 380 learners, currently running 9 English Social Groups, 5 ESOL Literacy Classes, a Job Mentoring Programme (volunteers are matched with migrant job seekers, English for Employees (for people who are employed) and Work Talk (for migrants to increase confidence in workplace communication).
- Hamilton Interpreting Service, 78 interpreters, 37 languages + English, June 2008 to May 2009, total 2032 interpreting assignments.
- Hamilton Multicultural Services Trust (HMST) runs the Waikato Migrant Resource Centre, a citywide community centre for migrants and refugees.
 - Venue hire for ethnic functions, events and workshops
 - Movie Night on every first Friday evening of each month
 - Cultural Perspectives Series
 - BCG clinics for migrants and refugees run by Plunket and Public Health Nurse, vaccination against TB.
 - Low Cost Living Expo
 - 7th NZ Ethnic Soccer Festival at Jansen Park
 - Migrant Workplace Internship
 - Law seminars
 - Children Day and International Children's Parade on 1st March
 - Tai Chi classes
 - Art Expo on 23 May
 - Art Exhibition on 16 June
 - Waikato Migrant resource Centre newsletter in various languages
 - Free Mammogram (Breast Screening mobile unit) for women aged 45 to 69
- Settlement Support New Zealand (Hamilton)
 - Settlement Support information, referral and settlement clinics
 - Welcome Pack to new migrants and refugees
 - Settlement Support 'New Bridges' newsletter

- Seminars: 'Get A Life' seminars Employment, Career Education in NZ, 'Pathways to Settlement' seminars — Tax and Immigration
- WDHB staff orientations, Wintec International Students orientations
- ESOL Assessment and Access Specialist service has assessed another 400+ people from over 40 countries since the 2008 Listening Forum. About 25% of clients had work permits. English and pre-employment programmes which accept people on work permits are very valuable.
- Waikato Chamber of Commerce 'Business After Five' event for employers ('Why hire a migrant') organised by the Migrant Employment Group (MEG) Collaborative Intersect group of a number of government and NGOs with over 80 attendees.
- Waikato Ethnic Council providing English and Life Skill classes for new migrants/residents, Leadership Programme for Ethnic Youth, promoting Human Rights Awareness, held a Political Forum before General Election in collaboration with WMRC and organised the Multi Ethnic Day on 21 March, Race Unity Day.
- SHAMA Hamilton Ethnic Women Centre provides support, advocacy and programmes to ethnic women, classes on English, Craft, Sewing, Driving Cooking and English Conversation classes, Legal and Domestic Violence Workshops, Parents Support / Play Groups, Homework Project, Health & Fitness Dancing exercise, other services include Counselling and Social Work — home visit and referrals.
- Waikato Refugee Resettlement Society runs After School Tutoring for Somali families, Social English Class and providing support to refugee.
- K'aute Pasifika Services runs Community Clinic at Fairfield Baptist Church on Health, Social Services and Education. The training Unit runs National Certificate in Employment Skills at Wintec.
- Migrant Expo was held successfully in Claudelands Event Centre on 23 August
- Ethnic Liaison Officer, Waikato Police has become a full time position since November 2008, job includes community reassurance, problem solving, education (police and community), recruiting and training
 - Police session at WMRC on every Monday morning to answer any questions from ethnic communities concerning with the police.
 - Small Business Safety Seminars
 - Refugees arrival Powhiri (with Refugee Services Aoteaora and Te Runanga o Kirikiriroa).
 - Community Constables Training Day at WMRC and visit the Mosque.
 - Ethnic Communities Reference Group (planning stage)
 - Several Groups have been taken on tour through Hamilton Central Police Station.
- Ministry of Education Team Up website in six languages (Chinese, Korean Hindi, Dari and Somali) covers schooling in NZ, early childhood education, suspension and parenting.
- A Silent Walk along Victoria Street and an evening function on 10 December marked the 60th anniversary of Human Rights Declaration.

- Office of Ethnic Affairs organised an Ethnic Women's Network Meeting on 21 February.
- RELAX Training Institute of New Zealand is offering courses on English Literacy, Numeracy & Workplace Communication Skills, English Employment & Industry Training, On-the-Job Training, Job Search, Job Placement and In-Work Support
- Hamilton Community Radio Open Day — BBQ Party at Your Place.
- Hamilton Mosque Open Day.
- Waitangi Day Commemoration 2009 — ethnic groups' participation.
- 2nd Ethnic Volleyball Tournament organised by the Waikato Volleyball Association on 28 March, special thanks to Councillor Dave Macpherson.
- Library — foreign languages collection at 6 June 2009 - 3791 books for adults and 971 books for children (683 adult items and 269 children items were added).
- Waikato Museum — Walk with Me Refugee Experience exhibition from December 2008 till April 2009.
- Waikato Regional Refugee Resettlement Forum (WRRRF) was successfully held on 22 & 23 March 2009.
- Four Citizenship Ceremonies were held in the past twelve months with over 800 people receiving their citizenship certificates.
- Hamilton Directory for New Settlers 09/10 will be ready by end of July.
- Citizens Advice Bureau operates on Tuesday and Thursday at WMRC from 10:00am till 1:00pm. Multi Lingual Information Service with 26 languages available by 0800 free phone.

Hamilton City Libraries World Languages collection as at June 2009

The non-English language collection currently stands at approx 3791 books for adults and 971 for children.

To date 683 adult items were added in 2008/09 (including approximately 400 donations) and 269 children's.

Priorities for 07/08 have been Dutch, Panjabi, Hindi, Bengali, Gujurati, Chinese, Japanese and Korean for adults; and Chinese and a range of bilingual titles for children. Some Korean and Japanese material is still being processed and does not yet show in the table below.

Many donations, particularly Chinese, Japanese and Korean have been received. Tentative priorities for 2009/10 include Malayalam, Sinhalese, French, Chinese, Korean and Pacific Island languages.

The book budget for 2009/10 will increase to \$8000 and (\$2000 for children).

Dewey	Language	Total in stock 4 June 2009		Additions June 2008-May 2009		
		Adult Copies	%	Childrens Copies	Adult Copies	Childrens Copies
830	German	59	1.6	10	8	1
839.31	Dutch	33	0.9	27	8	2
839.36	Afrikaans	75	2.0	20		
839.7	Swedish	19	0.5	0	1	
839.81	Danish	5	0.1	0	3	
839.82	Norwegian	7	0.2	0	5	
843	French	47	1.2	7	14	1
850	Italian	41	1.1	1	1	
859.3	Romanian	10	0.3	0	0	
860	Spanish	58	1.5	9	17	2
869.3	Portuguese	5	0.1	5	5	
889.4	Greek	0	0.0	1		
891.42	Panjabi	15	0.4	7	15	0
891.43	Hindi	84	2.2	26	11	1
891.439	Urdu	17	0.4	7	0	0
891.44	Bengali	7	0.2	13	7	0
891.47	Gujarati	17	0.4	5	17	0
891.48	Sinhalese	121	3.2	0	2	0
891.553	Farsi	5	0.1	1	2	0
891.62	Gaelic	2	0.1	0	0	0
891.66	Welsh	3	0.1	3	0	0
891.73	Russian	40	1.1	22	0	1
891.79	Ukrainian	4	0.1		4	
891.81	Bulgarian			1	0	
891.826	Serbo-Croatian			3	0	
891.83	Croatian	10	0.3	1	0	
891.85	Polish	0	0.0	4	0	
891.86	Czech	10	0.3	6	1	0
891.991	Albanian		0.0	2	0	
892.44	Hebrew	1	0.0	0	0	
892.7	Arabic	28	0.7	60	8	6
893.54	Somali	20	0.5	70	0	11
894.5113	Hungarian	2	0.1	0	0	
894.811	Tamil	30	0.8	11	0	0
895.152	Chinese	1616	42.6	417	345	236
895.6	Japanese	530	14.0	42	149	2
895.7	Korean	728	19.2	170	59	6
895.913	Thai	35	0.9	0	1	
895.9223	Vietnamese	30	0.8	14	0	0
895.932	Cambodian/Khmer	39	1.0	6	0	
899.211	Tagalog	13	0.3		0	
899.221	Indonesian	11	0.3	0	0	
899.28	Malaysian	14	0.4		0	
		3791	100.0	971	683	269

Usage has increased but any publicity that can be given to the collection is appreciated and feedback and suggestions for improvements and expansion of the collection is welcome.

World Languages	
Ananda Viktan [Tamil]	Central Library [new]
Du Zhe [Chinese]	Central, Chartwell and Hillcrest
Grihshobha [Hindi]	Central Library [new]
India today international [English]	Central Library
Jaitang (Family) [Chinese]	Hillcrest Library
Jooboo Saenghwal (Housekeepers life) [Korean]	Central Library
Kadambini [Hindi]	Central [new]
Sarita [Hindi]	Central
Da zhong yi xue (Pop Medicine) [Chinese]	Central and Chartwell
Xin hua wen zhai [Chinese]	Central
Waikato Korean news	Central
Wolgan Chosun (Monthly Chosen) [Korean]	Central
Zhong guo ti yu (Sports) [Chinese]	Central
Zhongguo Katong (cartoon) [Chinese]	Central

The magazine budget is \$3500

New Zealand Asian newspapers available on Level 3 of Hamilton Central Library —

PUBLICATION	FREQUENCY
Waikato Chinese Weekly	Weekly
Oriental Times	Weekly
New Times	Bi-weekly
Epoch Times	Weekly
Epoch Times International	Weekly
NZ Chinese Herald	Bi-weekly
New Korea Herald	Fortnightly
MJ Japan	Weekly
Sunday Times of India	Weekly
Taiwan Journal	Weekly

The Library also subscribes to Press Display which includes titles from all round the world, eg. Al Jazirah, Shanghai daily. The database is accessible from our home page on the Online Reference tab <http://www.hamiltonlibraries.co.nz/page/pageid/2145833003> or at the terminals in the Libraries.

Waikato Education International

HCC and WEI have run a campaign to encourage international students to donate books written in the language of their home country. More than 40 items were handed over during a ceremony in the Central Library on 21 October 2008. Approximately 30 items have been donated since that date.

Jeff Downs
Collections Leader
6 June 2009

5th Ethnic Communities Listening Forum Notes

10 June 2009

General

What are the issues?

- Lingo / language can hinder participation — some felt that society is improving but not everyone's experience
- Adjusting to new environment — different pace
- Language in schools e.g. French only taught in certain schools but have to be zoned
- Road signage near Schools reported to Council as being wrong many times but no response
- Golden Age Society — struggle to find storage space for activity resources, instruments etc.
- Cambodian Association — transport for older people and children to attend language classes (200 families) — access to ceremonial places
- Parking in city (cost & availability)
- Financial family pressures, elderly living with family - also relationship issues
- Access to hospital, health, mental health & social services — language barriers & cultural differences

Solutions

- *Languages — set up classes — need support (funding, facilitation and etc — possible collaboration with MoE/schools (using classrooms outside of hours) — continuing education*
- *Transport to language classes — open up discussion — talk to Waikato Migrant Resource Centre & ESOL about ideas — mobility scooters for elderly*
- *City Councillor to follow up*
- *Participation — cultural sports team (Chinese) e.g. Chinese Sports Day was held in March 2009*
- *Rainbow Chinese Centre raising awareness on being part of society — not just visitors*
- *Parking — raise awareness around free park & ride bus and how it links to parking — where does shuttle bus go?, stop?*

Social & Cultural Connectedness

Issues

- Lack of Social Support & connectedness for elderly women (ethnic / Muslim women)
- Lack of planning and pro-activeness create a social connectedness between the variety/different ethnic groups in Hamilton
- Groups keeping to themselves
- Lack of inclusive activities
- Lack of support in bringing the ethnic groups together
- Lack of appreciation of cultural values/diversity". Adds some special flavours"
- Lack of space for ethnic youth to get together, with own age group and other age groups
- Lack of activities for youth
- Civic leadership to be more engaged with the wider community
- Where do we fit in??
- Lack of vision for the future generation
- How to get different cultural groups together, broader sense.... Pakeha & Maori

What can be done?

- *Training in cultural competence & cultural safety in home for the elderly*
- *Opportunity to come together*
- *Better transport*
- *More ethnic events happen after hours — therefore, a transport system that can cater*
- *Community engagement (open invitation)*
- *Working more closely with Maori & Pakeha*
- *More support needed for cultural/ethnic events*
- *ONE BIG HUI*
- *Breaking barriers/boundary*
- *More cultural awareness*
- *Get to know your neighbour & neighbourhood*
- *Take initiatives*
- *Have a "What's on" page for cultural events*
- *Attend each other's cultural and ethnic events, comfortably — open invitation*
- *Pairing/buddy system if people are willing*
- *Get to know your neighbours by creating opportunities*
- *More exposure*
- *More opportunity to engage with Maori & Pakeha with ethnic groups*

Health & Well-being

➤ Women's Health

Screening — Nancy Danaher, Waikato District Health Board

Suggest people could volunteer at hospital to give a friendly face to those in need

➤ Swimming for Muslim women needed — prefer weekend, suggested to approach to schools

➤ Need awareness about food exercise, changing lifestyle, and maintaining health in a different environment to assist those who come to NZ healthy tough struggle to maintain health with the change of diet and lifestyle. New group starting - Koshish, means "an effort")

➤ Increase in allergies particularly to food like milk products in children - suggested contact with Allergy New Zealand — www.allergy.org.nz for information and advice

➤ Well-being — Kiwi Life Workshop

New workshop starting in Waikato Migrant Resource Centre for migrants who would like to discuss and share any issues about their settlement, obtain information about services and how to adapt in their new Kiwi life in a very safe and friendly environment. For more information contact us on 8532192.

➤ Mental Health — gambling, a coping mechanism for some, more assistance needed in this area.

Employment & Financial Independence

Issues / *Solutions*

➤ Discrimination across the board by employers
Education for employers/success stories

➤ Number of highly skilled people out of work — difficult to get employment due to experience, language barriers — difficult to get established in the workforce

➤ Cultural dress & acceptance/allowance

➤ Loosing work permits due to the recession may need to leave the country, changing to visitor permits (hinders in getting employment/extra cost)

➤ 90 days work trial has had some positive results — show qualities & work ethics

➤ Support needed for migrants to apply for and go to interviews
Lot of services in the city / reliant on funding

Stocks take of services available locally

- Government has withdrawn funds for interview skills / CV's etc. — right tools may not be available
 - Communication & efficient with resources*
 - Migrants have their own networks*
- Understanding the content of employment contracts
- Need to celebrate & support the diversity of different cultures from central government
 - Mentoring / buddy up / welcoming*
- Department of Labour to be proactive, provides local information on education, training, ESOL and etc.
 - Subsidies to employers*
- Bridging qualifications (clarity at home country)
 - More money from central government to start up businesses*
- Feasibility of starting small business / mentoring to go into business

Education, Language & Literacy

We need to understand as a community the importance of people being able to understand and use not just text book English, but grasping communication English. When migrants and new settlers have this understanding a whole range of social/employment doors open, unlocks their potential as individuals and families. If people don't have a full grasp of everyday New Zealand English their dependence is higher on agencies.

Issues / *Solutions*

- Funding cuts from TEC to the ESOL Assessment and Access specialist role.
 - Skills still there. Local solutions are being sought to maintain the service in Hamilton.*
- Funding cuts to adult education (A.C.E.)
 - Council and ACE Aotearoa to advocate to central government*
- Kiwi's not full cultural understanding (host community) - really important for migrant communities
 - Public, government agencies, plus schools, education / communication*
- Language and cultural education of children (venue support, for volunteers, funding, training) — children not strong in own language often weak in other language
 - First language maintenance will open doors for global visitors. Funding, staff time (Wintec, Uni, ethnic community groups etc.)*

- More support to learn English before becoming a Permanent Resident
Raising awareness of the issue at Government level. Communication working together across cultures. Utilising things schools are doing
- More information on events / programmes that are occurring
Hamilton Press, This Week, weekly happenings at Migrant Resource Centre and through HCC Marketing (City News), Community newspapers, Community radio
- Elderly community learning English
Working with Celebrating Age Centre/ English Language Partners/
- Accessing services
Regional communication (community networks)
Database of 'What is.....'
Local ideas 'Grassroots, Opportunities, Hamilton Business Development Centre (BDC)'
Ethnic rep on Council of Elders (Youth Council)
Inter mix of cultures, utilising music

Open Forum

- GOPIO Waikato Inc. (Global Organisation of People of Indian Origin) Community Safety Meeting to be Held at the Hamilton City Council Reception Lounge on Sunday 28 June. All welcome. For more info contact: Suman Kapoor Ph 8392738
- Waikato Ethnic Council
This pan ethnic association invites all ethnic groups to become a member to present issues as a group to inform policy matters. They are also looking for members for the committee. All ethnic groups and members are invited to join and attend their Annual General Meeting (AGM) on 4 July, 1pm at Waikato Migrant Resource Centre. For more information contact: Dr Anwar Ghani Ph 8562836
- Waikato Refugee Forum
Ismail Gamadid reported that the 'Waikato Refugee Forum' was owned by the refugee communities of the Waikato with a committee of 9 refugee committee representatives. The forum is linked to the 'Strengthening voices for refugees' supported by the Department of Labour.
- Hamilton Multicultural Services Trust
E-mer-gent Art Exhibition on 16 June, 2009, 7-8.30 pm at the Waikato Migrant Resource Centre, Tickets \$10 (Includes Refreshments and entertainment), Proceeds goes to the migrant artists. For more info contact: Ph 853 2192

➤ Dulcie Paina of Solomon Islands Hamilton Association
Melanesian Traditional Dance Event on 11 July, Methodist Centre, 62 London Street, tickets \$12, More info call Dulcie at Population Health: Ph 838 2569.

➤ Philip Yeung, Ethnic Development Advisor of Hamilton City Council
Philip Yeung reported that new ethnic groups have been established: Polish Heritage Association of Waikato and Bay of Plenty Inc. and the Waikato Columbian association Inc. The Kurdish community is also looking to establish a group.

Philip Yeung thanked all ethnic groups for their support and all that they have been doing such as language teaching, seminars, meetings, multicultural events and festivities. He asked all ethnic groups to advise on any changes needed for the Hamilton Directory for New settlers 09/10.

Philip also thanked Pippa Mahood, all councillors and facilitators for their participation and support.

The 5th Ethnic Communities Listening Forum was closed at 9:00pm