



We all  
smile in  
the same  
language

Annual Report 2015/2016

# Message from the President

I took over as President after our last Annual General Meeting, having previously occupied the positions of Secretary and Treasurer. I am both humbled and honoured to be entrusted with this role, and with the support of the committee I intend to be the best I can be.

I came here in 1961 as an assisted immigrant from the UK. Assisted meant I had a job and temporary accommodation. My fare was being paid as long as I stayed for two years. Still here some 50+ years later, I think I have kept my side of that bargain! Coming from an English speaking country was also an advantage. This is a far cry from the situation a lot of today's migrants are in.

This is Multicultural Tauranga's first annual report. It is not a financial report. Rather, it reviews and summarises achievements, and highlights

exemplary work and events. For current financial reasons it is only available in electronic form, although I am aware that nothing beats a tangible, printed version of such a document. Funding to print copies for distribution is a goal for next year.

The year in review has been a challenging one. For a while we seemed to have lost focus and run out of steam.

Changing our financial reporting from cash to accrual basis to fit with the Charity Commission's new Tier system had to be done. Fortunately, we have a qualified accountant dealing with this.

At the end of last year we moved to more spacious accommodation just along the street. This presented logistical challenges while we tried to keep running the day-to-day business as smoothly as possible. The increase in space will allow us to develop and expand our activities.

The wet weather at this year's festival was very disappointing, with fewer visitors and lower gate takings a consequence.

But we are a resilient bunch, and we are all working towards overcoming previous difficulties.

## **Onwards and upwards**

We have started our new term with fresh energy and a new look, as the rejuvenated logo on the title pages shows. We are determined to sharpen our profile and to get a more professional image out to our stakeholders. We will tackle funding challenges with well-substantiated arguments and compelling output examples. We have already added a →

Ann Kerewaro,  
President





counselling service for migrants to meet the continuing need for an increased service range.

Multicultural Tauranga is a volunteer -run organisation. We would like to attract more financial members who believe in our philosophy and would support us by becoming active volunteers. This would help us to provide our current services at a level and standard we aspire to and allow us to offer more. We need more shoulders to spread the workload across and more hands to do the practical work.

Finding one or more long-term sponsors both for our key event, the festival, as well as generally, is a current challenge.

### **Dreaming**

I am a realist, but I am also dreaming of bigger things for our Multicultural Centre. Our biggest dream is to become a full Migrant Centre: a services hub with various agencies under one roof, a real one-stop shop for migrants. A good example of how this can work is the Hamilton Migrant Centre, which is part-funded by their city council. This dream is something we will pursue this year. It can come true if all local organisations that deal with migrants join forces and lobby for this.

My thanks go to Margarete Kraemer for producing this document. I also thank past committees for their efforts in keeping Multicultural Tauranga a going concern. The current committee is committed to carrying on the good work.

I hope you find this document interesting. Maybe it will even entice you to support us – as a volunteer, a new member or a sponsor.

**Ann Kerewaro**

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## About us

Multicultural Tauranga is a charitable, non-political, non-religious, non-profit community organisation. It is managed by a committed group of volunteers who share the desire to promote and protect the interests of various groups which make up New Zealand's multicultural society.

Any group, society, organisation or individual is welcome to become a member.

Our organisation was founded in 1994 as Bay of Plenty Ethnic Council. Over the years it has grown and widened the scope of its activities.

Multicultural Tauranga is one of 20 Regional Multicultural Councils throughout New Zealand which come under the umbrella of the New Zealand Federation of Multicultural Councils, or Multicultural New Zealand.

Our aim is to promote cultural diversity and harmony in the community.

We also provide a forum for all cultural groups to share experiences and friendships. We enable these groups to give each other mutual support when dealing with issues that affect them all, encouraging them to actively participate in the relevant democratic decision-making processes and ensuring their equity of access to these.

Despite our name we do not only service Tauranga but also the Western Bay of Plenty area.



Janet Smith,  
Centre Coordinator,  
is a migrant herself and  
originally from the UK

## **Our Vision**

All cultures are accepted and included, and their diversity is recognised and appreciated within our community.

## **Our Mission**

We provide services to help migrants to settle successfully, and promote cultural diversity and harmony within our community.

## Our structure

Our organisation is officially registered with the Companies Office as Tauranga Regional Multicultural Council Incorporated. We are also registered with the New Zealand Charities Services under the Charities Act 2005. The rules by which we operate are set out in our Constitution.

Multicultural Tauranga's organisational structure is flat, which enables us to make decisions quickly and coordinate tasks efficiently.

The Executive Committee consisting of President, Immediate Past President (if applicable), Vice President, Secretary and Treasurer is elected at the Annual General Meeting.

The General Committee is made up of additional members, thus forming the full committee comprising up to 15 members.

We employ two part-time, paid staff: a Centre Coordinator and a Coordinator for BOPIS, our Bay of Plenty Interpreting Service.

Our lifeblood are the volunteers who contribute specific skills and donate their time to engage in various activities and services that we offer. Their input and commitment are crucial and much appreciated.

Financially, we mainly depend on grants and donations from various sources.





Past term's Executive Committee (2015/2016):

Barry Reid, President

Colin Capill, Vice President

Margarete Kraemer, Secretary

Sue Burger, Acting Treasurer



Current Executive Committee (2016/2017):

From left:

Margareth Ruffell, Vice President

Ann Kerewaro, President

Margarete Kraemer, Secretary

General Committee:

Robynne Andrews | Mark Bils | Sue Burger |

Colin Capill | Inderjit Chadda | Ewa Fenn |

Kutu Mukherjee | Cynthia Ogilvy | Alessandra

Tilby | Beverly Vokia-Scarlett

Special roles at General Committee level:

Ewa Fenn - Community Liaison Officer

Alessandra Tilby - Creative Officer

## Our services

Most of our services for migrants and the wider community are free. Some incur a small fee or a donation, mainly to cover event costs.

**Free Newcomers Network drop-in coffee meetings** on Wednesdays at 10:30am.

**Newcomers Network annual trip**

**Free weekly Justice of the Peace clinic** on Thursdays from 11:30am to 1:30pm. Services: certifying copies, witnessing a signature on a document, completing an affidavit or a declaration.

**English conversation classes** during school term (\$2 per class). Tuesdays and Thursdays from 10:00am to 12:00 noon.

**Contacts to other providers/tutors of language classes** (English as well as other languages) available upon request.

**Tauranga Multicultural Festival**

Our signature event held every year in March.

**Living in Harmony evenings**

Cultural performances, talks and ethnic food, organised by different ethnic groups every month except January, February and March.

**Ethkick tournaments**

Men's five-a-side football events (annually).

**Exhibitions** dedicated to various cultural themes or topics (bi-annually).

**User-pay interpreting and translation services**

provided by our in-house Bay of Plenty Interpreting Service BOPIS.

New:

**Free personal counselling services** by appointment.



Newcomers Network  
annual trip to Rotorua,  
December 2015





**Justice of the Peace service at  
Tauranga Multicultural Centre**

## Regular events

Part of our service range are regular social events. They provide a platform for migrants and locals to meet, make friends and get to know each other's culture and customs.

Our aim is social inclusion to counter isolation among migrants, to foster mutual understanding, acceptance, respect and appreciation.

Our signature event is the **Tauranga Multicultural Festival**, now in its 18<sup>th</sup> year and a well established family event in the region and beyond. It is held each year around Race Relations Day.



Newcomers Network meeting, also known as the "Coffee and Cookie Club"



Living in Harmony evening featuring Russia, May 2016

Weekly **Newcomers Network** meetings are informal get-togethers, also known as the "Coffee and Cookie Club". Sometimes they include more hands-on activities with a cultural component, such as preparing Anzac biscuits or sushi.

**Living in Harmony** evenings are smaller-scale, monthly cultural events. Multicultural Tauranga provides the venue and promotes the events. The programme is organised by each ethnic community group.





**Tauranga Multicultural Festival 2016**



The Tauranga Multicultural Festival showcases the area's wonderful diversity of ethnic food, crafts, and entertainment. The whole-day programme caters to all ages and draws crowds between 3,000 and 4,000 visitors each year. Traditionally, it is held at the Historic Village, but we may have to move to a different venue in 2017 because of construction work at the Village.



Performers, arts and crafts sellers, and food stall holders are mostly local community groups. For them the festival is also a fundraising opportunity.

Gate takings pay for some of our costs, but the festival depends on grants and a major sponsor. We are currently looking for a major festival sponsor for 2017.









# Special events

Red carpet  
for volunteers,  
June 2015



In 2015 Multicultural Tauranga started a good habit: to formally express appreciation to those on whom we rely to keep our services running: our volunteers.

In order to recognise their contribution we organised a special Volunteer Awards event on National Volunteer Day.







Recognition from  
the Mayor's office,  
September 2015

Former Multicultural Tauranga President Ewa Fenn was recognised for her services to migrants by the Western Bay of Plenty District Council.

Her work had “transformed the organisation into a local one-stop shop for migrants”.



A new offer  
from  
Multicultural  
Tauranga:  
Skills4Jobs  
workshops  
to bring  
migrants into  
employment



On par with "I need to learn English" comes "I need to find a job" when migrants turn to Multicultural Tauranga for support.

In October 2015 some of these job seekers' specific needs were met in a series of workshops on job hunting strategies tailored to migrants.

The workshops were facilitated by Carol Andersen, former manager of now defunct Settlement Support New Zealand's Tauranga office, and guest presenters with specific expertise from relevant organisations. Three of the four participants are now in a paid job.





Current President Ann Kerewaro has been a member of Multicultural Tauranga since 2006, having previously held executive roles as Secretary from 2006 to 2010 and Treasurer from 2011 to July 2015.

In the Eves Realty Volunteer Excellence Awards Ann she was chosen Trustee of the Year 2015.

Trustee of the Year 2015,  
Ann Kerewaro, after the  
awards ceremony at  
Classic Flyers museum,  
December 2015

The award came as a complete surprise to her after a secret nomination had been submitted by the Executive Committee.







On her concert tour in New Zealand Korean gayageum player Seunghee Baek slotted in an extra performance in Tauranga. She played for a small but discerning audience invited by Multicultural Tauranga and the local Korean community.

Accomplished gayageum player Seunghee Baek continues the tradition of Korean performing arts in music and dance.  
December 2015





# MIGRANTS

**D**o all of us have to be the same?  
Is assimilation the name of the game?

**I**s it bad to be different from the norm?  
To have an accent? Or dress in a colourful form?

**V**ariety's spice that adds flavour and taste.  
It should be welcomed. Valued. Embraced.

**E**thnicity, race, religion or bucks –  
To judge a person by this really sucks.

**R**each out and talk, discover and learn.  
Be amazed how much you receive in return.

**S**ee what is common. Make contact. Connect.  
Ditch prejudice, judging. Don't blindly reject.

**I**nstead, embrace the Kiwi "fair go".  
In employment. In housing. Say a friendly "hello".

**T**hey are different, but not as much as you think.  
Go and uncover the "we". See the link.

**Y**ou are different, too, as everyone is.  
So give discrimination a miss.

By Margarete Kraemer

This poem was launched at Multicultural Tauranga's move to new premises and subsequently used for a photo project on diversity and inclusion. December 2015



Moving to a bigger and better office has long been on our wish list. The new premises have enabled us to expand and improve our services, and to become a real migrant hub – a place now known as Tauranga Multicultural Centre.



However, double the floor space comes at double the price. Rent is a major cost item to be covered by additional funding.

Moving offices just two houses down the road was nevertheless a major logistical challenge.  
November/December 2015

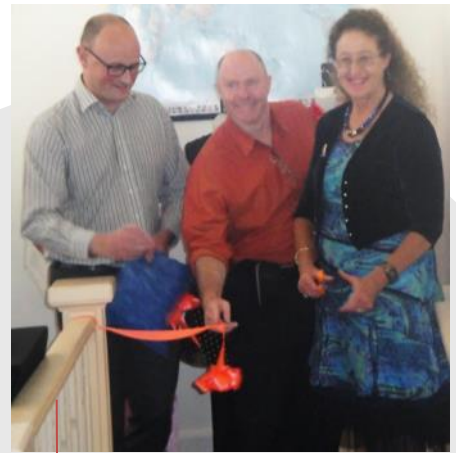




Since the official opening of the new Tauranga Multicultural Centre work conditions for our two staff members have improved considerably.

Participants of our English classes now use a separate school room. Clients coming for JP services can be attended to with appropriate privacy while others are waiting for their turn .

Opening event,  
December 2015



Ribbon cutting with  
Councillor Steve Morris (L)  
and Deputy Mayor Gwenda  
Merriman



The poem "Migrants" had struck a chord – and developed into a photo project. Putting local ethnic faces to each of its nine stanzas has added a concrete, human touch.

The portraits were used for a photo collage and a slideshow, thus turning the poem into a visual statement on inclusion.

The slideshow "Migrants" can be watched on YouTube and on Multicultural Tauranga's website.

The poster "Migrants" and the large-format Nine Faces collage have found a prominent place at our Centre.

Photo collage,  
May 2016




Nine Faces photo collage  
Concept: Margarete Kraemer  
Photography: Chloe Phillips  
Pre-print production: Su Thomas

"When you have people from diverse ethnic backgrounds and a good mix of gender and age, you will get higher levels of productivity and innovation."

*Berlinda Chin*  
*Director Office of Ethnic Communities*





**“Working as an interpreter and translator I can provide my family with an extra source of income in addition to my main job as a business manager in the construction industry.”**

*Tom Lo,  
BOPIS interpreter and  
translator for Mandarin,  
Cantonese, Hakka and  
Malay*

The Bay of Plenty Interpreting Service, BOPIS, is an initiative established in 2012 to meet the needs of our growing multicultural community. We work with 60 freelance interpreters and translators for 27 languages. All are native speakers.

BOPIS is run as a non-profit social enterprise, so user fees apply. Our services are used by the court, the police and other government agencies, but are increasingly also requested by businesses and individuals.

Last year BOPIS handled 80 translation and interpreting jobs.



## Client feedback

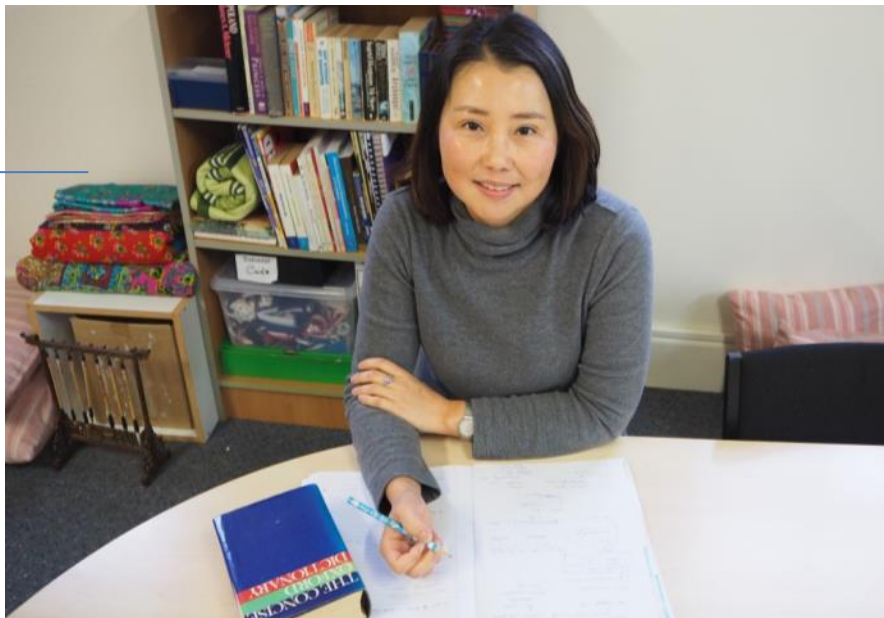
Measuring the difference we make to migrants' lives is difficult. While registering outputs is a good start, what really counts are outcomes.

To find out what impact Multicultural Tauranga's service range has on individual service users, we asked some of them. Here's what they said.

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**"Multicultural Tauranga's English conversation classes are held in a very casual environment. Here I can learn authentic English by chatting with different people."**

*Kylie Lee, South Korea  
Participant in English classes*



**"I am here to study. Never before have I been part of such an exciting multicultural community."**  
*Konstantin Kovalev, Russia.  
Living in Harmony evening*

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**"I have been on the committee for over 10 years. Belonging to the group makes me feel welcome and good."**  
*Beverly Vokia-Scarlett,  
Solomon Islands  
General Committee member*





**"For the Filipino community the multicultural festival provides a platform to share our culture and customs with the local people. And we can raise funds by selling ethnic food."**

Noel Salenga,  
Philippines  
Vice President of  
Club Filipino  
Tauranga and  
festival stall holder

**"This group offers a great opportunity to meet locals and people from different cultures. While we are all different, there is a lot that we have in common. I find this cultural exchange enriching."**

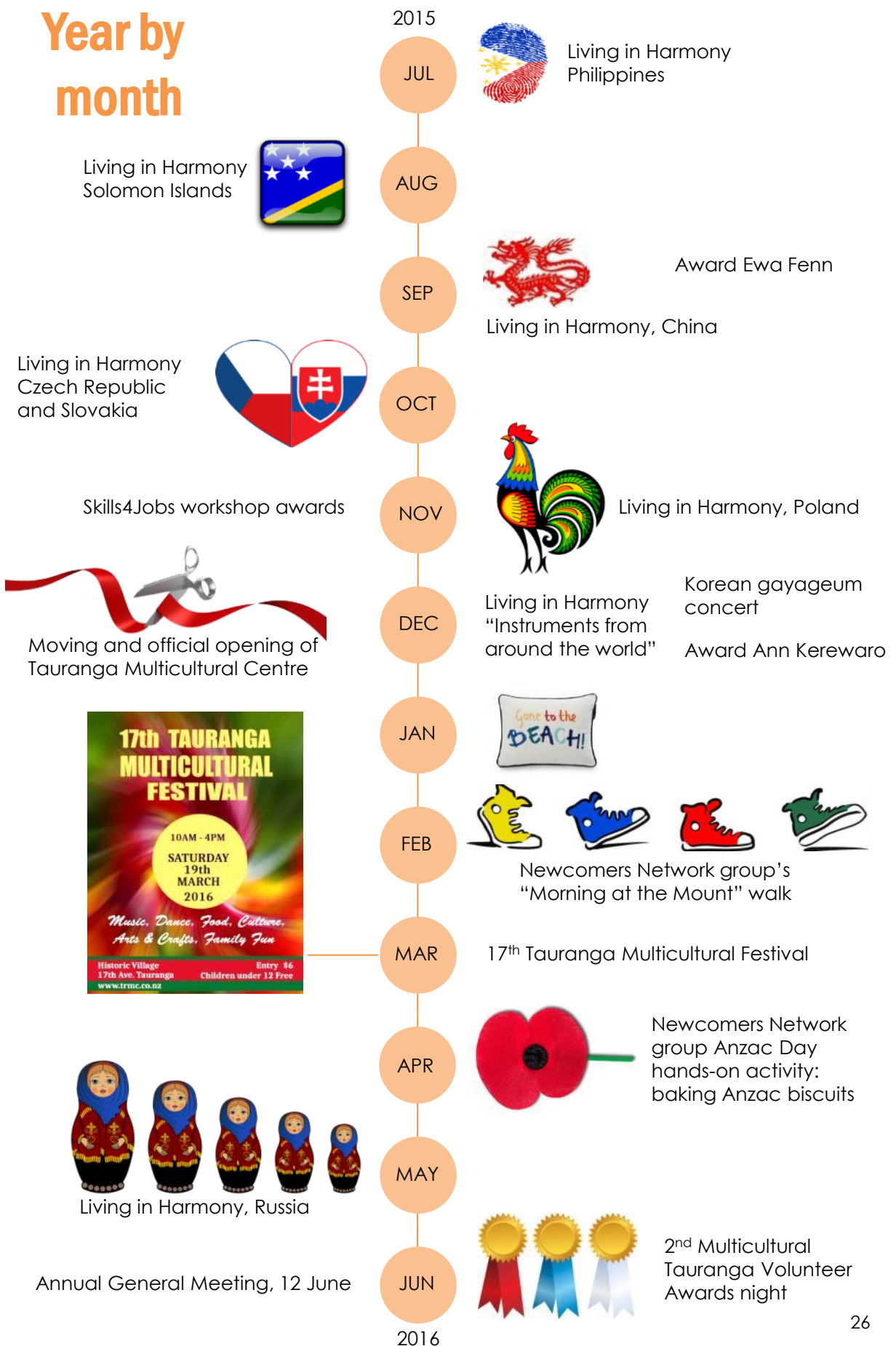
Ana Gabriel Yugar, Bolivia.  
Newcomers Network member



**"There are always handyman jobs to do at the Centre or at events, especially around the festival. I am happy to help, I've got all the tools in my workshop, and the girls appreciate my practical skills."**

Richard Fenn, New Zealand  
Multicultural Tauranga member  
and active volunteer

# Year by month





Year in numbers

478  
450

Head count in Newcomers  
Network meetings and activities

40  
Skills4Jobs  
graduates

267  
192  
Justice of the Peace clients

80  
75  
Interpreting and  
translation jobs

2,943  
3,443  
Festival visitors

700  
800  
Visitors at Living in Harmony evenings

640  
600  
Head count at English  
conversation classes

## Money

Like many charities and non-profit organisations Multicultural Tauranga relies on grants and donations from various government and non-government sources.

Recently, there have been some changes in the criteria for accessing funding or grants, with a lot more accountability and formal obligations for documentation required from donors. Many funders now also require audited rather than just reviewed accounts to consider funding requests over a certain amount.

There is also a larger pool of organisations seeking grants, yet a slowly diminishing pool of money to be shared.

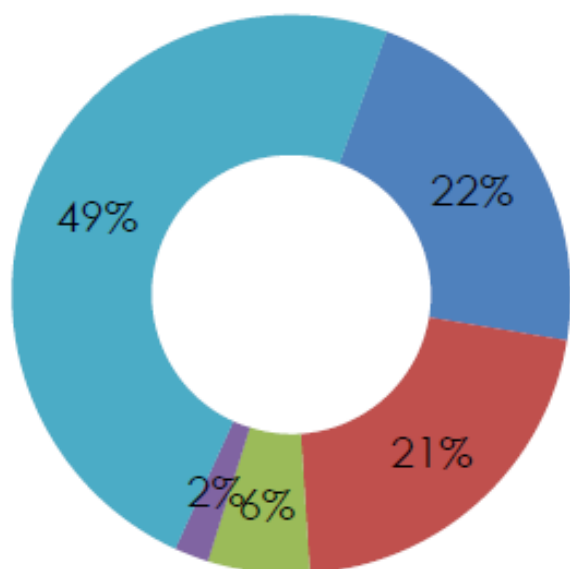
The Charity Commission's new reporting standards are part of a tiered system. The tier that a charity reports under is determined by the annual expenses or operating payments of its previous two financial years.

Having under \$125,000 operating payments, we could have chosen to continue reporting to Tier 4 standards, to use cash reporting and to submit only reviewed annual accounts.

However, as we were nearing the above-mentioned dollar threshold, we voluntarily chose to report to Tier 3 standards. This means that we now use accrual reporting and have audited accounts.

## Where our money comes from

Income 1 April 2015 to 31 March 2016



- BOPIS Interpreting
- Festival Income
- General Income
- Subscriptions
- Grants



Almost a quarter (23%) of our expenses are wages for one of our two part-time staff. The Centre Coordinator works Monday to Thursday on a 70-percent basis. Peak workloads around major events such as the festival add overtime to this basic expense item.

BOPIS, our interpreting and translation service, makes up almost another quarter (24%) of total expenses. Half of this cost (48%) are wages for the BOPIS Coordinator. Costs for our freelance interpreters and translators account for 39% of BOPIS costs.

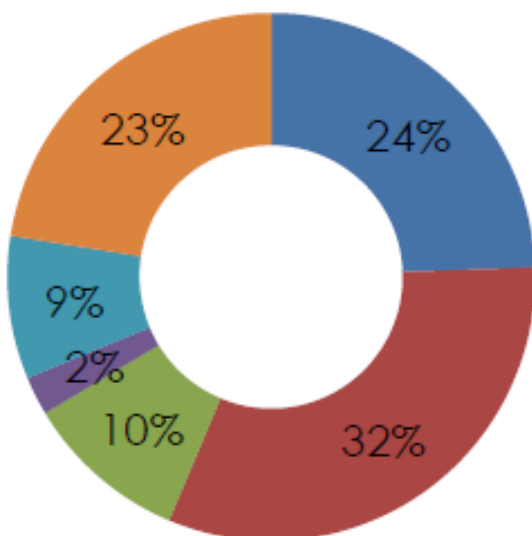
Last financial year rent and outgoings for our premises at the Historic Village, which is owned and managed by the Tauranga City Council, only made up 9% of expenses.

This low figure is going to change in the next financial year. Until year-end 2015 Multicultural Tauranga was operating out of its small office, thus paying lower rent. It doubled from the beginning of this year, reflecting the doubled floor space we now have.

Securing funding for these operational costs is particularly challenging.

## What we spend our money on

Expenses 1 April 2015 to 31 March 2016



- BOPIS Cost
- Events & Programmes
- Office Administration
- Other Operating Cost
- Premises Cost
- Staff Cost

## And you?

Don't just watch. Get involved as a volunteer. There are many good reasons to do so:

- to learn new skills, gain knowledge and experience
- to develop existing skills, knowledge and experience
- to find new passions
- to meet new people and form long-term friends and partnerships
- to contribute to a good cause
- to make a difference
- to have fun!

This list is by no means exhaustive.

As a new migrant you may benefit from New Zealand work experience if you contribute your specific skills in a non-paid role.

As somebody between jobs you may have time to try volunteering – and like it and stay on!

As a retired or semi-retired person you may want to do something fun, and only dedicate as much time to it as you want.





# Small print

As a Tier 3 charity Multicultural Tauranga has no public accountability. This annual report is not a financial report. Rather, it is an annual review of our activities.

It is also meant to show how our key target group, migrants, as well as the wider community benefit from our services.

For application and reporting purposes government and non-government funders are provided with our audited accounts.

Potential private-sector sponsors who would like to get more detailed information are invited to contact us for a personal discussion.

All events mentioned in this report relate to our Committee Term from mid-June 2015 to mid-June 2016, i.e. starting and ending with the respective Annual General Meeting.

Financial information and attendance/client numbers relate to the financial year.

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## Contact

Multicultural Tauranga  
(Tauranga Regional Multicultural Council Incorporated)  
Complex 1, upstairs, Main Street, Historic Village on 17<sup>th</sup> Avenue,  
PO Box 841, Tauranga 3140  
☎ +64 7 571 6419, ✉ [enquiries@trmc.co.nz](mailto:enquiries@trmc.co.nz), 🌐 [www.trmc.co.nz](http://www.trmc.co.nz),  
<https://www.facebook.com/TaurangaRegionalMulticulturalCouncil>

## Charity number

Registered New Zealand charity CC 36898

## Auditor

Iles Casey Chartered Accountants, Rotorua

## Current funders

TECT, Pub Charity

## Committee Term for the year reported

14 June 2015 to 12 June 2016

## Affiliation

Member of the New Zealand Federation of Multicultural Councils,  
Multicultural New Zealand, Wellington

## Photo credits

Bill Hodges (title and back page, p. 11, 12, 13), George Novak (p. 12, 30), Chloe Phillips (p.18, 23), Tanniti Wangsapan (p. 6, 14), Lance Ruffell (p. 2, 7), Margarete Kraemer (p. 4, 9, 10, 16, 17, 19, 20, 21, 24, 25).

## Concept, copy and design

Margarete Kraemer

## Publication date

Current as at July 2016



Promoting cultural diversity and harmony in the community

