

# LIFE LINES

**Annual Report 2016/17**



**Multicultural Tauranga**



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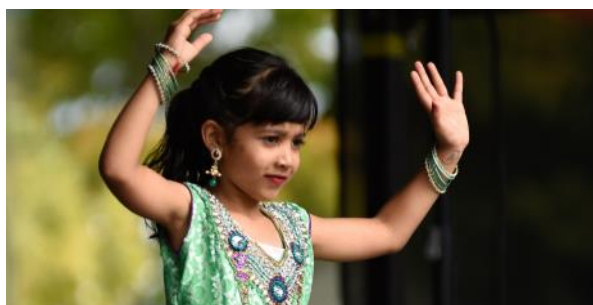
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# MESSAGE FROM THE PRESIDENT

It has been a year of two halves.

At the beginning of the 2016/2017 term it seemed everything was normal. There was a shortage of funds, but that was nothing new. Funding was becoming more competitive with too many applicants and a shrinking pool of money to divide. We were able to run our usual services.

Living in Harmony evenings went well and were well received and attended.



Ethkick this year was supported by the New Zealand Police who arranged the venue and the games. We supplied the teams, trophies and sausages for the barbecue. It was a very windy day producing difficult conditions, but all the teams were very enthusiastic and appeared to thoroughly enjoy themselves. The winner of the tournament was a mixed-nationality team, which seemed very appropriate.

The exhibition *Our world's got talent*, showcasing migrants' abilities in the world of art in various forms such as paintings, sculpture, embroidery or flower arranging, was very successful. It drew both new local Mayors and the new manager of Creative Bay of Plenty as well as a steady stream of daily visitors.

The exhibition was followed by our Christmas celebration, which last year was in a different format: a bazaar in the Village Hall. There were many stalls from different nations selling their cultural wares, as well as performers throughout the day. It was a good way to end the year.

The Tauranga Multicultural Festival was better than ever despite circumstances surrounding access to the village green changing week by week. Preparatory work for the construction of the TECT hub had started, and we were not able to use as much of the area as in previous years. But the sun

came out, and everything was alright on the day. The festival was very successful, maybe not as financially successful as we would have liked, but we learned some lessons. For future festivals we might have to be a bit tougher with our free passes.

The new personal counselling service had a slow uptake but did become more frequently used as word got around through personal recommendations.

Our Bay of Plenty Interpreting Service continues to grow. We now offer 62 languages and provide work for 32 freelance interpreters, all of whom are migrants.

Unfortunately, our circumstances changed just after Christmas.

We discovered that a funding application we thought had been submitted had not arrived. This, on top of one of our previous major funders deciding not to fund wages, overheads or rent, meant we were in difficulty. We had to let our centre manager go because we did not have enough funds to pay her wages. Our interpreting service coordinator is continuing in a voluntary capacity until we are again able to obtain funding to pay her wages.

We have been through the mill, as they say, over the past few months. However, with a concerted effort by members of the committee and a heaven-sent – actually it was Tauranga City Council who sent him – professional advisor we are beginning to see the light of day and have high hopes of turning round this annus horribilis' six months. Our advisor is helping us back on to the road to sustainability. We are now refocusing, and redefining our purpose and brand, and we are aware that we have to change our funding base to make the organisation fit for the future.

In closing I would like to share my thoughts with you on this year's cover and title, Life Lines. Not only are these colourful and curvy lines, like the various cultures that bring colour to our community, and the roads to settlement that are often bendy or even bumpy. Many of our service users tell us that we are a lifeline for them. That without us they would have felt lost. That the support they got from Multicultural Tauranga was critical for them when they had nobody else to turn to. It is not without a certain irony that in the end it was us who needed – and were thrown – a lifeline. As a result we didn't sink, we are still swimming. And we are now working on our stamina to swim even better.

Ann Kerewaro



# WHO WE ARE

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 can become a member. We welcome people from all ethnic or cultural backgrounds.

***“Feeling lonely and isolated is common among new migrants. We want them to know that they belong here.”***

*Ann Kerewaro, President*

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. Our values are inclusiveness, respect, acceptance and empowerment.

In one way or another all our events and activities foster connection in the community, facilitate social inclusion, and help migrants to settle by giving them the feeling that they belong in their new place of choice.

We 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. This geographic reach is reflected in the Western Bay of Plenty Newcomers Network, which we run as part of our services, and our social enterprise, the Bay of Plenty Interpreting Service BOPIS.



**Multicultural**  
TAURANGA

**Inclusiveness**

**Respect**

**Acceptance**

**Empowerment**

## **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.**

# WHAT WE DO

We offer settlement support services for migrants and organise a number of multicultural community events.

Many activities or events are deliberately designed to include non-migrants. One example is the Newcomers Network, whose activities are directed at new migrants as well as New Zealanders moving to Tauranga from within the country.

Other regular event formats such as Living in Harmony evenings or the Tauranga Multicultural Festival are targeted at the general public. Their aim is to provide a platform for ethnic groups to cel-

ebate and share their customs and culture with the local community.

Most of our services for migrants, holders of temporary residency permits and the wider community are free. Some incur a small fee or a donation, mainly to cover event expenses, or coffee, tea and biscuits provided, for example at our English conversation classes.

In Tauranga, one in five people was born overseas. This figure includes a rapidly growing number of migrants from Asia and the Pacific Islands. Our services and activities facilitate integration of migrants into the community, the workplace, and society in general.

## Settlement support services

- Free Newcomers Network drop-in coffee meetings
- Newcomers Network annual trip
- Free weekly Justice of the Peace service desk
- Free personal counselling services
- English conversation classes (\$3 per class).
- Contacts to other service providers/tutors of language classes
- User-pay interpreting and translation services provided by our in-house Bay of Plenty Interpreting Service BOPIS.





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## Multicultural community events

- Annual Tauranga Multicultural Festival
- Monthly Living in Harmony evenings (9 per year)
- Bi-annual exhibitions
- Annual Ethkick tournaments - Men's five-a-side football matches

# 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.

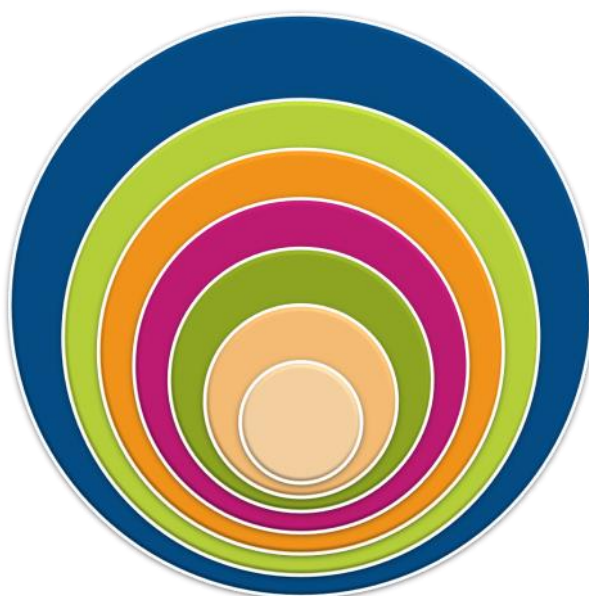
Multicultural Tauranga's organisational structure is flat. The Executive Committee consisting of President, Immediate Past President (if applicable), Vice President, Secretary and Treasurer is elected at the Annual General Meeting.

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

Three members on the 2016/2017 General Committee had special portfolios: Ewa Fenn - Community Liaison Officer; Alessandra Tilby - Creative Officer; Abby Chung - Assisting Acting Treasurer

In the year in review we employed two part-time, paid staff: a Centre Manager (until April 2017) and a Coordinator for our Bay of Plenty Interpreting Service (unpaid since April, awaiting new funding).

To spread the workload of administration tasks, we created a new Administration Assistant's role. In mid 2016 we offered this voluntary, part-time position to a young migrant. Later, two volunteers shared the work. We hope to get funding to turn the role into a paid one.



The day-to-day book-keeping had been previously included in the Treasurer's role. In 2016 it was outsourced to a new, temporary role held by the Assistant Acting Treasurer until early 2017, after which it reverted to the Acting Treasurer. The search for an accountant has since continued.

Our lifeblood are the volunteers who contribute specific skills and donate their time by engaging in the various activities and services we offer. Their input and commitment are crucial and much appreciated. Most volunteers come from our membership base (individual or group members); sometimes also other volunteers get involved in specific projects, such as the Multicultural Festival.

## Executive Committee

**Ann Kerewaro, President**  
**Margareth Ruffell, Vice President**  
**Margarete Kraemer, Secretary**  
**Sue Burger, Acting Treasurer**

## General Committee

**Robynne Andrews | Mark Bils |**  
**Colin Capill | Inderjit Chadda |**  
**Abby Chung | Ewa Fenn | Kutu**  
**(Pradipta) Muhkerjee | Cynthia**  
**Ogilvy | Alessandra Tilby | Beverly**  
**Vokia-Scarlett**

### *2016/2017 Executive Committee*

*From left: Margareth Ruffell, Ann Kerewaro, Margarete Kraemer, Sue Burger*





# 18th TAURANGA MULTICULTURAL FESTIVAL



*The Tauranga Multicultural Festival is our signature event held every year in March around Race Relations Day. It 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.*

The 2017 festival turned out to be a great event despite a number of organisational challenges in the lead-up. Popular as ever, this year's event again attracted over 4,000 people to the venue.

More than 30 food stalls, most of them run by ethnic community groups to raise funds for their organisation, were a huge draw card. Cultural performances on and off stage over the entire day included song and dance by over 20 ethnic groups and individual artists.

Preparations for construction of the TECT Community Hub near the Village Green had thrown a spanner in the works during the planning phase.



However, overall everything did work out well in the end.

Multicultural Tauranga President and festival director Ann Kerewaro: "It was a very successful team effort, with the

weather playing its part superbly. The lack of parking is a big issue which we will have to address for next year's event, and this could result in a different venue. Otherwise everyone seemed to be enjoying themselves, soaking up the atmosphere created by the stall holders and the stage performers. A great day!"









# LIVING IN HARMONY EVENINGS



*Living in Harmony is an event format featuring cultural performances including song and dance, presentations, talks and ethnic food. It is offered to the public every month except January, February and March. Multicultural Tauranga provides the venue and promotes the event. Each programme is put together by a different ethnic or cultural group.*

Usually on the third Wednesday of the month the Village Hall at Tauranga's Historic Village comes alive with a distinctive ethnic flair. Each evening in the Living in Harmony series attracts between 80 and 120 visitors. Many are regulars. Each time the ethnic performers also draw in fans and supporters from their own country.

The events serve a double purpose. On the one hand, they provide a platform for ethnic communities to showcase their countries and culture in whatever way they choose. On the other hand, they foster cross-cultural encounters and understanding.

Pamela Davison-Howie and her husband Derek are typical of the general public: "We come here every time and just enjoy meeting people from all cultures. It gives us a glimpse into their world."

Others are members of the organisation who come for cultural entertainment and to meet friends. For Mirella Veneziano, originally from Italy, these evenings are a monthly highlight. Since her arrival in 2007 she has been a regular visitor.

"I like to socialise, that's my personality." Mirella helped organise an Italian night and has noticed that over the years the event has changed a lot. "There is more participation from the public now."

Ana Gabriel Yugar Cardenas prepared a one-woman show to present her country, Bolivia.







Top:  
Japanese night: origami paper art, a demonstration of aikido and, of course, sushi prepared by a Japanese chef.

Middle:  
Did you know...? Some less known facts about the USA at an American night.



Bottom:  
Filipino night: national dance and modern line dance with public participation.



# NEWCOMERS NETWORK MEETINGS



*Newcomers Network is a national initiative delivered locally by Multicultural Tauranga. It is known as the 'Cookie and Coffee Club'. Newcomers to the region meet on Wednesdays from 10:30am to 12 noon to chat and make friends. The informal get-togethers and activities are open to anyone regardless of age, nationality or language spoken.*

Every Wednesday volunteers put up an extra folding table in the main room to accommodate between 20 and 30 "Newcomers". Many of them are regulars and stay on although at some point they are, technically, no longer new to Tauranga.

One of them is Sejin Oh, known as Christine, from Suwon in Korea. She came to Tauranga a year ago to give her son an education in an English speaking country. Christine, whose English is quite good, is here on a guardian visa. She is taking time out from a deadline driven career as a TV writer.

*"I cannot imagine my New Zealand life without the Newcomers. All my friends are from this group."*

"One month after my arrival I joined Multicultural Tauranga's English classes. There I heard about the Newcomers Network group, and I have been attending it regularly ever since", says Christine.



When she first arrived, she didn't know anybody except her agent. He took care of technical aspects, such as picking her up from the airport, finding a kindergarten for her son and a house for her to rent. "But of course he could not find me friends", says Christine, who admits to feeling sad and lonely initially.

It was at the Newcomers Network where she found a warm welcome.

"We share stories and experiences. People are open and friendly. Often, after the coffee morning some of us go for lunch together. It's more than just the formal meetings. Honestly: I cannot imagine my New Zealand life without the Newcomers. All my friends are from this group – Kiwis and other foreigners."





Weekly Newcomers Network coffee mornings at the Centre...

*... and spontaneous outings, such as picnics, create a sense of inclusion and belonging.*



Christine also takes part in other planned and spontaneous Newcomers' activities.

In December 2016 she went with the group on their annual trip to Whakatane. Other outings are organised spontaneously by various group members: picnics or barbecues, or – depending on what's on in town – visits to local events such as the Greerton Cherry Blossom Festival or the Winter Lights.

"For me, this group has made a huge difference. In the beginning I didn't know what to do after I had picked up my son from kindy. Well, you do your shopping at the supermarket... Now life is full of fun, and there are lots of things to do with friends."

Sometimes the Newcomers' activities even spill over into people's private homes. Christine fondly remembers a baking "class" at a Kiwi couple's home in Omokoroa. "We baked five different cakes together. It was a lot of fun, and of course we also enjoyed the results of our joint activity."

Many of Christine's friends have children the age of her son, "so he makes international friends as well." She also is a regular at Multicultural Tauranga's Living in Harmony evenings and goes to meetings of the Women's International Network Group, which she heard about through the Newcomers group.



# EXHIBITION

## 'OUR WORLD'S GOT TALENT'



*Bi-annual exhibitions are dedicated to different topics: 'Our suitcases - Our roots' (2007), 'Celebrations from around the world' (2009), 'Our suitcases - Our roots - It's sports time (2011), 'Around the world in 80 dishes' (2013). Having skipped one year, Multicultural Tauranga's 5th exhibition held in 2016 showcased ethnic art under the motto 'Our world's got talent'.*

The three-day art exhibition held in December brought 127 visitors through our Centre. Creative Officer Alessandra Tilby had put together works of 14 local artists from 10 different countries: the Solomon Islands, Korea, Brazil, Japan, Italy, Iran, the Philippines, Bolivia, the Netherlands and Colombia. Some artists are members of Multicultural Tauranga;

others have a different affiliation with multiculturalism or the organisation. "We wanted to give our artists the opportunity to be seen by the wider community. Showing their art creates a window into their world and their culture through their art", explains Alessandra.

Lena Kovac, General Manager Creative Bay of Plenty, was one of the invited guests at the opening night. "I would like to congratulate Multicultural Tauranga on this exhibition showcasing the wonderful variety of cultural and artistic expression we have here locally. We are looking forward to working closely with Multicultural Tauranga on any artistic and cultural projects they plan to deliver in the future."



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*Left: Creative Officer Alessandra Tilby helping Dutch artist Joyce van der Lely hang her picture "The immigrants".*

*Facing page: Some of the exhibits, many of which had a floral motif. Classical music performed by budding Korean violinist Christine Lee was a hit with visitors on opening night.*





# ETHKICK FIVE-A-SIDE FOOTBALL TOURNAMENT



*Ethkick football tournaments are organised every year by Multicultural Tauranga with support of a local football club. The winning team then represents their region in the New Zealand Communities Football Cup (NZCFC). This tournament was developed by New Zealand Police and uses young people's passion for football to connect diverse communities.*

At many of our services women make up the clear majority - maybe because their husbands or partners are working. So what is the best way to involve more men in multicultural activities? You lure them with football!

Eight national or mixed-national teams participated in last year's Ethkick. The Big Lumps, a mixed Irish-English team, won the Concordia Cup and went to Auckland to play in the national finals. The Brazilian team came in second. An award for the best sportsmanship on the field went to the Tauranga Sikh Sports Club team.

While first-time participant Czech and Slovak Club Tauranga did not win, club president and football team manager Dana Dunford is still convinced of the benefits: "We like to prepare a varied programme for the community, and football is an excellent opportunity for our men to join in. Also, football is a big thing in the Czech Republic. It was a good chance to catch up with old friends and make new ones, and to interact with other ethnic communities in a friendly atmosphere."









# BOPIS - BAY OF PLENTY INTERPRETING SERVICE



*The Bay of Plenty Interpreting Service, BOPIS, is an initiative established in 2012 to meet the needs of our growing multicultural community. Unlike Multicultural Tauranga's other services, BOPIS is run as a non-profit social enterprise, so fees apply. BOPIS provides face-to-face and telephone interpreting as well as translation of documents.*

BOPIS translators and interpreters are vetted, specially trained bi-lingual speakers. They comply with the Code of Ethics including privacy, impartiality and professional conduct. The service is managed by a dedicated part-time Coordinator and provides an additional income to some 60 freelancers. BOPIS services are used by various govern-

ment agencies and public sector organisations, but are increasingly also requested by businesses and individuals. BOPIS Coordinator Emmanuelle Heatley says: "Over the last two years we have increased the number of languages we offer from 20 to 30. This reflects the changing face of Tauranga and also the rising need for language services."



*Payal Raj, who immigrated from Fiji ten years ago, has been a BOPIS interpreter for over two years. She speaks Hindi and Punjabi and often interprets for the police, the court and the Ministry of Education's special education team.*



Public sector organisations such as the police, the Ministry of Justice and the Ministry of Education are regular users of BOPIS services.

Payal Raj, one of the BOPIS interpreters, is a local identity and well known among the Indian community. A radio jockey at Tauranga's Radio Bollybop station, she announces everything from music to beauty tips, the weather and news. She is regularly asked for her opinion, advice and often for help.

When interpreting in court or for the police, her role changes completely. Her microphone eloquence turns into word-for-word translations of what is said, and her personal opinion has no place in this setting. The spectrum she deals with ranges from criminal cases, drink driving, assault with intent to harm to domestic violence.

However, there is one recurring theme: temporary visa holders desperate to find a way to permanent residency who get themselves into trouble. "It's mainly relationships that turn sour. When the desired visa status becomes elusive, frustration and, sadly, quite often also unlawful behaviour occurs."

While Payal's role in court or at a police hearing is strictly defined as interpreting, she tries to pre-empt similar scenarios in her radio role. Often she is contacted by people whose permit is about to run

out. "I always tell them not to get themselves into trouble, not to over-stay or try other illegal ways because they end up in Immigration's bad books. This closes the door on later entry to New Zealand, on a different type of visa maybe."

When Payal and her husband came to New Zealand, they did not have to worry about their visa status. But they still faced many challenges, had to

***"I do this because I want that people get settled, understand the rules by which we live, and stay out of trouble."***

find their feet and adapt to fit in. Everything was new and different.

Like for most BOPIS interpreters, the main motivation for Payal is the desire to make the transition easier for other migrants. "I love meeting people, and I want to help them. I do this because I want that people get settled, understand the rules by which we live, and stay out of trouble."



# ENGLISH CONVERSATION CLASSES



*English drop-in classes for beginners and intermediate learners are offered during school term: Tuesdays, 10:00am to 12 noon (Level 1) and Thursdays, 10:00am to 12 noon (Level 2). The residency status of participants is irrelevant. The atmosphere is relaxed, the focus is on everyday, conversational English, and there are no tests. There is a \$3 fee per class.*

In 2011, after the earthquake and the Fukushima nuclear plant disaster, Yuko Fujimoto and her husband decided to look for a safe place to bring up their daughters. It had to be an English speaking country, and they chose New Zealand. Shortly after, Yuko and the girls moved to Tauranga.

In her 20s, Yuko, a medical professional, had a good grasp of English and other languages. However, shortly before she left Japan, she had focussed on learning Portuguese. "I tried to forget English to learn Portuguese."

***"Conversation classes at Multicultural Tauranga helped me be really confident in terms of making mistakes."***

By the time she moved here her level of English had dropped greatly, especially her ability to speak.

But Yuko wanted to improve her English and decided to use every opportunity that presented itself. In addition to stud-

ying hard at home, she attended English conversation classes at Multicultural Tauranga for two and a half years. She also went to free English classes at Holy Trinity Church.

"I wouldn't say that classes at Multicultural Tauranga benefited me academically, but they helped me be really confident in terms of making mistakes. I felt less embarrassed when I couldn't explain myself well or didn't understand what other people were saying."

Yuko also values the opportunity to rethink and review her own culture through conversation with people from other countries.

"I have met so many people at the Centre or at the classes, and have become really good friends with some of them. We enjoy the friendship and often help each other in many ways. Some are residents or Kiwis, some are immigrants or visitors." When Yuko goes to the supermarket, parks or special events, she always sees familiar faces. She is also a regular at Living in Harmony evenings, and joins Newcomers Net-

*Yuko Fujimoto's persistence at learning English has paid off, not only in terms of learning the language but also in making her feel settled in Tauranga.*



work trips and outings. "As a foreigner who doesn't have any relatives or old friends here, it makes me feel that I have settled here in Tauranga."

In 2015 Yuko started thinking about getting a New Zealand qualification and

eventually a job. This meant that she had to take her English to another level. She enrolled in a 12-week course at a commercial language school to prepare for her academic IELTS exam. Having passed successfully, Yuko now studies at Tauranga's Toi Ohomai Institute of Technology for a Level 4 certificate as Health Care Assistant.

*English tutor Linda Clark*



# JUSTICE OF THE PEACE SERVICE DESK



*Multicultural Tauranga offers a weekly Justice of the Peace service desk on Thursdays from 11:30am to 1:30pm. Services include certifying copies, witnessing a signature on a document, completing an affidavit or a declaration. The two Justices of the Peace are both migrants themselves: Nina Payne, from the Philippines, and Dutchman Pieter de Zwart.*

All Justices of the Peace offer the same services, and all are rendered free of charge. This might suggest that Multicultural Tauranga's JP service desk is just another service available around town - so why provide it, especially as it is not migrant specific?

Donna M. (for privacy reasons full names cannot be provided), a Maori woman who recently moved to Tauranga, is one such client. Having used another service provider in the Historic Village she was delighted to find a JP in the same building: "What a convenient

***"What a convenient location!  
I was referred from Budget  
Advisory Service and only had  
to go next door to get some fi-  
nancial documents certified."***

*JP service user*

Our user profile is indeed a cross-section of Tauranga's population. Many clients use our JP services simply because they are offered at a convenient location, at regular times that are well advertised in the local papers and online, or because they are referred to us through another non-profit organisation at the Historic Village.







location. I was referred from Budget Advisory Services and only had to go next door to get some financial documents certified." For Multicultural Tauranga it was an opportunity not only to provide a community service but also to introduce a person to multiculturalism, thus contributing to bridging diverse communities.

Many JP service users who are not migrants are surprised to learn what services and events Multicultural Tauranga offers once they come to the Centre, talk to volunteers, and pick up brochures. Often such clients become intermediaries who refer migrants or newcomers to us, for example work colleagues or neighbours.

*Certifying copies, witnessing a signature on a document as well as completing an affidavit or a declaration are typical services offered by a Justice of the Peace at our Multicultural Centre.*

However, a significant proportion of our JP service users are migrants. Many, like Rajiv K., need paperwork for immigration purposes certified. They know Multicultural Tauranga and like the multicultural atmosphere at the Centre.

Older migrants who receive an overseas pension are also regular clients: every year they have to provide a life certificate to their pension fund.

# PERSONAL COUNSELLING



*Last year we added a new, free service available to individuals: personal counselling. New Zealand qualified student counsellor Sudha Bhandari offered one-on-one counselling by appointment. Sessions were held either at Tauranga Multicultural Centre or at the client's home. At the Centre a separate room was available to ensure privacy and confidentiality.*

This new service had a very slow start. But after one client and weeks of, seemingly, no need for counselling in the migrant community, word had spread and clients started coming out. By the end of June 2017, Sudha Bhandari had worked with 108 clients,

each requiring varying numbers of hours of counselling.

Most clients were young adults, mainly female students. Male clients were more reluctant to admit to having problems and accepting help. Almost all were at an early stage of settlement and came from Nepal, The Philippines, Korea, India and, one, from South Africa.

## Migrant to migrant

From July 2016 Sudha Bhandari offered personal counselling through Multicultural Tauranga. This mandatory 200-hour workplace experience was part of her qualification requirements and included regular supervision by a professional from her tertiary teaching institution.

In addition to her native language, Nepali, Sudha speaks English and Hindi, which helps her to work with immigrants who find it difficult to express themselves. She can relate to and empathise with the feelings and experiences of being an immigrant and struggling with cultural differences.

While every client was different, there were commonalities: loneliness, relationship problems and financial difficulties.

For young adults who come here to study, being far away from family is difficult. They are used to living with their parents until they get married. They turn to elders, family and friends for emotional support. Here, with no such support network, they often feel lost.

Relationship problems were most frequently caused by one partner being here and the other "back home". Often the one who had secured a student visa had left behind a spouse and children. Usually the plan was to graduate, find work and get the family to join.

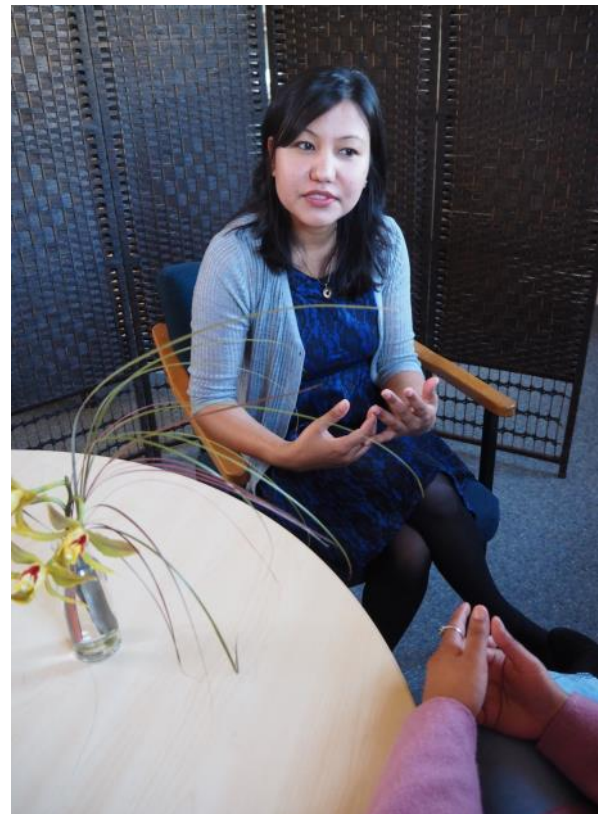




Add geographic distance, time difference, less than ideal communication habits, the stress of assignments and exams, financial hardship and often a new romantic relationship blossoming on the side, and it's just too much to sort out with no help. People break down.

*Relaxation techniques and active listening are key to creating an atmosphere in which clients open up and share their problems. Speaking the client's language is an added bonus.*

Whatever the main problem is, it is usually aggravated by financial stress. Many students have taken out huge student loans "back home" and were misled that they would easily find a job here alongside their study commitments. They thought they would be able to pay off their debt and cover living expenses. "It's a day dream, and it is very common", says Sudha. "Often students survive on noodles, can't find a job and don't know how to make ends meet. At the same time they don't want to tell their parents or partner back home that things aren't what they had expected." Especially for young males, pride prevents them from admitting to family that they have problems, thus making it even harder to deal with the situation. While counseling isn't a magic bullet, it relieves stress and often helps clients find a solution.





# OUR VOLUNTEERS

Multicultural Tauranga is run by dedicated and enthusiastic volunteers. They donate their time and contribute a wide range of skills at every level of the organisation.

They serve: on the committee; in governance roles; as regular service providers such as tutors or Justices of the Peace; as casual helpers from the membership base assisting with day-to-day tasks; or as "micro volunteers" recruited from Volunteering Bay of Plenty who make one-off contributions to projects as required.

There are many reasons why people volunteer. A widely held opinion is that one has to be a selfless, altruistic person who only volunteers to give for the benefit of

the community with no expectation of return. While these are noble and laudable reasons, they are just a few among many other, equally valid ones.

Who says that doing good and enjoying oneself while meeting one's own personal or professional goals can't be achieved at the same time? It's OK to ask "What's in it for me?"

For three of our volunteers, their reasons to volunteer are distinctly different. Even so, each one's contribution benefits them personally as well as the organisation and the community.

So: What's in it for them?



*For six months new migrant Sumana Ghosh from India worked part-time as a volunteer admin assistant for Multicultural Tauranga. Now based in Dunedin, she hopes that this work experience will be a stepping stone into her first paid job in New Zealand in a marketing or administration assistant's role.*

*Korean mother of twin toddlers, Abby Chung, has a New Zealand business degree and extensive accounting experience in both New Zealand and Korea. To stay up to date with accounting she volunteered for the role of Assistant Acting Treasurer.*



For most volunteers the social aspect is the main drawcard. They enjoy meeting people from different countries, learning interesting things about their culture, and often build lasting friendships with migrants. Most volunteers find it personally enriching and mentally stimulating. Colin Capill is one of them.

Others see volunteering as an opportunity to improve their chances for employment by gaining local experience and being able to provide relevant references. For new migrant Sumana Ghosh and currently stay-at-home mum Abby Chung these were the main reasons for volunteering.



*Colin Capill has been a committee member for 12 years, has served as Vice President, and is an indispensable helper at major events where his practical skills are highly appreciated. He enjoys the people side of volunteering and likes to give back to the community - not only by sharing the abundance of his lifestyle block.*

# THE YEAR BY MONTH

# 2016

 		 			
<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
<p>Rejuvenated logo for the organisation and the festival</p> <p>Living in Harmony: USA</p>	<p>Ann Kere-warō awarded certificate of recognition for services to migrants by Tauranga City Council</p> <p>Living in Harmony: Wales</p>	<p>1st garage sale fundraiser</p> <p>Strategic planning meeting</p> <p>Living in Harmony: Bolivia</p>	<p>2nd garage sale fundraiser</p> <p>Living in Harmony: Japan</p>	<p>Ethkick football tournament</p> <p>Living in Harmony: Philippines</p>	<p>Art exhibition: Our world's got talent</p> <p>Newcomers Network trip to Whakatanu</p> <p>Living in Harmony: International Christmas Market</p>
					



# 2017



# YEAR-ON-YEAR COMPARISON

	<b>Tauranga Multicultural Festival</b>	<b>4,000</b> visitors	<b>2,943</b> visitors
	<b>Living in Harmony evenings</b>	<b>548</b> visitors	<b>700</b> visitors
	<b>Newcomers Network meetings</b>	<b>769</b> participants	<b>478</b> participants
	<b>Exhibitions</b>	<b>127</b> visitors	not applicable
	<b>Ethkick football tournaments</b>	<b>115</b> players and viewers	not applicable
	<b>BOPIS Bay of Plenty Interpreting Service</b>	<b>89</b> translating/ interpreting jobs	<b>80</b> translating/ interpreting jobs
	<b>English conversation classes</b>	<b>697</b> participants	<b>440</b> participants



## Year in review

1.4.2016 to 31.3.2017

## Previous year

1.4.2015 to 31.3.2016

Not available =  
Not applicable =

figures not recorded  
new service or not offered last year



**Justice of the Peace  
service desk**

**312**  
clients

**267**  
clients



**Personal counselling**

**73**  
clients

**133**  
counselling  
hours

not applicable



**Visitors to Centre**

**187**  
visitors

not available



**Phone calls in**

**656**  
calls

not available



**Phone calls out**

**358**  
calls

not available



**E-mails in**

**4,782**  
mails

not available



**E-mails out**

**1,808**  
mails

not available

# FINANCIAL INFORMATION

Multicultural Tauranga relies on grants from various government and non-government organisations. There is a larger pool of non-profit organisations seeking grants, yet a slowly diminishing pool of money to be shared.

For us this means that ever increasing resources (time) are going into securing funding at the expense of developing and delivering services, the need of which has been constantly rising in line with rising migrant figures.

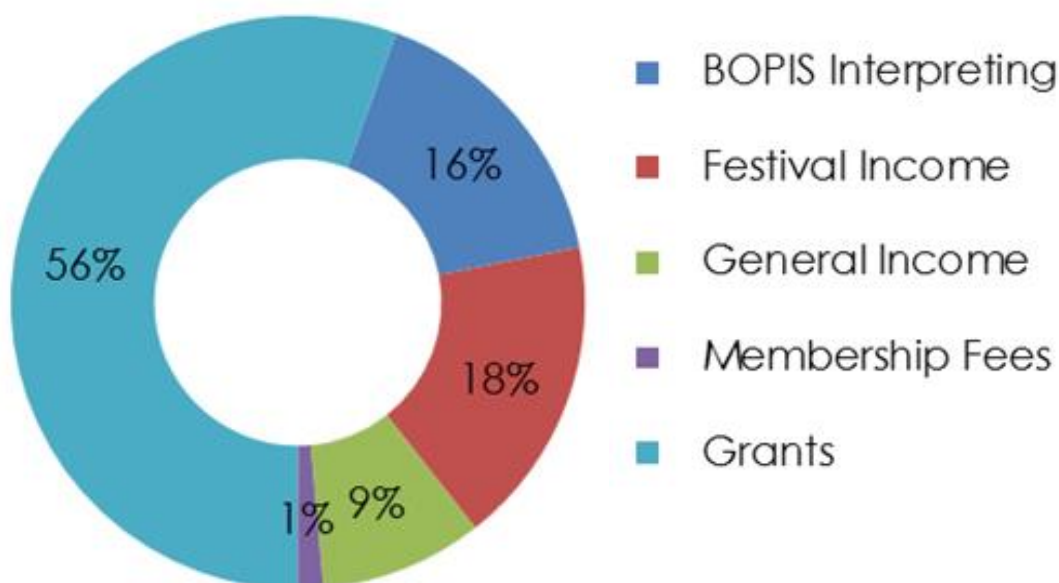
This fiscal year ended with our liabilities exceeding our assets. Multicultural Tauranga ended the year in a state of insolvency, the main reason being the financial results of the previous year, exacerbated

by anticipated grants not materialising for various reasons.

In the year to 31 March 2016, expenses exceeded income by \$53,083, rendering our balance sheet vulnerable. Unfortunately, despite concerted efforts to increase revenue and decrease costs, we again ended the current financial year in deficit.

The total income including grants for the current financial year exceeds last year's income by 54%. However, this increase still didn't fully cover our expenses, even though the total operating expenses were 6% below last year's. The total deficit for the current financial year is still \$12,886.77.

*Where our money came from (1.4.2016 to 31.3.2017)*



Raising funds by selling second-hand items donated by members at the Lions Market.



However, since the end of this financial year (31.3.2017) we have embarked on a fundraising campaign designed to return the organisation to trading stability and ensure ongoing viability of Multi-cultural Tauranga.

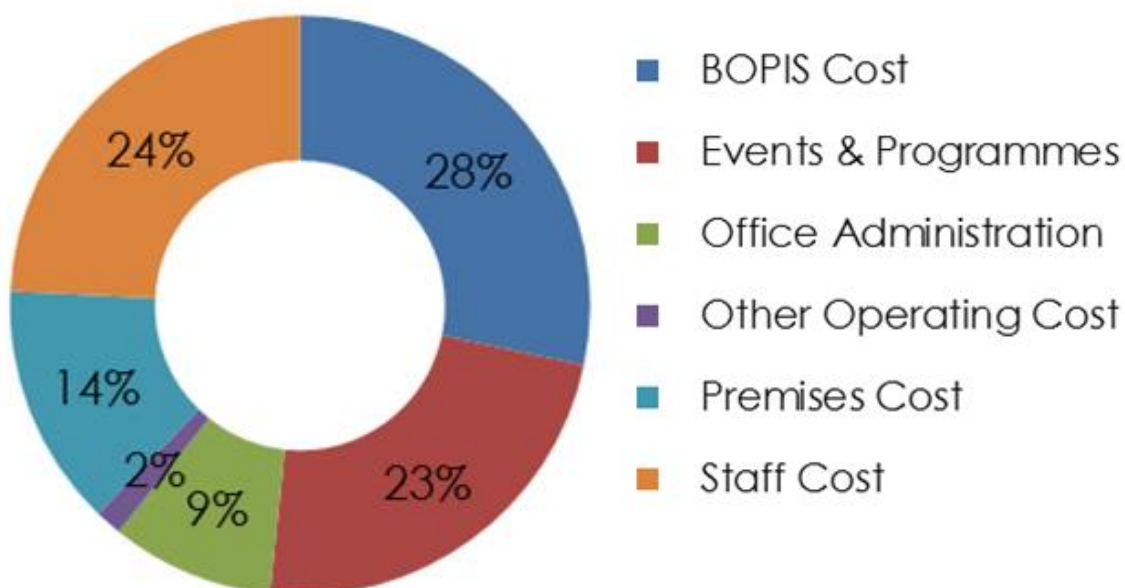
The results of those efforts are positive. We are able to conclude the 2016/2017 Committee Term with a break-even position, and are going into the new term continuing our fundraising drive to create a financial buffer.

The fundraising drive has also bought us some time to rethink our purpose and our funding basis, to optimise our grant applications and restructure operations. It will be up to the new committee to implement necessary changes.

The landscape has changed since the organisation was established back in the early 1990s. The numbers and types of migrants settling in the Western Bay of Plenty have both grown and changed, as has the nature of services available to migrants. The situation we have faced provides an opportunity to reconsider the role we should be playing to ensure that migrants are best served in their efforts to resettle, and to foster tolerance and support for the cultures that migrants bring.

Two specific financial lessons that have been learnt are that services cannot be provided at a financial loss to the organisation; and that it must be financially strong and sound if it is to be able to offer a balanced range of activities.

What we spent our money on (1.4.2016 to 31.3.2017)





## Profit and loss statement for the 12 months ended 31 March 2017

	31 March 2017	31 March 2016
<b>INCOME</b>		
BOPIS interpreting/translation services incl. grants	\$27,178.34	\$19,010.38
Festival income incl. grants	\$24,045.48	\$17,772.96
General income	\$10,317.31	\$4,976.49
Grants	\$35,282.50	\$21,280.00
<b>TOTAL INCOME</b>	<b>\$96,823.63</b>	<b>\$63,039.83</b>
<b>LESS OPERATING EXPENSES</b>		
BOPIS cost	\$31,239.86	\$28,383.32
Events and programmes	\$25,628.68	\$37,016.15
Meetings and travel	\$240.48	\$89.40
Office administration	\$9,798.41	\$11,703.46
Other operating cost	\$1,400.52	\$2,638.78
Premises cost	\$14,845.21	\$10,182.37
Staff cost	\$26,557.24	\$26,109.01
<b>TOTAL OPERATING EXPENSES</b>	<b>\$109,710.40</b>	<b>\$116,122.49</b>
<b>Net profit/deficit</b>	<b>\$12,886.77</b>	<b>\$53,082.66</b>

## Balance sheet as at 31 March 2017

	31 March 2017	31 March 2016
<b>ASSETS</b>		
Bank accounts	\$6,651.06	\$25,740.37
Accounts receivable	\$1,124.00	\$1,150.00
Petty cash	\$129.45	\$62.75
Fixed assets	\$3,669.35	\$3,662.35
<b>TOTAL ASSETS</b>	<b>\$11,573.86</b>	<b>\$30,489.97</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Accounts payable	\$10,181.41	\$17,165.75
Unused donations and grants	\$4,355.00	\$3,400.00
<b>TOTAL LIABILITIES</b>	<b>\$14,536.41</b>	<b>\$20,565.75</b>
<b>NET ASSETS</b>	<b>\$2,962.55</b>	<b>\$9,924.22</b>
<b>EQUITY</b>		
Current year earnings	\$12,886.77	\$53,082.66
Retained earnings	\$9,924.22	\$63,006.88
<b>TOTAL EQUITY</b>	<b>\$2,962.55</b>	<b>\$9,924.22</b>

# THE SMALL PRINT

As a Tier 3 charity Multicultural Tauranga has no public accountability. This annual report is not a full financial report. Rather, it is an annual review of our activities 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 wish to receive 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 2016 to mid-June 2017, i.e. starting and ending with the respective Annual General Meeting.

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

## **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**

Tauranga Energy Consumer Trust (TECT), Pub Charity, Acorn Foundation, New Zealand Lottery Grants Board, Ethnic Communities Development Fund, Legacy Trust

## **Committee Term for the year reported**

13 June 2016 to 25 June 2017

## **Affiliation**

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

## **Photo credits**

Lance Ruffell (9), Char Niles (10, 11), Sejin Oh (15), Ann Kerewaro (18).  
All other photos by Margarete Kraemer. Round chapter icons, icons p. 32 and 33: Su Thomas

## **Concept, copy and design**

Margarete Kraemer

## **Publication date**

Current as at 25 June 2017



