

Ethnic Communities Listening Forum

VISIONING REPORT

Hamilton Community Outcomes

July 2005



**LET'S TAKE
HAMILTON
FORWARD
TOGETHER**

FOREWORD

- How do you want to see Hamilton in 2015?
- What are the priorities for our communities?
- What would make Hamilton a better city to live, work and play?

This report presents information from an Ethnic Communities Listening Forum hosted by Hamilton City Council on 15 June 2005 as part of a wider collaborative project to identify Hamilton's desired community outcomes.

During May and June 2005, Hamilton communities were asked what they like about Hamilton and what would make it a better place. Opportunities were provided for people to have their say through focus groups, surveys, and a hui hosted by local mana whenua.

Parallel consultation was undertaken by HCC Neighbourhood and Youth Development workers to identify issues and opportunities at the neighbourhood level in Hamilton; and by Choosing Futures Waikato to identify community outcomes for the Waikato Region as a whole.

All these community ideas and opinions are being used to identify a draft set of community outcomes – statements of what Hamilton communities want to work towards over the coming 10 years. The draft community outcomes will be developed by a Consultation Steering Group made up of representatives from the following groups and organisations:

Hamilton Arts Sector Group	Hamilton City Council
Hamilton Environment Centre Trust	Hamilton Youth Council
Ministry of Social Development	Nga Mana Toopu o Kirikiriroa
Sport Waikato	Social Services Waikato
Te Runanga o Kirikiriroa	Tertiary Education Alliance
Waikato Chamber of Commerce	Waikato District Health Board
Waikato Raupatu Lands Trust (Tainui)	

In August 2005 the draft community outcomes will be distributed for feedback before being signed off in October. They will then be available to help guide long-term planning in the city by any organisation or group over the coming years. They will also be the foundation for developing a Community Outcomes Strategy that can be shared all Hamilton stakeholders.

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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 a follow-up Ethnic Communities Listening Forum on 15 June 2005 to open up a dialogue between ethnic communities and Council.

The Ethnic Communities Listening Forum coincided with a wider collaborative process to identify Hamilton's desired community outcomes. The Forum was therefore divided into two parts based around the following questions:

1. What are the concerns and issues for your ethnic group?
2. What would make Hamilton better for the whole community?

Reports from other events in the Hamilton Community Outcomes Consultation are available on-line at www.myhamilton.org.nz.

AGENDA



Ethnic Communities Listening Forum

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

7:00pm – Wednesday, 15 June 2005

- | | |
|---------|--|
| 7:00 pm | Philip Yeung, Ethnic Communities Coordinator (brief introduction), introduces His Worship the Mayor Michael Redman |
| 7:05 pm | Mayor's speech |
| 7:10 pm | Paul Killerby, Hamilton Community Outcome Steering Group |
| 7:15 pm | Forum commences (break into five groups) |
| 8:00 pm | Report back by facilitator |
| 8:05 pm | Coffee, tea and refreshment |

8:15 pm	Hamilton Communities Outcome Consultation commences (break into five groups)
8:55 pm	Report back by facilitator
9:00 pm	Closing

ATTENDANCE

Around 90 people attended the Forum, from 38 different ethnic groups and organisations:

1. Arya Samaj Hamilton
2. Chinese Sunshine Society Inc.
3. Congolese Union
4. Croatian Cultural Society
5. Hamilton Malayalee Association Inc.
6. Hamilton Ramayan Sanstha Inc.
7. Hamilton's Fraser High School – Migrant Work Placement Programme
8. Hula Halau O Kahokuokalani
9. Indonesian Society of Hamilton
10. Islamic Women's Council of New Zealand
11. Italian Community
12. Kiwi Ora – Migrant Learning Programme
13. Lithuanian Society
14. New Zealand China Friendship Society
15. New Zealand Russian (Waikato) Friendship
16. New Zealand Sikh Society
17. Pakistan Association Waikato
18. RMS Refugee Resettlement
19. Romanian Cultural Centre
20. SHAMA Hamilton Ethnic Women Centre
21. South Africans in the Waikato
22. Sri Lanka Friendship Society Waikato Inc.
23. Tamil Society Waikato Inc.
24. The New Zealand Chinese Association-Waikato Branch Inc.
25. The United Nations Association of New Zealand (Waikato Branch)
26. Tongan Society (Community) Hamilton
27. The Waikato Cambodian Trust
28. University of Waikato – Migration Research Group
29. Waikato Chinese Students and Scholars Association
30. Waikato ESOL Home Tutor Scheme Inc.
31. Waikato Fiji Association Inc.
32. Waikato Filipino Association
33. Waikato Hispano-Latino Cultural Group
34. Waikato Korean Society
35. Waikato Indian Association Inc.
36. Waikato Muslim Association Inc.
37. Waikato Senior Indian Citizens Association
38. Waikato Somali Friendship Society

The meeting was also attended by Mayor Michael Redman, Councillor and Deputy Mayor Bob Simcock, Councillor Joe Di Maio, Councillor Maria Westphal, Councillor Daphne Bell, Councillor Gordon Chesterman, Councillor Grant Thomas, Councillor John Gower, Member of Parliament Diane Yates and National Party candidate David Bennett.

OPENING PRESENTATIONS

The Forum began with brief presentations from Philip Yeung, Michael Redman and Paul Killerby. Key points included:

- Hamilton City Council (HCC) employs the Ethnic Communities Coordinator (Philip Yeung) to look at the well-being of ethnic communities, liaise with government agencies and services providers to establish projects and programmes to suit the needs of ethnic communities, and produce the Hamilton Directory for New settlers.
- CEO Tony Marryatt is a member of this group Intersect Waikato which has developed Refugee and Migrant Strategic and Action Plans.
- HCC works closely with NZ Immigration to develop and support the Settlement Support Services.
- 23 ethnic groups (out of 130 applications) received funding from HCC Community Well-being Grant in 2005,
- HCC leases a building on Boundary Road to the Waikato Migrant Resource Centre with annual administration and operation grants.
- Events Hamilton (HCC) provides funding towards the Indigo festival, NZ Ethnic Soccer Festival and other events.
- HCC has started to develop an Ethnic Settlement Strategy.
- Attendees are encouraged to enrol to vote in the upcoming general election – enrolment packs are supplied at the meeting.

FACILITATORS

Following the presentations, participants were divided into five focus groups. The facilitators and scribes were:

- Philip Yeung (HCC)
- Paul Killerby (HCC)
- Tegan McIntyre (HCC)
- Emma Pullar (HCC)
- Elsie Ho (Migration Research Group, University of Waikato)
- David Vincent (Hamilton Multicultural Services Trust)
- and Kerri Parkin, Sarsha Tyrrell, John Pagey and Tina Chen (all students at the University of Waikato).

WHAT ARE THE CONCERNS AND ISSUES FOR YOUR ETHNIC GROUP?

Group A

- Women – more central locations for Shama HEWC.
- Lights in front of where Shama is at the moment.
- Free interpreting service - Advocacy Services - Interpreters cannot advocate.
- Immigrants to Hamilton – HCC provides employment service.
- Lots of qualified immigrants new to Hamilton.
- Directory must be translated into more languages - Relevant languages not just English.
- Language maintenance – help us maintain our “mother – tongue” for ourselves and our children - Happens in other cities - There are no resources to help us - Free correspondence – paper – online.
- Transport for and to the [migrant] centre – in the absence of central location!
- A location to meet especially for the very small communities.
- Addressing domestic violence – Wairarapa District Council does this - The Council specifically behind this - City issue → not just up to individual groups.
- Community Safety – preventing nuisance based offences – burglary, vandalism of letterboxes, hoons.
- Stop the hoons – evidence of driving offences being dealt with.
- Information about where you can report offences (hoons etc) – in a range of languages.
- Not able to access community police stations at the weekend.
- Police don't have time to listen to issues/ minor crime – community members left feeling disillusioned, ignored.
- City transport – why do buses leave at the same time - Can this not be adjusted?
- Problem of one community member “dobbing in” the other - Harassment angle of this - Can we address the credibility of the informer - There is embarrassment at talking about this issue.
- Information about accessing noise control - Accessing (knowing it exists) - Can I understand it (language).
- Day to day community information regarding rubbish days, general info – in new migrants info.
- Link between immigration → HCC in order to provide a connection link between city → new migrants.
- Where is another person that speaks my language – when I'm new to a city - Refugees get a welcome – but new migrants don't get that point of connection.
- Good will is great but money assistance is required – some ethnic groups here just had to shut up.
- If my name is in a directory to help migrants/ refugees/ ethnic communities then I need some financial assistance to continue my helping.

- HCC must recognise the good will with financial assistance - This is an important issue for volunteers as well – mileage/petrol vouchers.
- Literature – at the library – contemporary, up to date works, practical and more - Were not talking learning the language – we are talking literature.
- Books of different languages – so I can read in my own language.
- Magazines – up to date and in appropriate languages.
- Increase the diversity of languages - There are 26+ → we need more.
- Libraries should have newsletter from different groups available in all the libraries.

Group B

- Ethnic groups should be known in community.
- Acknowledgement.
- No multi cultural policy.
- Include all ethnic groups.
- Awareness of culture.
- Very difficult to be heard.
- Misunderstanding of culture.
- Government only reacts to political pressure.
- Start solutions from grass roots.
- No exposure/recognition.
- Government conduct awareness.
- Need migrants to support our society.
- Reduce resentment.
- Program incorporating Uni to teach students NZ law so they can keep a clean record.
- [Migrant] People getting ripped off as they don't know what to expect eg buying cars.
- Conflict between new generation and the old way and life now [for migrants].
- No orientation programs for migrants.
- Join Hamilton Community radio.
- HCC should expand ethnic community network.
- Feedback to communities.
- Resentment to people from ethnic communities.
- Tell people success stories.
- Presentation of ethnic films by HCC community initiative.
- Understand background of ethnic groups.
- Expose culture.
- Council won't provide service to international students – some aren't aware of services.
- How easy is it to bypass Philip [Yeung, Ethnic Communities Coordinator] and go straight to the council?
- Lack of resources to help international students – HCC.
- Regulations are excluding.
- Councillors should be more involved in ethnic events.

- Awareness of services offered.
- How are people to know they can contact the council?
- Problems – education, work, healthcare.
- Orientation process for new settlers on entrance.

Group C

- Racism, especially in area of employment - Difficult for migrants to get jobs.
- People judge on your clothing [migrants].
- Employers don't understand culture/cultural traditions and religion.
- Lack of awareness [migrants].
- Employment issues [migrants].
- Traditional work structures are inflexible.
- No real unity between migrant groups.
- [Migrants] Not considered citizens - Don't have a space to really identify yourself on forms - Don't like others – feel excluded.
- [Migrants] Not enough of a public voice especially in media.
- Housing for new settlers (lack of) no scheme in Hamilton.
- HCC councillors to be more involved in cultural ceremonies eg weddings, learning opportunities.
- Have front line/ desk people from different ethnic backgrounds.
- More profile in city news type publications – personal or positive stories - Show how we are positively contributing - Get figures out there (including the difficult statistics eg employment).
- Frustration at lack of recognition of [migrant] qualifications - Often forced to retrain or take lower jobs (Especially in medical profession – many barriers).
- Need to break down barriers especially with youth at schools, re-educate teachers to understand [migrant] cultural differences.
- Need much more books in library in other languages especially story books for children.
- Government agencies – no health financial support in Hamilton (Christchurch case study).
- Not enough ethnic people in local government or visible jobs - This is good to feel/have personal experience - Belonging – help to break down barriers!
- Transportation (especially women) become totally dependent on spouses, limited access to vehicles – no (free) shuttle bus.
- HCC need to help care for elderly - Many fall through housing income gaps.
- More info packs for new arrivals [migrants] - What to do/where to go - Available at the airport (arrival pack) or migrant centre.
- Be good for migrants to be officially welcomed (Maori ceremony) - Could be part of the [suggested info] pack - Help learn about Maori culture, citizenship ceremony well done.
- Special courses specific for women eg swimming - Could happen at schools - To help build skills they aren't able to in home countries/

cultural aspects prevent. Driving courses [for migrants] (subsidise/free introduction as money big issue).

- Ethnic people don't have enough input into decision making - A representative working groups be formed to consider issues for consultation.
- New channels for getting info out to ethnic groups - Community radio very good hearing is better than reading - Access ethnic group newsletters.
- Support for Philip Yeung - Dealing with too much/high workload - Could get more achieved with more people → wider ethnic groups, "filling the gaps", "a liaison".
- A lot of ethnic/community leaders are voluntary, and not recognised enough.

Group D

- Business issues – how we can make income.
- Environment useful for migrants is needed.
- Youth issues in Somali Care – community place/centre needed for youth.
- Need to steer youth away from alcohol, gambling.
- Want to encourage sports, positive activities, employment.
- Lack of sport facilities.
- These issues are common across all ethnic groups.
- Chinese community – crime issues among students – resource centre needed.
- Workshops – road safety. Familiarisation workshops with NZ culture, also adjusting to living away from family.
- Coordination of different Chinese groups → setting up Chinese migrant centre.
- Chinese community could work closer with Migrant Resource Centre.
- Somalis need own resource centre to bring together all Somali groups.
- Both integration into NZ culture and retention/ preservation of cultural distinctiveness is required.
- Transport issues affecting Hamilton in general.
- Further consultation on ethnic issues is needed - Current meeting is too short - 2-3 meeting per annum are required - Preparation for meetings is necessary - Establish terms of reference for discussion/ meeting on ethnic meetings – more facilities for youth.
- Youth building - identity issue [for migrant youth] – not well.
- HCC could encourage multi cultural events.
- Language issues – government funds for groups to develop own culture for their youth – activities.
- Employment issues for ethnic communities.
- Job applicants not getting response from employers – bias is assumed.
- WINZ should be more proactive as a service provider for ethnic communities.

- Ethnic training courses need to be more professional, more useful in gaining employment - Current training does not adequately cater for professional/educated migrants.
- Migrants should be more proactive in utilising facilities already available.
- NZ attitudes are improving toward migrants but still needs further improvement to facilitate equal opportunity for migrants.
- Immigration issue - More scrutiny needed on new migrants coming to NZ - Tighter criteria – national security issue - Ethnic communities should not get involved in high level politics with regard to national security issues.
- Employment issue – special department needed to deal with ethnic/migrant unemployment.
- Driving license issue - People getting licenses that can't drive – should institute driving tests (practical) for new migrants - Driving course tailored for ethnic groups (free/subsidised training would be good).

Group E

- Isolation – difficult to meet people for your own age group.
- Transportation is difficult.
- More regular social meetings → socialising with wider community.
- Language barrier → need some language classes.
- Older people need help adjusting to the lifestyle – way of life here.
- Need more buses to allow for social interaction.
- Overseas they have funded community centres to allow for interaction.
- A need for interaction between the groups.
- Age concerns centre to be more user friendly (celebrating age centre).
- “Hamilton friendship society” – should be formed to allow/ accommodate for this social interaction - Organisation needed to assist this interaction.
- Raise an awareness of what is available.
- More integration between groups.
- Mental health advocacy for the whole community - A “house” that links everybody.
- [Migrant] Women need to be able to get together somewhere during the day.
- Transport is especially an issue for older people who no longer drive but still need this interaction - Older people who have less of an opportunity to get out/interact also.
- Lack the English skills and opportunity to improve these.
- Counselling.
- Housing problem – new immigrants to Hamilton lack the money/ social connections to be able to find accommodation (benefits take 2 years) - Need for family housing.
- Financial difficulty.
- Need a frequent form of transport from Hamilton – Auckland - Communal buses or trains.

- SHAMA – Ethnic Women’s Centre - Positive feedback on this organisation - Helps to educate women on healthcare/learning to drive etc - Social interaction in their own languages - A SHAMA for men is needed, not just for women.
- Council should give 5 or 6 scholarships to students to study on ethnic groups - To educate people on ethnic issues/areas.
- Wants support from the city council for a men’s “SHAMA” group → grants etc - men are not getting moral support – an organisation set up to address this.
- Too many separate organisations in Hamilton – they should come together as one under the “Hamilton Friendship Society” – getting groups together.
- A “multicultural” society rather than a “cultural” society.
- Formation of a stable group that links together all the separate groups around Hamilton.
- Bring the communities together to learn about each other and celebrate each other eg a multicultural garden.
- Council to support the groups activities.
- Mixing of different age groups is important.
- Incentive to encourage ethnic women to participate in meetings such as here today – not many women here.

WHAT WOULD MAKE HAMILTON BETTER FOR THE WHOLE COMMUNITY?

Group A

- Employ all the unemployed people first – employment.
- Support for income generating schemes.
- Affordable housing – old and young.
- Housing designed for the people that live in them.
- Hamilton Lake – not toxins in the water.
- Graffiti – get rid of it!.
- Vandalism – get rid of evidence/stop it.
- Provide a graffiti alternative – a space for urban artists.
- Traffic – congestion.
- Urban design allowing for growth.
- Thinking about future impact of growth now.
- Don’t let Hamilton grown too big – we don’t want another Auckland.
- Resources have to be able to cope with the growth spurt.
- Employ the qualified people that live here first.
- Educational booklet/ advertisement about the impact of graffiti (distributed to schools).
- City planning – build sub towns (CBDs) in outlying locations - Reduce the congestion – by building the sub town.
- Better city planning to prevent congestion.
- More provision of parking in CBD.
- Park and ride to reduce the congestion.

- Parking limits at University – ridiculous shorter than a lecture/lab time.
- City visitor information centre is closed at the weekends – can it be open?
- Main parking space at downtown – can it be open till at least 11pm so people can go to the movies/dinner in town etc.
- Industrial/bulk retail – why is it only on one side of the river – the spread should be more even.
- Refuse Centre – specific location for recycling polystyrene.
- Ban plastic bags.
- How do we make Hamilton special - Gardens, river, balloons, events.
- An organic refuse collection - Large items, people can go and grab whatever they want before it gets taken away - Helps you get rid of large items - One free day at the refuse centre.
- Cleaning of roads – leaves in drains.
- Bicycle park in town - Safe location, well lit, security camera - Well advertised.
- Subway provision for future.

Group B

- Intercultural marriage.
- Traffic congestion.
- Ring road.
- Ferry service.
- Mass transport system to reduce road/ traffic congestion.
- Cultural events with mixed cultures.
- Interaction into cultures.
- Advertise events in public space.
- Increase tourism resources.
- Maori theme garden.
- Utilise river.
- More to Hamilton than tourists know – need to be informed.
- Maori designs incorporated in buildings.
- More people coming to settle down in Hamilton – need something to attract them eg work.
- Incentives for people to start a business.
- Advisory service for new businesses.
- Make chamber of commerce more accessible.
- Community needs to be more informed about what Hamilton has.
- Promotion and Publicity.
- Take advantage of opportunities for city.
- Hamilton under sells itself.
- People should be proud of Hamilton.
- Hamilton is better than Auckland.
- TV advertising of Hamilton.
- Arts festival.
- Exhibition exchange – Museum (Te Papa ethnic exhibitors) - Also international exchange.

- Local stories, art.
- Subsidise events, concerts to encourage/ enable people to attend.

Group C

- Less fog.
- Parking.
- More employment opportunities (migrant staff at WINZ to help specific ethnic groups).
- More community events and gatherings.
- More community (ethnic) forums networking opportunities.
- Need wider roads, bigger capacity for more cars. Roading systems not enough, need growth. Ring road to keep traffic out of the city.
- Better hospital facilities, especially A & E/ Emergency Department (including parking). Too many people visiting A & E even when not an emergency as a GP - If there was a free G.P on call locally would help reduce congestion.
- Health care too expensive people look for “short cuts”.
- Healthcare waiting lists.
- City needs to/ should expand South. Develop business zones all over the city to alleviate transport/congestion of people driving to work.
- Reduce crime – reduce alcohol users.
- Bigger and better international airport - Flights beyond Australia and Fiji.
- Standardise driving tests - Same test for all/under same conditions.
- Make buses more frequent and more convenient routes (currently all services come to city – not efficient).
- Introduce a shuttle bus → Park and ride!
- Use train – consider city station.
- Better pricing of parking facilities.
- HCC acts too much like a company with an emphasis sometimes on making money - More support for community, need balance.
- Events at stadium need to be priced/ more accessible to all eg ethnic groups to see soccer games, charity.
- More information sharing especially between government agencies - Work and income and HCC.
- Development and building needs more planning to preserve/conservate city environment - New buildings need to fit in - Need uniform standard to prevent UGLY buildings.
- Less “screaming” signs.
- Plant more trees, less concrete.
- More seating, gathering places in central city.
- Traffic calming in inner city - Pedestrianise Ward St.
- Malls in suburbs so people in outer areas don't have to drive.
- Hamilton nice place to live, keep it nice!
- Lake and riverside walks are great.

Group D

- 4 lanes at Pukete Bridge and Cobham Bridge.
- More roading to cope with population growth – also more housing.
- Controls on housing prices.
- More council housing.
- More parking needed.
- More free parking.
- Multi storey car park on other side of Claudelands Bridge.
- Traffic is burning issue especially at peak times.
- More freeway/ring road for Hamilton.
- Public transport – good quality facilities for all the people.
- More overpasses needed.
- Peachgrove Rd not safe for kids.
- Safety program/trained people to assist kids in school finish time.
- Pedestrian crossing wardens – child safety big issue.
- Theme park for Hamilton to attract tourism.
- More recreational facilities especially for youth/kids.
- Increase policing.
- Create ethnic policing.
- More leisure/entertainment facilities – quality facilities, indoor centres.
- More roads are only temporary fix to transport issues – increase use of public transport.
- Develop alternatives to private vehicle use.
- Reduce/lessen cars coming into city.
- Car, ride, walk into city solution could be developed.
- Greater frequency of buses.
- Better routing, timetables.
- City/centrally located market places.
- Expansion of bus depot → expand physical area of depot.
- Modernisation architecture of CBD.
- Tourism attraction in city.
- Under cover market for Hamilton.
- Stop building too many “Warehouses” - More quality shopping complexes.
- Improve street lighting.
- More public toilets – especially in Frankton.
- Extend retail hours (5pm – 8pm).
- Another hospital required - In northern part of Hamilton – Te Rapa.
- High school for northern suburbs.
- Facilities accessible to transportation for older people and youth.
- Develop nice playgrounds.

Group E

- A motorway or a fast train from Hamilton to Auckland.
- A car free zone.
- A parking lot where you can drive to and park and catch a bus from there to town – a free link bus.

- An ethnic TV channel that provided information to people at home - A multi ethnic channel - Follow on from the radio – Community Radio.
- Funding from council for scholarships to study ethnic studies.
- Council to fund performances/music for the wider community – not just for sports - Opportunities for mixing the groups.
- More information about rights to older people who may not know – this information needs to be accessible.
- Cheaper mobility for the disabled person - Make sure people have access to information so they know what services are available.
- Need to look at roading – traffic delays.
- More flights at Hamilton Airport.
- Keeping people busy who are using drugs/drinking - Need to create some sort of meaningful activity for them - A training centre - Keep them busy by making them do public work. They have too much freedom.
- Motivate young people into keeping focussed.
- Better maintenance of the walkways.
- More activity around the river – we don't make good use of this asset - More boats on the river.
- Make people more aware of what is here.
- Activities on river eg Waipa Delta is too expensive for most to afford.
- The more you commercialise the river, the more control you lose over it → water pollution.
- Better utilise the Zoo – free public transport to the Zoo.
- Make more use of the planetarium – needs to be upgraded.
- Make better use of the museum → could link in with the idea of celebrating different cultures together.
- The Zoo is too far out – not easily accessible – need free transport to the Zoo if its going to be so far out of town.