

# **Ethnic Communities Listening Forum 2008**

Reception Lounge  
Hamilton City Council  
Thursday 26 June 2008  
7:00pm — 9:00pm

## **REPORT**

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## INTRODUCTION

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

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

The 4<sup>th</sup> Ethnic Communities Listening Forum was held on Thursday 26 June 2008 at the Reception Lounge, Hamilton City Council (HCC). Following a welcome and a report to ethnic communities from the Ethnic Development Advisor HCC, participants were divided into five focus groups:

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

The facilitators and scribes were:

- **Lucia Reijgersberg**, Settlement Support Coordinator, Settlement Support New Zealand, Department of Labour
- **Lisa Mitchell**, Neighbourhood Development Team, Hamilton City Council
- **Jo Cottrell**, District Health Promoter, Population Health Service, Waikato District Health Board
- **Pere Paea**, Ethnic Liaison Officer, Waikato, New Zealand Police
- **Sally Hammond**, Tenancy Manager, Housing New Zealand Corporation
- **Jo de Lisle**, ESOL Advisor, ESOL Assessment & Access Specialist Service
- **Hannah Banks**, Neighbourhood Development Advisor, Hamilton City Council
- **Lindsay Lowe**, Refugee Health Coordinator, Population Health Service, Waikato District Health Board
- **Jenny Nand**, Neighbourhood Development Advisor, Hamilton City Council
- **Ruth Buckingham**, Social Development Team, Hamilton City Council



# Ethnic Communities Listening Forum

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

*7:00pm — Thursday, 26 June 2008*

## Programme

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



## **ATTENDANCE**

Approx. 80 people attended the Forum, from 36 different ethnic groups, organisations and individuals:

1. Czech Community
2. News and News (Korean newspaper)
3. Congolese Union of New Zealand
4. Country Section NZ Indian Association
5. Hamilton Multicultural Services Trust
6. Indianz Global Organisation of Waikato
7. Islamic Women's Council of New Zealand
8. Italian Community
9. K'aute Pasifika Services
10. Mbanza Kongo Refugee Community Development (Congo Brazzaville)
11. New Zealand Russian Community Trust
12. Pakiwi (Pakistani-Kiwi) Friendship Association of New Zealand
13. Relax Training Institute of New Zealand
14. Settlement Support New Zealand — Hamilton
15. SF Waikato
16. SHAMA — Hamilton Ethnic Women Centre
17. South African Immigration Community Trust
18. Taranaki District Health Board
19. The New Zealand Chinese Association — Waikato Branch Inc.
20. The Office of Ethnic Affairs, Department of Internal Affairs
21. The United Nations Association of New Zealand (Waikato Branch)
22. Trust Waikato
23. Waikato Cambodian Trust
24. Waikato Chinese Students and Scholars Association
25. Waikato District Health Board
26. Waikato Ethnic Council
27. Waikato Filipino Association
28. Waikato Hispano Latino Cultural Group
29. Waikato Khmer Association
30. Waikato Korean Association in New Zealand
31. Waikato Migrant Resource Centre
32. Waikato Muslim Association
33. Waikato Senior Indian Citizens Association
34. Waikato Somali Friendship Society
35. Waikato Weekly (Chinese newspaper)
36. Wairarapa District Health Board

His Worship the Mayor Bob Simcock, Deputy Mayor and Councillor Pippa Mahood, Councillor Daphne Bell, Councillor John Gower, Councillor Peter Bos, Councillor Maria Westphal and David Bennett Member of Parliament Hamilton East also attended the meeting.

## **REPORT BACK TO ETHNIC COMMUNITIES**

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

- HCC website — Ethnic Communities Development, links to the Hamilton Directory for New Settlers, reports of listening forums, Hamilton Based International Groups and other ethnic groups and agencies websites.  
[http://hamilton.co.nz/page/pageid/2145827047/Ethnic\\_Communities](http://hamilton.co.nz/page/pageid/2145827047/Ethnic_Communities)
- Sandra MacKenzie is the newly appointed Ethnic Advisor, Office of Ethnic Affairs for Waikato and Bay of Plenty.
- Ethnic Communities Funding Workshop was held in February.
- 29 ethnic groups (total of 143 applications) applied for a HCC Community Well-being Grant in 2008.
- Settlement Support NZ in Hamilton implementing the goal three of the National Settlement Strategy (Settlement network group - 'Hamilton New Settlers Focus Group' and Settlement Network Support Group).
- 'Welcome Pack' to new migrants and refugees is going well with distribution points at HCC, WMRC, CAB and K'aute Pasifika.
- Hamilton's Fraser High School Migrant Work Placement Programme ended in December 2007, replaced by 'Confident Communication for Adult Migrants' course.
- Relating Well in New Zealand Orientation Programme by Relationship Service on 21 June.
- ESOL Home Tutor Waikato with 150 volunteer tutors and 405 learners, currently running 7 weekly English Social Groups, 5 Literacy Classes that meets 3 times a week.
- Hamilton Multicultural Services Trust (HMST) runs the Waikato Migrant Resource Centre, a citywide community centre for migrants and refugees. The Centre has been used by various ethnic groups e.g. Bangladesh, Russian, Korean, Chinese, Indonesian, Malaysian, Somali and etc. for different activities and programmes.
- Movie Night at Waikato Migrant Resource Centre on first Friday evening of each month to promote the awareness of Human Rights, supported by Trade Aid, HMST and Hamilton Community Radio.
- Weekly BCG clinic at WMRC for new migrants and refugees, collaboration between Plunket and Public Health Nurse, vaccination against TB.

- Health Promoter & Community Health Coordinator are being appointed by HMST. Senior walking groups and health sessions (Winter Health Clinics) are up and running through WMRC.
- ESOL Assessment and Access Specialist service has around 400 clients assessed and advised about study choices and referrals were made to English language classes and other form of further study or career pathways.
- Waikato Refugee Resettlement Society has been providing holiday programmes, driving awareness, home learning, sewing classes to refugee community and providing support to refugee communities by working in celebration with Red Cross, Refugee Services Aotearoa New Zealand Inc. and St. Vincent de Paul.
- Migration Research Group, University of Waikato has released two reports on 'Ethnic Communities Perception of NZ Police' and 'Safety Awareness and Service Utilisation among Older Asians'.
- Pere Paea, Ethnic Liaison Officer, Waikato Police is having a Police Advisory Session at WMRC on every Monday morning to answer any questions from ethnic communities concerning with the police. Community Constables Training Day at WMRC and visit the Mosque.
- The United Nation Waikato Branch organised the 'Model United National Assembly' and the 'National Speech Competition' on 'UN Human Rights in a Sustainable World' (May 08)
- RELAX Training Institute of New Zealand is offering courses to support settlement, employment and English communication. Other services and programmes are available.
- Hamilton Community Radio Open Day — Free Speech in any language.
- Hamilton Mosque Open Day.
- 'Cultural Perspectives' workshops were organised by WMRC to promote various cultures to the wider community (Somali, Korean, Cambodian, South African, Chinese and Samoan).
- Chinese Senior Walking Group organised by Ai Xin Society and Somali Women Walking Group organised by HMST.
- Waitangi Day Commemoration — ethnic groups' participation.
- Hamilton Ethnic Volleyball Tournament organised by the Waikato Volleyball Association, special thanks to Councillor Dave Macpherson.

- Multi Ethnic Day organised by the Waikato Ethnic Council on Race Unity Day.
- World Refugee Week 16-20 June with ESOL Refugee Learner Expo and welcome three new refugee families on Friday 20 June at WMRC.
- Library — foreign languages collection at 13 June 2008 - 3572 books for adults and 696 books for children. In between June 07 to May 08, 452 adult books and 181 children books were added.
- International Students Books Donation Campaign is going well.
- Celebrating Age Centre hosted the annual Warm up, Walk and Wade for senior citizens in March 08 (over 50 ethnic elderly participated).
- Sport Waikato is working with Anglesea Clinic Physiotherapy to run exercise classes with a group of Somali women twice a week to tackle their health problems and the lack of physical activity.
- Quarterly Hamilton Ethnic Forum is merging with Waikato Ethnic Council quarterly meeting. The first merged function was held in April 08.
- Waikato Museum of Arts and History hosted the Italian Migrants Exhibition and has confirmed the Refugee Exhibition — Walk with Me (from New Settlers Museum in Petone) in December 2008.
- 'Welcome New Migrants' ceremony (new refugee in-take) on 28 November
- Waikato Regional Refugee Resettlement Forum (WRRRF) was successfully held on 7 April 2008.
- Four Citizenship Ceremonies were held in the past twelve months with over 1000 people receiving their citizenship certificates.
- Published the Hamilton Directory for New Settlers 2008 — reprint 2008/09.
- Funding workshop for ethnic communities (various funders and HCC) on 19 February 2008. 'Funding Hamilton & Waikato Region 2008' is available at HCC for \$15 per copy and it's free to download from HCC website.
- SHAMA Hamilton Ethnic Women Centre runs various programmes for women e.g. classes of English, Tai Chi, Sewing, Cooking, Driving, Legal Education, other services include Counselling and Career, runs Children Holiday Programme and a women support group.

- Gallagher Aquatic Centre - 'Women Only Night' (every second and forth Sunday evenings) is still going.
- HCC Involved in the International Students Orientation Day at University of Waikato and Waikato Institute of Technology, Welcome International Students at Hamilton Gardens on 05 March 2008 with over 300 students. Wintec organised an International Night at Hamilton Gardens on 30 August 07.
- Cultural Connection workshop (University of Waikato, Ministry of Education and HCC) was successfully held on 9 April 2008 with 66 teachers representing 26 schools attended. Panel members were from India, Romania, Korea, Indonesia, Mexico and Somali.
- 'Get A Life' seminar for employers at WMRC on 'Why Employ A Migrant?'
- MEG (Migrant Employment Group) is hosting a Waikato Chamber of Commerce's 'Business After Five' (BA5) function with Department of Labour targeting members of the Chamber (employers) on migrant and refugee employment issues.
- Career Services is working with refugee and migrant students in secondary schools on group career sessions, individual career planning and subject guidance sessions.
- 2<sup>nd</sup> Waikato Migrant Expo was successfully held on 16 September 2007 at Claudelands Event Centre. The 3<sup>rd</sup> Waikato Migrant Expo is to be held on 23 August 2008 at the same venue (Claudelands Event Centre).
- The 6<sup>th</sup> NZ Ethnic Soccer Festival Hamilton was held on 22 & 23 September 2007 at Jansen Park, 29 September 2007 at Porritt Stadium. The 7<sup>th</sup> NZ Ethnic Soccer Festival is to be held on 27 & 28 September at Jansen Park.
- Citizens Advice Bureau operates on Tuesday and Thursday at WMRC from 10:00am till 1:00pm with assistance in forms filling, JP Service and general enquiries. Multi Lingual Information Service with 26 languages available by 0800 free phone will go nationwide in July.

His Worship the Mayor, Bob Simcock and Councillors would like to acknowledge the contributions made by the ethnic communities on cultural events, festivals, functions and educational programmes that make Hamilton a colourful and vibrant city to live in.

## Hamilton City Libraries World Languages collection as at June 2008

The non-English language collection currently stands at approx 3572 books for adults and 452 for children.

To date 696 adult items were added in 2007/08 (including approximately 300 donations) and 181 children's.

Priorities for 07/08 have been Romanian, Sinhalese, Urdu, Tagalog, Indonesian, Malaysian, Chinese, Japanese, Korean, French for adults; and Russian, Chinese, Somali, Arabic and a range of bilingual titles for children. Some Korean, Chinese, Japanese, French, Portuguese and Ukrainian material is still being processed and does not yet show in the table below.

Many donations, particularly Chinese and Korean have been received. Tentative new priorities for 2008/09 include Bengali, Gujarati and Pacific Island languages.

The book budget for 2008/09 will increase to \$7000 and (\$2000 for children).

Dewey	Language	Total in stock 13 June 2008			Additions June 2007-May 2008		
		Adult Copies	%	Children Copies	Adult Copies	Children Copies	
830	German	63	1.8	9	6	5	
839.31	Dutch	44	1.2	26		24	
839.36	Afrikaans	86	2.4	21			
839.7	Swedish	19	0.5				
839.81	Danish	5	0.1		3		
839.82	Norwegian	8	0.2	0			
843	French	39	1.1	2	1		
850	Italian	49	1.4	1			
859.3	Romanian	10	0.3		10		
860	Spanish	45	1.3	7	2	5	
869.3	Portuguese	0	0.0	5			
889.4	Greek			1			
891.4	Punjabi	0	0.0	7		4	
891.43	Hindi	79	2.2	25		23	
891.439	Urdu	17	0.5	7	17	3	
891.44	Bengali	0	0.0	14		3	
891.47	Gujarati	0	0.0	6			
891.48	Sinhalese	133	3.7	0	32		
891.553	Farsi	4	0.1	1	4		
891.62	Gaelic	2	0.1	0			
891.66	Welsh	3	0.1	3			
891.73	Russian	41	1.1	20	3	20	
891.826	Serbo-Croatian			2			
891.83	Croatian	11	0.3	1			
891.85	Polish	0	0.0	4			
891.86	Czech	9	0.3	5	9	1	
891.991	Albanian			2			
892.73	Arabic	21	0.6	54		3	
893.54	Somali	22	0.6	64		6	
894.5114	Hungarian	2	0.1	0			
894.811	Tamil	45	1.3	11	9	2	
895.152	Chinese	1445	40.5	174	240	32	
895.6	Japanese	405	11.3	37	23	8	
895.7	Korean	818	22.9	170	59	39	
895.913	Thai	34	1.0	0			
895.9223	Vietnamese	33	0.9	14		3	

Dewey	Language	Total in stock 13 June 2008			Additions June 2007-May 2008	
		Adult Copies	%	Children Copies	Adult Copies	Children Copies
895.96	Cambodian/Khmer	44	1.2	3		
899.211	Tagalog	11	0.3		11	
899.221	Indonesian	11	0.3	0	9	
899.28	Malaysian	14	0.4		14	
		<b>3572</b>	<b>100.0</b>	<b>696</b>	<b>452</b>	<b>181</b>

World Languages magazines	Location
Ananda Viktan [Tamil]	On order for Central Library
Du Zhe [Chinese]	Central, Chartwell and Hillcrest
Jaitang (Family) [Chinese]	Hillcrest
Jooboo Saenghwal (Housekeepers life) [Korean]	Central
Kadambini [Hindi]	On order for Central
Sarita [Hindi]	Central
Ta chung I hsueh (Pop Medicine) [Chinese]	Central and Chartwell
Xin hua wen zhai [Chinese]	Central
Waikato Korean news	Central
Wolgan Chosun (Monthly Chosen) [Korean]	Central
Zhongguo Katong (cartoon) [Chinese]	Central

The magazine budget is \$3000

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

PUBLICATION	FREQUENCY
Waikato Chinese Weekly	Weekly
Oriental Times	Weekly
New Times	Bi-weekly
Epoch Times	Weekly
Epoch Times International	Weekly
NZ Chinese Herald	Bi-weekly
New Korea Herald	Fortnightly
MJ Japan	Weekly
News & News	Fortnightly
Waikato Korean News	

Jeff Downs  
Collections Leader  
16 June 2008

# Ethnic Communities Listening Forum Notes

## 26 June 2008

### Social & Cultural Connectedness

- Difficulty fitting in NZ - stay in own comfort zone (stay in own group, religion, younger age group)
- Older Chinese immigrants — (ACC research) Auckland: Group Project organized, not in Hamilton
  - Chinese wants to communicate with New Zealanders
  - Issue: Confidence?
  - Auckland Project: NZers, Maori, Volunteers talking in English safe place to practice
- *New Hamilton group — Chinese Golden Age Society. Activity Sat. — connecting to people Maori, other people. All speaking in English with translation (contact Wendi Li). Such programmes for ethnic groups needed e.g. Containing: Seminars, songs — connection with other ethnicities, live Chinese dancing, walking. Programmes have already been implemented as one-off (health seminar at the Waikato Migrant Resource Centre)*
- Safety Concern — no significant reports  
*Ethnic Liaison police supporting safety seminars for refugee groups*
- Lacking programmes for Pacific Islanders. Waikato Region and Hamilton (older generation)
- Appreciation role of Waikato Migrant Resource Centre (WMRC) — lack use of WMRC (by Pacific Islanders)
- Pacific community — non church goers not catered for  
*Needs collaborative work — making use of services*
- Access: Biggest barrier language service
- Achievement Education : Language related
- Voiced by Pasifika: Place for meeting — not church based, all need place where we can identify need to be grounded — were we comfortable — how can we effectively contribute to Hamilton City  
*Space to work with Pasifika, survey of pasifika community*
- Use WMRC — more office space, not central, for Older Chinese: Moved to central city (Celebrating Age Centre)
- Difficulty scale community — resources availability — in Auckland, larger community how to create spaces for size  
*Grow capacity of each group, place for e.g. Pacific groups encourage internal support e.g. older wisdom given to younger people. Awareness of what is happening already- links to existing provision important*
- Plan of City to community, face to face consultation about plans for the city needed (Pasifika)  
*City Expo was provided, did your community go?*
- Ethnic Soccer Festival — Pasifika takes part
- True consultation reaching out to community (Pacific)  
*Mayor of Hamilton: we are available, tonight opportunity to discuss*

- Letter of HCC Waitangi celebration. Festival — one-off — follow up missing in between things, how to get people to know and participate? *Chinese older people will be assisted, e.g. Waitangi, need to empower older Chinese to participate, confidence by events e.g. Waitangi festivals*
- Catching the bus — how — need to inform?
- Knowledge of protocol — want to communicate - Kiwis like appointment, neighbours contacts, want to communicate, don't know how, language barrier, but also culture
- Training participation course - *Relating Well in NZ*
- Training courses exist but not always accessed e.g. adult education *Communication about programmes by the community to their members*

## General

- HCC current plan for increasing ethnic community? Centre: plan? Purpose?, old Turner Car Auction building — Avalon Drive?, sports-child/day-care/culture/learn law/workshops/health/multi purpose. Centre for all groups.
- Multicultural city event — opportunities for sharing culture, annual event
- Previously had Caro Street Centre — outgrown now
- HCC: process to apply? — income related (housing)
- Police: procedure process — crash & victim negotiating with offender — knowledge of procedure....
- Pacific Island — no centre — learning other groups 'one stop shop'
- Other groups — centre for culture, learning — shared resource
- Small group size — funding issues for centre hireage
- Organisation — seeking capacity/leadership development — voluntary community work — costs/resources — groups fragmenting/issues — internal issues — resolution of issues (mediation skills/workshops) — encourage participation-how?
- HCC has previously had land set apart for Pacific Island community — but business use now
- International students — mixing with NZ students, perception they stick to own groups are these ways and encourage open interaction
- Violence, vehicle/boy racers, domestic violence — joint ways of resolving

## Health & Well-being

- NZ Indian Association — programmes for different ethnic groups
- Chronic problems identified — anything to meet/solve problems
- Difficulty in language — language support
- Diabetes? BSL 5.2 testing — increasing problem — hidden in Indian community, glucose intolerance testing, understanding changes 'shifting goal post' , age related 50+
- Ethnic Women Centre
  - Overburdened in work

- Need funding for social worker
- Client referral
- Domestic violence — people more aware re service and demand, but not funding
- Links to \$ and how to access it
- Funding? — where, how, need \$ for salary position
- Waikato Senior Indian Association / Global Organisation (Indian)
  - Need to do things for senior women — possible menopause education
  - Education for family to help family member — physical/mental issue
  - Need various kind of support
  - 40+ education seminar — guidance for family — social structure
  - Social structure in NZ different to country of origin
  - Adjustment problems, need to keep selves well
  - Funding/organiser/different languages (Shama & Ethnic Council could have a collaboration)
- SF Waikato — supporting families with mental illness
  - Distributing SF info to ethnic communities
  - Families can know where to go for support
  - How other agencies can & support to families
  - Stigma — how to manage this in a culturally appropriate manners
- Methodist Social Services / Waikato Migrant Resource Centre
  - Stigma associate with mental illness
  - Family connection and response
  - Body image issues for Indian & Chinese women
  - Different cultural values — family & NZ culture (expectation / marriage)
    - Tension between Kiwi children of ethnic parents
- United Nations Association — Waikato Branch
  - Concerned about accidents — if no English
  - Interpreter service? 24 hours per day
  - Ongoing issue — emergency
- Trust Waikato
  - Written information in own languages
  - What questions to ask
  - Key questions written down — e.g. key diagnostic questions, where is the pain?
  - Develop over time & increase language etc.
- Fungai — health promoter — Waikato Migrant Resource Centre
  - Women & elderly not employed, staying at home — isolation
  - How can we motivate them to come out into the community
  - How to increase the social participation etc of ethnic women e.g. women only swimming night — how to increase awareness of these activities
  - Integration of multicultural group
  - Men can encourage the women to participate

- Challenge to Ethnic Council to draw in new migrants/multicultural celebration/ethnic groups e.g. Western Community Centre — 70+ cross cultural
- Break down barriers 'Celebrating Age Centre' — group membership — different people can attend
- Cross collaboration between different groups
- Translated resources — WMRC
- Childcare facilities for women if you want to encourage them out of the home
- Dental care — very expensive — any discounted services available
- Issues of cultural perceptions of age? e.g. 50+ - old Somali, middle age European?

## **Employment & Financial Independence**

- Lack of services (employment) for migrants
  - Abuse at work, discrimination, who to complain to, lack of specific info — who else can help apart from W & I, have to wait for two years
- Working & paying taxes — no access to medical & other services, school. For two years. Work visa / work to residency — confusion about work visa, international student status, children treated differently by dental nurse because of non-resident
- How have been treated by prospective employers
  - New Zealanders need to be more open minded — look international — encourage employers to be more open minded — make use of migrants' skills
  - CV, name, qualifications, prejudice, looking at migrants as employment threat — coming to take over
- How to change attitudes of New Zealanders?
- Free training for employers and other employees within industries
- Migrants give own history including challenges they face from prospective employers and trying to get jobs — opportunity to present to employers
- Employers participation in ethnic listening forum
- Employers need to be motivated to employing migrant
- Employers need to give feedback as to why migrants don't get jobs — got the skills but never get the chance to use them (by employers)
- Free apprentice training for migrants
- Unfair/strange perceptions of who is a migrant — even child born here who's mother refugee still called a refugee
- Migrants can establish own business — why can't they therefore be managers of others
- Self employment — can't borrow money without assets, huge risk, discrimination, small business support?
- Working for Families — migrant families can't get jobs — children end up being discriminated against

- Department of Labour, Business Development Centre — do courses, but where is the funding to help migrants start their own businesses?
- Training no good if don't get any money
- Breakdown stereotypes/basis — media — positive stories — New Zealanders need to mix more with migrants/refugees

## **Education, Language & Literacy**

- What level does the course start at?
- Translators — available
- Waikato Ethnic Council — how can city council give more help with language classes?
- Language classes — huge demand (Waikato Ethnic Council classes)
- Interpreters (only 60 available) — availability — limited number available at Hamilton Multicultural Services Trust Interpreting Services — moves to expand this services
- Sikh community can provide translators for free
- Issues discussed around professional interpreters
- Interpreter professional training by Mosaic Training
- Service providers can access interpreters: either face-to-face or over telephone
- Ethnic groups' leaders ought to know the limitation of interpreters (importance of trained interpreters because of the difficulties experienced in formal settings i.e. hospital, police, education)
- Who can interpret? Various issues surrounding it
- Interpreters' responsibility?
- Can children interpret — what are the consequences?
- Library book donations — how can people do that?
- What level can you access English language classes
  - Courses — who provides it? How to access?
  - ESOL Home Tutors — provides English language classes — run throughout the year
  - Paid experience teachers go into workforce to teach English to workers
  - Wintec — run English courses but currently not running because of low on numbers
  - Important issue — people on work visa need English courses but can't access it because it's too expensive
  - People on work visa don't pay migrant levy
  - More promotion of volunteer opportunities
  - Funding employers to provide English courses
  - Immigration — 'Work to Residence' visa — nothing to support access English courses
- Issue — to get suitable workers — retaining workers
- Over-stayers — emergency issue
- Immigration policy does not address the educational requirements or meet migrant needs: properly, need more discussion

- Educated migrants with overseas qualification have to go through difficult process of NZ accreditation, it's too expensive
- Overseas qualification — how to recognise it more! *Make the process easier and less expensive*
- Children education — government funding dropped in recent years
- How to get 'ethnic' Kiwi born kids to learn their mother language!

## OPEN DISCUSSION

- We want to feel safe and to get help when calling the Police, now we not confident we get help when we need it. Having been accepted in NZ as Permanent residents and now want to feel safe in our work place, home and community. The Ethnic Liaison Officer, Waikato Police replied that they are aware of the issue and the recent media reports, and understand the concerns well. Fortunately in Hamilton this had not been the case so far. However, he commented that there are now 13 community constables to help communities be ahead of such matters before they arise. He is available to meet any ethnic member or group. Currently he is working on small business presentations on safety, managers and staff participation in cultural and community awareness events.
- A further comment was about what is happening if the community is in danger, a thief enters the home, it could take a long time until someone comes from the Police. If there was suspected violence in the home, there would be a faster response. The Ethnic Liaison Officer, Waikato Police replied that he was unable to give specific answers to general comments, but invited anyone to contact him if they wished to visit the police station to see how things work. He said there are often reasons for procedures of the Police that the public may not be aware of. A member of the ethnic community commented that safety in the city, home, business and families is not just the job of one group, but depends also on all of us. There is lots of positive things happening including patrolling in the city.
- A special acknowledgment was expressed to the Mayor of Hamilton Bob Simcock and the Hamilton City Council. Further stated was the important role of organisations and especially the excellent job of the Hamilton City Council - Community Development Unit. Their coordination and approach were seen as impressive. In particular, the Ethnic Development Advisor Philip Yeung was acknowledged as putting a lot of energy and care into his work.
- Also the Waikato Migrant Resource Centre was acknowledged as providing an excellent service for ethnic communities, refugees and migrants. The role and contribution to the centre by the coordinator Lorraine Hooper was also acknowledged.
- Any further comments to add to the discussion of the forums can be forwarded to Philip Yeung. A reminder was extended to the ethnic community on taking part in this years' election by voting. Philip Yeung thanked the Mayor Bob Simcock, the councillors, facilitators and everyone for their participation and support.