

Kumara Vine



**Community
Waikato**
He piko he kaainga

June 2021

Diversity Counselling New Zealand (DCNZ)

- Free counselling
COVID-19 Project

Vanisri Mills, Director & Counsellor



Mental health & Addiction in Adults & Children of Ethnic Communities Awareness workshop

Diversity Counselling New Zealand (DCNZ) is a charitable organisation that offers culturally responsive counselling/psychology services for migrants and former refugees since its establishment in 2013. DCNZ has excellent connections with ethnic communities and takes a comprehensive community-oriented strength-based approach to enhancing the well-being of ethnic people, families, and communities.

DCNZ provides counselling services for Asian, Middle Eastern/Latin American/African, and other ethnic groups, such as east European and Fiji Indian of all age groups in the Waikato region. In DCNZ, all our practitioners are vetted, registered professional counsellors and clinical psychologists from ethnically diverse backgrounds.

We offer our services in English, Japanese, Korean, Tamil, Sinhalese, Hindi, Punjabi, Bengali, Urdu, Nyanja, German, Hungarian, and for other languages, we use interpretation services.

The services of DCNZ continuously contribute to building resilient families, strengthening psychological wellbeing for migrants and former refugees through providing culturally responsive counselling/psychology services and family support. Community wellbeing is at the heart of our practice. We have tailored our service to meet the needs of the people we serve, such as home visits, after hours/weekend contacts, as examples.

Although there is a great need for psychological support and counselling for people from ethnic communities, counselling is often seen as a foreign concept and is highly stigmatized along with mental health issues by specific ethnic communities.

From our experiences and research, non-threatening, strength-based group programmes are effective to

Update from Holly

The Waikato has a wonderfully eclectic population with a growing diversity. This diversity continues to add a richness to our communities and our relationships and is growing our connections to the world outside the waters that surround us. This edition of the Kumara Vine celebrates some of the various ethnic organisations that serve our communities across the Waikato region.

For those Incorporated Societies out there, remember to keep an eye out for the passing of the Incorporated Societies Act. Many of the proposed changes will have a significant impact on societies and you will need to re-register with an updated constitution once the Act is finalised. We will be sure to provide a synopsis of the changes once they are finalised.

Our next Managers Forum is not far away. We will be talking about issues relating to safety at this forum and have invited speakers on tech safety, predator proofing organisations and fit for purpose health and safety plans. This will also be an opportunity to talk about where our safety gaps are as a sector, and what we may need to resolve those issues. If you are a manager of a Waikato based non-profit organisation look out for your invitation to the Forum on 22 June 2021. If you do not receive an invitation, email me on holly@communitywaikato.org.nz to go on our communication list.

And finally, the Community Waikato AGM is on 20 September 2021. This will also be our 20 year anniversary! Please put this in your diary's so you can come and celebrate this momentous occasion with the team. There will be cake!

reach out to persons in primary care community settings with needs, to address their concerns using counselling principles in a format that reduces stigma. Therefore, we have developed and are facilitating a range of well-being therapeutic programmes along with our counselling services. Please refer to DCNZ website to find out more about the programmes.

As a result of the current situation with Covid-19; stress, anxiety, relationship difficulties and situational depression, panic attacks, sexual violence, family violence, grief/loss, loss of employment, addictions, as examples, have significantly impacted communities, particularly vulnerable former refugees. Social changes have compounded existing barriers to access mainstream mental health and social services, such as language, culture, and finance.

Diversity counselling New Zealand has been offering free culturally responsive counselling and psychology services, in person, and via phone/skype/zoom for migrants and former refugees in their own cultural setting since last April. Free counselling/psychology services have been provided by DCNZ's ethnic professional counsellors (who are registered with NZAC) and registered clinical psychologists in the Waikato region.

In the past, we received referrals from community organisations and statutory organisations. Through this COVID-19 free counselling project people asked for support directly and through virtual consultation we reached out to people from rural areas. The outcomes of counselling have been noted as very positive from the people who received our services as well as other stake holders and community organisations who have showed appreciation for our service.

DCNZ are based in the London Business Centre, 2nd Floor, 55 London Street, Hamilton CBD.

English Language Partners help people to settle in New Zealand

One of the biggest barriers for new migrants to successful resettlement is language. English Language Partners work to help people improve their English skills and build their confidence.

Susan Trodden is the Centre Manager for English Language Partners, Waikato. She says that the English language classes teach English for work and everyday life in New Zealand.

"We teach learners about workplace culture and language and include real life experiences to give practical application to their learning. We help new Kiwis learn the English that they need to participate and live independent lives."

"The classes are suitable for those who are in work or looking for work, we can help with career development" says Susan.

Reem Hassan is now a teacher working with English Language Partners. She is from Egypt and has been in New Zealand for five years. She started working as a volunteer teacher in 2016, did her studies in New Zealand, and is now in part time employment as a teacher for English Language Partners. Reem has a class who meet Monday to Friday, made up with students from all over the world. These classes develop the students' English language skills, and also provide an opportunity to meet friends.

One of these students, Dhammasiri Thero Rev R. is a buddhist Monk from Sri Lanka who has lived in New Zealand for two years. He joined English Partners at the end of last year (2020). All his family still live in Sri Lanka, and he lives in Eureka, in the Waikato with his Buddhist teacher. Dhammasiri says that his reason for coming to New Zealand was for religious purposes – so that he could share his religion and Buddhist culture.

"I want to share my religion with Kiwi people, so English Language Partners is helping me to improve in English. I have also done a lot of self-study through You Tube", says Dhammasiri.

Dhammasiri would like to do a tertiary course, studying counselling.

"I see counselling as close to monk life, mindfulness is very important", he says.

Another student, Ah Sha Bi is from Myanmar. She has been in New Zealand for three years and is an amazing cook. She learnt English here in New Zealand and has been with English Language Partner for two years. At first, she had a home tutor, but when she was ready and her English had improved, she started coming to class. She spoke about the difficulties settling into New Zealand, especially not knowing the language.

"It was very difficult to settle. I did not have a licence and had to catch a bus everywhere. There were a lot of tears at first. But it is much better now. I have friends now in New Zealand", Ah Sha says.



Dhammasiri Thero Rev R.



Reem Hassan

Another student is Ah Sha's husband, Ha Nif Nay. He is also from Myanmar, and has lived here for three years. He met his wife while they were in Thailand where he was a builder and had a shoe shop. He can speak four different languages, and says he wants to be a builder here in New Zealand.

"I want to work here but need to study English so that I can get a job here as a builder," Ha Nif says.

Classes meet everyday to develop the English needs of living in our local communities. English Language Partners hold day and evening classes, in person and online, and some weekend short courses.

English Language classes are held in Hamilton, Tokoroa, Matamata, Cambridge and Te Awamutu. Home tutors are based all over the region. Online classes are available for anyone in NZ that meets the residency eligibility criteria.

Migrants and former refugees can access the services of English Language Partners to support them to become better speakers of English. They also welcome fluent English speakers to become home tutors.

To find out more about English Language Partners Waikato visit <https://www.englishlanguage.org.nz/>.



Supporting thriving Ethnic Communities

By Karen Stockmann and Anne Douglas
Community Advisors



In March, Community Waikato launched the inaugural Ethnic Development Programme with the support of the Ethnic Communities Development Fund through the Office of Ethnic Affairs. The programme commenced with a Whakatau which set the tone for the year-long programme and created an opportunity for people to connect with one-another and some of the key contributors who made this opportunity possible.

The purpose of this programme is to create a leadership learning and development situation that will grow the capacity, capability, and effectiveness of ethnic support organisations.

The Waikato region is home to many new migrants from around the world. According to Statistics NZ (2018) this rich ethno-cultural diversity makes up around 20% (including 11% Pacific Peoples) of the total population. It can be challenging for new migrants to navigate unfamiliar socio-cultural, legal, economic, and political environments. Fortunately, the emergence of ethnic support organisations within the community sector has provided significant support to these new community members as they work to create meaningful, safe, and successful lives for themselves in Aotearoa.

As with the majority of grassroots community organisations, these ethnic support organisations also need guidance and assistance to build strong sustainable structures and practices. In particular the leaders of these organisations need to grow their understanding of not only how community organisations are run in Aotearoa but also the opportunities that the community sector offers to support the work they do.

The Ethnic Development Programme has been specifically tailored for the unique circumstances of ethnic support organisations. In particular their commonly shared objectives to practice, retain and celebrate their culture. The focus and delivery of content has been approached from a co-design perspective to ensure that

DEVELOPMENT

Growth

The process in which someone or something grows and changes

Creation

The process of coming into existence or creating something new...

Cambridge Dictionary

ethnic courtesies and learning needs are met, and that Community Waikato team members grow and further develop their ability to work with diverse communities in ways that are respectful and effective. An overarching intention of this programme is to ensure that each group is able to express their aspirations and create systems and structures that support their activities while maintaining their unique identities and ways of working.

It has been our observation that it is not always easy for ethnic support organisations to connect with government or other organisations and groups to get the assistance or information they need. For this reason it has been important to design this development programme in a way that tries to address some of the main barriers to participation.

In particular, Community Waikato has been able to ensure each group has access to the technology and some digital tools that will enable participants to engage with key stakeholders including funders. A commitment to provide monthly two-hour sessions, with a daytime or evening option, is believed to deliver the best opportunity for people to participate regardless of their personal circumstances and other obligations.

Because the Ethnic Development Programme is the first programme of its kind offered by Community Waikato, we have engaged an independent researcher to evaluate the success of the programme and to measure the progress made in relation to the desired outcomes that participants identified for themselves at the beginning.

Flourishing ethnic diversity in a thriving New Zealand

Ethnic communities make New Zealand a more culturally diverse, innovative, and connected place. Together, we can ensure ethnic communities are strong and active, and are connected to each other, wider society, and government.

Office of Ethnic Communities

A journey of self-discovery

By Karen Stockmann, Anne Douglas and Roseanne Murray
Community Advisors

In March, we attended a 'Cultural Competence' Workshop organised by local agency Diversity Counselling and facilitated by eCALD and the Waitemata District Health Board.

This course was aimed at people working with culturally and linguistically diverse people from migrant and refugee backgrounds.

While the course was geared toward health professionals and the health system, we felt there would be valuable learning for us in our advisory roles, particularly in supporting the Ethnic Development programme. We were right, and here are some of the key highlights or gems we took from the workshop.

- Ethnicity is a broad concept and includes aspects of race, language, religion, customs and traditions as well as geographic, tribal or national identity.
- Affiliation to an ethnic group is self-determined.
- According to Statistics NZ, in Aotearoa there are 180 ethnicities, 176 languages spoken, and 157 religions practiced.
- Culture is a combination of both visible and invisible characteristics
- Being culturally competent is as much about understanding ourselves and our own beliefs as it is about learning certain skills
- There are three key aspects to cultural competency – awareness, sensitivity and knowledge, and skills
- Cultural awareness is the consciousness of our own personal reactions to people who are different from ourselves
- Awareness develops as we understand and

“Trust takes years to build, seconds to break, and forever to repair”

appreciate a culture internally resulting in greater flexibility and openness

- Cultural sensitivity is knowing that cultural differences as well as similarities exist, without assigning values (better or worse, right or wrong) to those cultural differences
- Culturally sensitive people are non-judgmental; have an enquiring attitude; and are open and flexible in relation to other people
- Cultural knowledge is about familiarising ourselves with the specific cultural characteristics, history, values, belief systems and behaviours of members of another ethnic group
- Don't assume – we should always ask what people prefer rather than deciding what we think they want or need

Being culturally competent is not just about knowing another person's culture, it is about understanding how cultural difference impact on our relationship and being able to adjust our behaviours to accommodate these differences for better cross-cultural interactions.



“Culture is rather like the colour of your eyes: you cannot change or hide it, and although you cannot see it yourself, it is always visible to other people when you interact with them.”

Hofstede & Pederson



The Rural Youth and Adult Literacy Trust lift literacy levels throughout the Greater Waikato region

There is a huge need for literacy assistance in New Zealand, however, many New Zealanders are unaware there is such a need.

Rural Youth and Adult Literacy Trust (RYALT) is a non-profit charitable trust which provides free reading and writing tuition to rural/isolated teenagers and adults throughout New Zealand, with an emphasis on the Greater Waikato region, in which they are located.

The mission of RYALT is 'Changing the lives of the most vulnerable members of our community (and their children) by giving free reading and writing training to isolated/rural teens and adults'. The Rural Youth and Adult Literacy Trust provides free literacy tuition to isolated rural teenagers and adults who missed out on these skills at school; and those who cannot get to other adult literacy centres.

Rural Youth and Adult Literacy Trust runs five literacy camps as part of their youth literacy programme for high school students who struggle with basic reading and writing and who are in remote areas of New Zealand. They do not want cost to be a barrier for students to get the help they may need, so provide a free service.

Four of the camps (two girls' camps and two boys' camps) are based in the Waikato and one is a national virtual camp for rural teenagers, first developed in response to COVID-19 lockdowns.

Jo Poland is the Manager for the Rural Youth and Adult Literacy Trust and says that when an English speaking first world economy has a literacy problem it is worth being reflected upon to mitigate efficiently.

"These kids need your help to survive school and have a chance at a better life," she says.

"Our main purpose is literacy assistance and we continue to cater to the need of the community through our remote learning solutions. The camps are just a way to make sure we reach the rangatahi effectively and offer our services before it's too late" says Jo.

Jo says that RYALT's overall purpose is to help isolated rural adults and teenagers to improve their literacy levels, which in turn increases their confidence, their ability to gain employment or get better paid work and their ability to help their children with homework.

"People with improved literacy are more likely to support the community and less likely to cause social damage. This is a complex dynamic, of course, but there is ample evidence that learning literacy is accompanied by increased self-esteem, greater autonomy, less violence and frustration, and children's increased success at school" says Jo.

"We believe that literacy tuition helps generations, not just the individual, and that it creates a ripple effect, with other low literacy friends and relations feeling encouraged to seek help as well" says Jo.

"The students RYALT deals with often start from such a low place that they do not register on the government Literacy and Numeracy Assessment Tool (LNAT), or their



Rural Youth and Adult Literacy running a literacy camp

improvement – which may have changed their lives spectacularly and given them confidence - may not register as a change on LNAT because LNAT is not finely enough calibrated at the lower end, where we work" Jo says.

For these reasons RYALT assessment is student-centred rather than assessment-centred, with the initial assessment focused more on looking at the gaps in a particular students' skills, and what the student goals are – for literacy and for life in general, then formative and final assessment is based on student's own learning records, the skills learned, and the goals achieved. Online literacy software gives further objective information about where students are struggling, as well as progress reports and teaching suggestions for the volunteer coaches.

RYALT receives no government funding. Jo says that organisations getting government funding tend to teach to the assessment rather than to the needs of the individual.

"That doesn't work with the very needy people at the bottom of the heap. If it did, it is likely that school would have worked for them too. Low-literate teenagers and adults have different, very individual gaps in their knowledge so teaching cannot be as sequential as it is for children" says Jo.

Consequently, the Trust believes that the most needy people with low literacy skills, a very difficult demographic to work with, are not getting the encouragement they need in order to take what must feel like an enormous risk to them, to seek help in something which they have failed at all of their lives. This is particularly the case in rural areas.

The Trust has found video-conferencing methods a highly effective medium for teaching literacy. It is also fun for both tutors and learners. However, they have also learned that often mail and phone are the best technologies.

RYALT saves money thanks to the generosity of many volunteers and by operating from a sleepout-office provided by one of our trustees.

To find out more about the Rural Youth and Adult Literacy Trust visit <https://www.adultliteracy.ac.nz/>

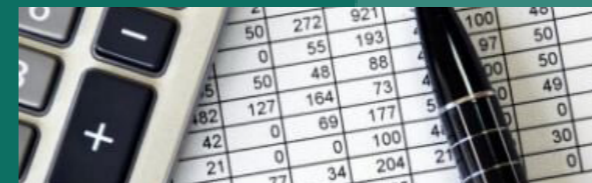
Community Waikato Workshops 2021

June-Sept 2021



Funding Workshops

Come to FREE workshops delivered by local community funders. Topics include: funding tips, planning and preparation, what makes a successful application, budgeting, accountability, reporting, how decisions are made, and alternative income sources.



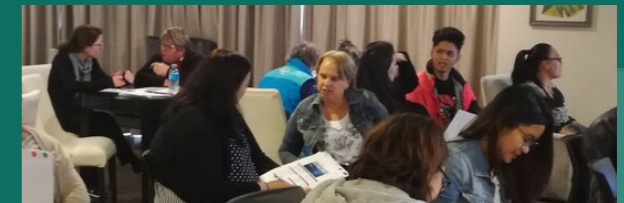
How to Read Financial Statements

8 June, 9.30am to 12.30pm, OR 21 Sept, 9.30am to 12.30pm
Community Waikato, \$70 (community)
Understanding your financial documents is an essential part of good governance and management.

Governance

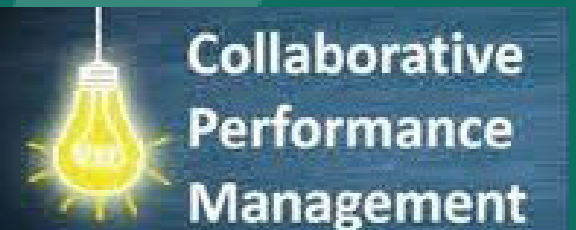
Intro to Governance

These free workshops will take you through the basics of governing community organisations.



Thriving in Diverse Teams

10 June, 9.30am to 3pm, Community Waikato, \$110 (community)
Presented by Stefan Doll and Diversity Institute. Exceptional team performance is the result of good relationships with our colleagues



Collaborative Performance Management

8 July, 9.30am to 3pm, Community Waikato, Hamilton, \$110 (community)
The Collaborative Performance Discussion is a new way for Managers and their teams to focus on what matters



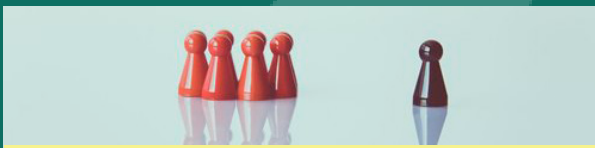
Governing Community Organisations

21 July, 9.00am to 4pm, Community Waikato, Hamilton, \$100 (community)
Learn about the four functions of governance
· Strategic Direction, Stewardship, including Fiduciary Responsibilities, Stakeholder Relations and Self-Maintenance



Gender and Sexual Diversity in the Workplace

4 Aug, 9.00am to 11am, Community Waikato, Hamilton, \$50 (community)
This workshop is an exploration of gender and sexuality, and how being aware of diversity relates to your organisation and empowers your interactions with others.



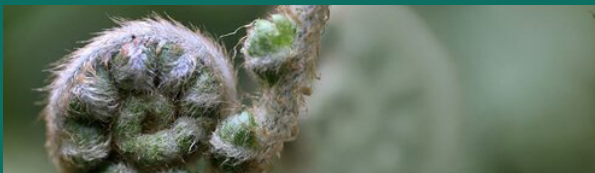
Clarifying roles in small Community Organisations

14 Aug, 9.30am to 1pm, Community Waikato, \$70 (community)
This workshop will help you understand the difference between governance, management and operational roles within your organisation



Courageous Conversations

18 Aug, 9.00am to 1pm, Community Waikato, \$140 (community) or \$280 (non-community)
This practical workshop focuses on building the skills necessary for engaging in difficult conversations.



Coaching and Mentoring for Community Organisations

24 Aug, 9.30am to 12.30pm, Community Waikato, Hamilton, \$50 (community)
Learn what you need to know and do to be a good coach and mentor.



Dealing with Challenging Situations

8 Sept, 9.00am to 4pm, Community Waikato, Hamilton, \$100 (community)
The aim of this workshop is to support participants to appreciate the impact that their behaviour has on others and to recognise their ability to influence the behaviour of others at any point in time.



Free Xero workshop

Sep 15, 2021, 10am to 12.30pm, Community Waikato
Xero is an online accounting system that provides financial confidence and clarity