



**25 years of  
LASTING IMPACT**

Annual Report  
2023 - 2024

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Annual Reports provide an opportunity to pause and reflect on the achievements of the last financial year, acknowledge some of the challenges faced, and look ahead to the future.

The most significant of our achievements was the realisation of a long-term strategic goal of HMS Trust – the completion of the redevelopment of the Settlement Centre Waikato (SCW).

The SCW is the first purpose-built ethnic community hub in Aotearoa, New Zealand. It has been the Trust's operational base for 20 years and is the space we share with sector colleagues - English Language Partners Waikato, Waikato Refugee Forum and Migrant Youth Work and Training Services. The redeveloped centre is a welcoming and safe place which says to the communities we serve that we see them, hear them, and value them. It will create lasting positive impact for the communities of Kirikiriroa, Hamilton, for generations to come.

The Trust has been supporting newcomers to settle successfully in their new home for 25 years. During that time, we have made a lasting impact on the lives of many – clients, staff, volunteers, and supporters. This year we strengthened our strategic partnership with The University of Waikato and through a joint fees award, provided four newcomers with the opportunity to undertake tertiary study – something they may not otherwise have been able to do. Education is key to successful settlement and

one of the ways in which individuals and therefore communities, are empowered to belong and thrive.

The Trust launched our first e-newsletter this year "Empowering Communities." A brief, informative way of sharing relevant information, successes and much more. If you haven't already, please go to our website and sign-up. It's a great way to keep up to date.

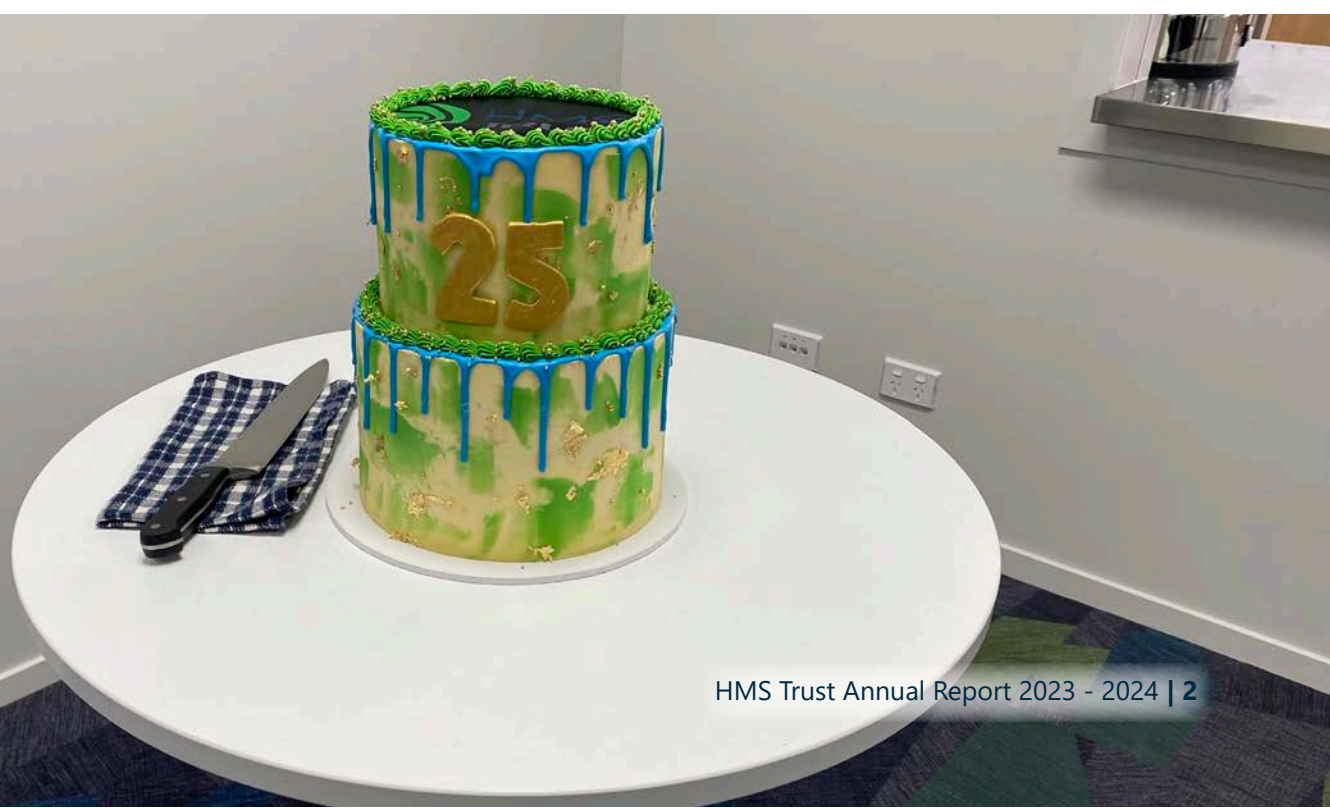
We also faced challenges in 2023 – 2024, some of which were a direct result of a change in government priorities, including the closure of our Employment Solutions programme and changes within our Transport programmes.

As is often the case, we had some governance changes in the last financial year, where we said thank you and goodbye to Helen Carter, and welcomed Ali Nation.

In the 2024 - 2025 year and beyond, we look forward to continuing to provide critical support to newcomers, whilst adapting to the changing economic landscape, and ensuring we maintain our focus on empowering the dedicated team who make a positive impact for so many.

To my Board colleagues, the Leadership Team, staff, volunteers and wider contributors, thank you for your consistent focus on valuing and celebrating the diversity of all people.

**Claire van der Most**





VALUES



Integrity

We do what we say.  
We are honest and  
accountable.



Quality of Service

We are professional.  
We provide excellent  
service.



Who we are | What  
we stand for



# What we stand for



## VISION

A society that values and celebrates the diversity of all people



## MISSION

Paving the way for successful settlement

## VALUES



Trust



Inclusivity



Quality of Service



Integrity

## GOALS



Empowerment



Relationship Building



Capacity Building

## STRATEGIC PRIORITIES



Brand and Communications



Enterprise



Engagement and Responsiveness



Leadership and Talent



Claire van der Most  
Executive Chair



David Rickard  
Treasurer



Christina Ogg  
Lead Trustee



Tabs Rauf  
Trustee



Asad Mohsin  
Trustee



Richard Cain  
Trustee



Abdul Gibraan  
Trustee



Alison Nation  
Trustee



Megan Beveridge  
Board Secretary



Paul Oettli  
Trustee



Helen Carter  
Trustee



Claire van der Most  
Executive Chair



Ellie Wilkinson  
Community Development  
and Support Partner



Ange Robinson  
People and Capability  
Partner



Merzia Mehdi  
Support Services Partner



Abdullah Hussaini  
Language Services Partner

# Thank you



## Funders



**5,743**  
Volunteer  
Hours

**Thank you to all the  
volunteers and our  
volunteer board for  
your time!**



# What we do





**Team**

# Team



The past year has been a transformative time for People and Capability at HMS Trust, filled with significant changes and a strong commitment to our team and community.

We expanded our operations to better serve our diverse communities, adding new roles within our core services, including Housing Navigators and Settlement Support Workers. We've also welcomed a fantastic group of dedicated volunteers, boosting our ability to assist those we serve.

Of course, 2023-2024 brought its challenges too. We had to say goodbye to our Employment Solutions programme and make some adjustments within our Transport programmes to keep providing essential services during uncertain funding times.

Employee well-being remains a top priority. Our Employee Value Proposition (EVP) continues to resonate, highlighting the unique benefits of being part of the HMS Trust team.

In line with our refreshed Trust values, we're kicking off a diversity and inclusion education programme led by our emerging leaders, with the whole team getting involved. Throughout the year, we celebrated various cultural events and awareness days, including Eid and Pink Shirt Day. These

initiatives have really underscored our commitment to diversity, equity, and inclusion, allowing us to come together as a community to learn, grow, and share meaningful experiences.

At the beginning of 2024, we launched our annual employee engagement survey, "Have Your Say," achieving an impressive response rate of 93%. The feedback we've received is invaluable as we continuously work to improve our workplace environment and support systems.

Our Performance and Development Programme, "How are you doing, and What's the plan," is also gaining momentum, empowering employees to set and achieve professional and personal goals, which enhances our overall performance and satisfaction. In Health and Safety, we reviewed our suite of policies and procedures to align them with best practice and to support easier application for the team.

Looking ahead, we're excited to focus on our People and Capability Strategy. We'll start with onboarding, and bring on a new HRIS system, all aimed at fostering an inclusive and thriving workplace culture. The future looks bright, and we're eager to build on our momentum as we continue supporting our team and the communities we serve.

**Ange Robinson**  
People and Capability  
Partner





**Legacy**



A long-term strategic goal of HMS Trust has been to improve the facilities of the Settlement Centre Waikato and increase the building footprint to better support the growing needs of newcomers, both migrants and former refugees, who settle in Kirikiriroa, Hamilton.

At the end of June 2024 HMS Trust achieved this goal and has created an exceptional community space with multi-functional rooms, fitted out with high quality fixtures, fittings, and technology. The building re-opened to stakeholders on time and on budget early July 2024.

The redeveloped centre provides a transformative and innovative environment for newcomers, community groups, and government agencies. Ethnic communities are traditionally marginalised due to being underfunded, under resourced and face numerous barriers to participation across social, recreational, civic, cultural, economic, and educational platforms. This building responds to these barriers by providing equitable access to information and essential services, which have an overall positive impact on settlement outcomes for migrants and former refugees. It will better serve

ethnic communities which make up over 25% of the New Zealand population, with more than **160** ethnicities in the Waikato alone. 2023 census data confirms an increase of 39% across Asian, Middle Eastern, Latin American, and African populations, in the Waikato region.

This Settlement Centre is a wonderful example of a responsive and agile community facility, a place to enhance and expand support to newcomers, providing a sense of belonging and well-being.

It is with heartfelt gratitude we thank all those who made this building possible.

Mark de Lisle – Peddle Thorp Architects  
CONSTRUCT LTD  
PRAGMA HOMES  
Trust Waikato, Te Puna O Waikato  
Lottery Grants Board  
WEL Energy Trust  
SKY City Hamilton  
Hamilton City Council  
Private Donations

**Ellie Wilkinson**  
Community Development  
and Support Partner

## Before



# SCW Redevelopment in Photos



May

2023

Aug



# Legacy



Jun

Jul

Dec



# SCW Redevelopment in Photos



Feb

2024







May

Jun

Jul





FIRE AND EMERGENCY

RESCUE RAUDRA



# Community



# Community

## Passport 2 Drive (P2D)

Since its establishment in 2016, P2D, our community driving school, has been dedicated to empowering migrant and refugee clients by helping them obtain their driver licences. Each year, we deliver thousands of driving lessons, making a significant positive impact on the lives of hundreds of learners. In the past year we provided **2,807 driving lessons**, resulting in **215 learners** gaining their driving licences.

Last year, we participated in a government tender and won the contract to deliver driver licence support to everyone receiving government benefits, including migrants, refugees, and other New Zealanders.

We exceeded our annual target and as a result, the government increased our annual target for this year in recognition of our effectiveness and contribution. The P2D team's work extends beyond teaching driving skills; it fosters independence, enhances employment opportunities, and improves the overall quality of life for learners.

For many, obtaining a driving licence is a critical step in integrating into their new communities, enabling them to access essential services, education, and work and to be more connected. This impact reaches the learners, their families and the wider community. By helping individuals become safe and confident drivers, we also make the road safer for other road users. This is a collective achievement we can all be proud of. Our ongoing commitment creates lasting impact for a stronger, more resilient community.





## Decypher Interpreting and Translations

Breaking down language barriers and providing communication solutions.

Decypher is the social enterprise arm of HMS Trust. We provide face-to-face, telephone, and video interpreting and document and multi-media translation.

We are committed to strengthening our communities and our interpreting and translation services are crucial in empowering migrants and refugees to communicate accurately and confidently. Our services are used by government agencies, businesses, not-for-profit organisations, and individuals throughout New Zealand.

Despite the post-Covid economic slowdown, Decypher has been going from strength to strength and continues to grow. Last year, Decypher exceeded pre-pandemic levels and it continues to grow using

its vast experience, prudent business strategy, and sound practices.

Last year, Decypher had another successful year, completing **11,206** interpreting assignments and **306** translation assignments, marking a significant **increase of 22%** compared with the previous financial year. In the last two years, Decypher has **grown by 43%**. This substantial growth has been achieved by having a dedicated team of interpreters, translators, and office-based staff, committed to making a lasting impact.

Our team of over 200 experienced, professional interpreters and translators cover more than 60 languages.

Operating 24/7, Decypher ensures we can assist clients whenever they need our services.

**Abdullah Hussaini**  
Language Services  
Partner





**New Kiwis Settlement Service** (NKSS) relies on volunteers to support the incoming families - without them we could not carry out our service.

Over the past year **51** people have attended volunteer training courses and **70** volunteers (including repeat volunteers) have been placed with 27 families. Nearly **70%** of the volunteers are themselves former refugees or migrants and about one-third are students.

Our volunteers are amazing people and make a real difference in the lives of our 'new Kiwi' families.



Community Engagement and Connection



Community Day on the Park



Sharing joy



Sisterhood



# Community



Water safety



New Zealand Ethnic Football Festival



Flourish





# Partnership





## HMS Trust and The University of Waikato

In November 2022, HMS Trust and The University of Waikato signed a memorandum of understanding, creating a strategic partnership to promote engagement between the two organisations, with the aim of improving the economic and social wellbeing of the newcomer community in Hamilton, and the Waikato.

In the past year, four migrant and former refugee students were named as the inaugural recipients of the HMS Trust and University of Waikato joint fees award. Each received up to \$8,000 towards their tuition fees and course materials.

Sabirin Abdullahi, a third-year Bachelor of Nursing student, says the award allows her to advance her

education and strive towards her dream career as a Paediatric Nurse Practitioner.

Congratulations again to Sabirin Abdullahi, Khadija Alaboud, Farida Majafi, and Seksovaneat Oeung.

In addition to the award, the University's Management school Leadership Academy donated kids bikes, helmets and locks built by year 13 students from around the region.

For the second year some lucky newly arrived former refugee children received these new bikes which is often the families only mode of transport.



Photo source - University of Waikato website



# Performance





Esteemed guests, community members, and colleagues, it is my privilege to present the Treasurer's report for the Hamilton Multicultural Services Trust (HMS Trust) for the financial year ending on 30 June 2024. This year has been transformative for our organisation, marked by significant growth in our services and a monumental step forward in our physical presence within the community.

Our financial performance this year reflects a key moment in our organisation's history. Our total revenue reached an impressive \$6.94 million, a substantial increase from the previous year's \$4.38 million. This remarkable growth is predominantly driven by the generous capital grants we received for the expansion and refurbishment of the Settlement Centre Waikato. We extend our deepest gratitude to our community funders, including WEL Energy Trust, Trust Waikato, Lottery Community Facilities, and all those whose support has made this project possible. The purpose of this significant building project is to create an enhanced, more spacious hub that will serve as the cornerstone for services which support the migrant and former refugee communities. The newly expanded and refurbished centre will better meet the evolving needs of the community, providing a modern, welcoming space for connection, learning, and support. It represents our commitment to fostering successful settlement and integration of former refugees and migrants in Hamilton.

While the capital grants have significantly impacted our financial statements, resulting in a substantial surplus of \$2.99 million, it's important to note that these funds are specifically earmarked for this crucial infrastructure project. This investment will enable us to expand our capacity to serve the community in the years to come.

At the heart of HMS Trust's mission lies a comprehensive approach to fostering successful settlement for newcomers in Hamilton. Our core services have seen remarkable growth this year, reflecting both the increasing needs of the community and our enhanced capacity to meet them.

Central to our efforts in fostering independence and self-sufficiency is our Employment Solutions service. This year, we supported 69 clients with CV preparation, interview skills, and job placement

support, resulting in 49 successful employment outcomes. This represents a significant increase from the previous year and underscores the vital role employment plays in successful settlement. Complementing this, our Driving Programmes, while affected by changes in the Open Road national contract, delivered 2,807 driving lessons, enabling 215 individuals to obtain their driving licenses. This mobility is often crucial for maintaining employment and integrating into the wider community.

Our language services have seen exponential growth, with Decypher completing 11,206 interpreting jobs and 306 translation assignments - a 22% increase from the previous year. This growth not only reflects the increasing diversity of the community but also the trust placed in our services by government agencies, businesses, and individuals. Working hand-in-hand with Decypher, our New Kiwis Settlement Service has supported 151 quota refugee and reunification clients, providing essential settlement and integration.

Our Community Connector and Housing Navigator services have been instrumental in providing a stable foundation for settlement. These services assisted 68 families with living costs and supported 58 families (comprising 307 individuals, including 186 children) into long-term housing. This holistic support allows clients to focus on their long-term settlement goals, including employment and education.

While these core services form the backbone of our work, it's important to note the continued impact of our supplementary services. Our 'Computers in Homes' programme, for instance, graduated 17 families this year, representing 10 different ethnicities. This digital literacy initiative complements our employment and education efforts, ensuring clients can fully participate in New Zealand's increasingly digital society.

The growth and interconnectivity of our services reflect our commitment to addressing the multifaceted challenges of settlement. From language support to housing, from employment to community integration, our services work in concert to create a comprehensive support system. As we look to the future, with our newly expanded centre, we are poised to further enhance the delivery of these vital services, creating even greater impact in the community.

# Performance



We extend our heartfelt appreciation to our community, our dedicated team, and our generous funders. Your trust, support, and contributions have been instrumental in our growth and impact. We remain committed to our mission of 'Paving the way for successful settlement', and we look forward to

leveraging our strengthened position to deepen our societal impact and transform countless more lives. Here's to another year of making a difference and building a more inclusive Hamilton for all!

**David Rickard**





In the 2024 financial year, Support Services made significant improvements to bolster the Trust's operational infrastructure. We embarked on a comprehensive review and improvement of our finance operations policies and procedures, ensuring they remain robust and responsive to the evolving needs of the Trust. The upgrade of our phone systems further enhanced our efficiency and reporting capabilities, enabling us to better serve our stakeholders.

As part of the Centre redevelopment, we successfully installed reliable and user-friendly audiovisual technology, making state of the art resources accessible to our centre users. This upgrade reflects our commitment to providing communities with the tools needed to thrive in a modern, connected environment. To support these technological advancements, our team was upskilled with the implementation of new processes, ensuring they are well prepared to manage the enhanced systems and continue supporting the Trust's goals effectively.

We also placed a strong emphasis on risk management this year. As part of our rigorous risk assessment exercise, we tested our Business Continuity Plan (BCP), with a specific focus on our

IT systems. This testing led to the identification of key areas of improvement with recommendations aimed at improving online security and operational efficiency. These efforts are ongoing, and we remain committed to delivering a safer, more secure user experience that meets the needs of our wider team and clients.

In addition to these operational improvements, we experienced a change in auditors due to the retirement of our previous auditor. Despite the Trust qualifying as a Tier 3 entity under the revised reporting tiers by, The External Reporting Board (XRB) we elected to continue reporting in accordance with Tier 2 Reporting Requirements, consistent with the previous year. This decision underscores our dedication to transparency and maintaining a high standard of financial reporting.

Looking ahead to next year, we are excited to realise the full benefits of the improvements we have made, and we are committed to fostering a culture of continuous improvement, with a strong focus on the quality of service we provide. This dedication will ensure support services continue to evolve in line with the needs of the Trust and the communities we serve.

**Merzia Mehdi**  
Support Services Partner





## Independent Auditor’s Report (excerpt from Unmodified Audit Report)

To the Board of Trustees of Hamilton Multicultural Services Trust

### Opinion

We have audited the financial statements of Hamilton Multicultural Services Trust (the “entity”) on pages 3 to 22 which comprises the statement of service performance, the statement of financial performance, the statement of changes in equity and the statement of cash flows for the year ended 30 June 2024, the statement of financial position as at 30 June 2024, the statement of accounting policies and other explanatory information.

In our opinion,

- (a) the reported outcomes and outputs and quantification of the outputs to the extent practicable, in the statement of service performance are suitable;
- (b) the financial statements on pages 3 to 22 presents fairly, in all material respects:
  1. the financial position of the entity as at 30 June 2024 and of its financial performance, changes in equity, and cash flows; and
  2. the service performance for the year then ended in accordance with Public Benefit Entity Standards (Not-For-Profit) issued in New Zealand as applicable to Tier 2 not-for-profit entities by the New Zealand Accounting Standards Board.

Hall Chadwick NZ Limited, CPA Public Accountants

### STATEMENT OF SERVICE PERFORMANCE\*

	June 2024	June 2023
Decypher - number of interpreting jobs	11,206	7,581
Decypher - number of translation jobs	306	385
Driving programmes - number of lessons delivered	2,807	2,902
Driving Programmes - number of successful participants	215	428
Number of venue users at Settlement Centre	22	44
Number of new registrations at Settlement Centre	852	368
Number of participants graduated from Computers in Homes	17	12
Number of clients who received employment support	69	88
Number of clients who secured employment	49	40
Number of families assisted with living costs	68	131
Number of quota refugee and reunification clients supported	151	283
Number of families assisted through Affordable Energy For All programme	27	29
Number of families assisted with improved housing	58	14



## STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES\*

	June 2024 \$	June 2023 \$
<b>Revenue from exchange transactions</b>		
Revenue from providing goods or services	1,805,806	1,452,380
Interest, dividends and other investment revenue	108,564	41,287
Other revenue	38,651	19,886
<b>Revenue from exchange transactions</b>	<b>1,953,021</b>	<b>1,513,553</b>
<b>Revenue from non-exchange transactions</b>		
Grants, fundraising and other similar revenue	3,090,592	490,515
Income from contracts	1,892,849	2,379,511
<b>Revenue from non-exchange transactions</b>	<b>4,983,441</b>	<b>2,870,026</b>
<b>Total Revenue</b>	<b>6,936,462</b>	<b>4,383,579</b>
<b>Expenses</b>		
Expenses related to events	21,434	16,338
Volunteer and employee related costs	3,143,128	2,911,882
Costs related to providing goods or services	669,989	1,094,458
Grants and donations made	2,000	1,400
Other expenses	111,891	102,402
<b>Total Expenses</b>	<b>3,948,442</b>	<b>4,126,480</b>
<b>Surplus for the year</b>	<b>2,988,020</b>	<b>257,099</b>

## STATEMENT OF CHANGES IN EQUITY\*

	General Reserves \$	Building Reserves \$	Other Reserves \$	Total Equity \$
Balance at 1 July 2023	999,959	344,862	160,000	1,504,821
Transfers	476,093	(344,862)	(131,231)	-
Surplus/(Deficit) for the year	2,988,020	-	-	2,988,020
<b>Balance at 30 June 2024</b>	<b>4,464,072</b>	<b>-</b>	<b>28,769</b>	<b>4,492,841</b>
	General Reserves \$	Building Reserves \$	Other Reserves \$	Total Equity \$
Balance at 1 July 2022	360,092	727,630	160,000	1,247,722
Transfers	382,768	(382,768)	-	-
Surplus/(Deficit) for the year	257,099	-	-	257,099
<b>Balance at 30 June 2023</b>	<b>999,959</b>	<b>344,862</b>	<b>160,000</b>	<b>1,504,821</b>

\*The accompanying notes in full audited financial statements must be read in conjunction with these reports. For full audited financial statements please visit [www.hmstrust.org.nz](http://www.hmstrust.org.nz)



## STATEMENT OF FINANCIAL POSITION\*

	30 June 2024 \$	30 June 2023 \$
<b>Assets</b>		
<b>Current Assets</b>		
Cash and cash equivalents	1,326,396	2,332,116
Receivables from exchange transactions	261,403	197,272
Prepayments and other receivables	32,670	34,83
<b>Total Current Assets</b>	<b>1,620,469</b>	<b>2,564,221</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	141,908	224,679
Centre Building - Work in Progress	3,958,127	655,138
Intangibles - Work in Progress	13,615	-
<b>Total Non-Current Assets</b>	<b>4,113,650</b>	<b>879,817</b>
<b>Total Assets</b>	<b>5,734,119</b>	<b>3,444,038</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade and other payables	697,600	436,301
Employee entitlements	179,367	165,960
Deferred revenue	328,077	1,287,295
Loans and Borrowings	15,920	19,262
Other Current Liabilities	20,314	14,479
<b>Total Current Liabilities</b>	<b>1,241,278</b>	<b>1,923,297</b>
<b>Non-Current Liabilities</b>		
Loans and Borrowings	-	15,920
<b>Total Liabilities</b>	<b>1,241,278</b>	<b>1,939,217</b>
<b>Total Assets less Total Liabilities (Net Assets)</b>	<b>4,492,841</b>	<b>1,504,821</b>
<b>Equity</b>		
General Reserves	4,464,072	999,959
Specified Reserves	28,769	504,862
<b>Total Accumulated Funds</b>	<b>4,492,841</b>	<b>1,504,821</b>





## STATEMENT OF CASH FLOW\*

	30 June 2024	30 June 2023
	\$	\$
<b>Cash Flows from Operating Activities</b>		
<b>Cash was received from:</b>		
Grants, fundraising and other similar revenue (non-exchange)	2,424,909	1,008,978
Receipts from contracts (non-exchange)	1,605,149	2,687,828
Receipts from providing goods or services	1,741,674	1,412,186
Other revenue	18,079	19,886
Net GST	(184,816)	96,295
<b>Cash was applied to:</b>		
Payments to suppliers	(264,093)	(1,085,770)
Payments to employees	(3,129,723)	(2,885,306)
Donations or grants paid	(2,000)	(1,400)
<b>Net Cash Flows from Operating Activities</b>	<b>2,209,179</b>	<b>1,252,697</b>
<b>Cash Flows from Investing Activities</b>		
Cash was received from:		
Receipts from the sale of property, plant and equipment	11,950	-
Interest, dividends and other investment receipts	108,566	41,287
Cash was applied to:		
Payments to acquire property, plant and equipment	(3,316,152)	(337,740)
<b>Net Cash Flows from Investing Activities</b>	<b>(3,195,636)</b>	<b>(296,452)</b>
<b>Cash Flows from Financing Activities</b>		
Cash was applied to:		
Principal repayment of lease obligation	(19,263)	(30,688)
<b>Net Cash Flows from Financing Activities</b>	<b>(19,263)</b>	<b>(30,688)</b>
<b>Net Increase/(Decrease) in Cash</b>	<b>(1,005,720)</b>	<b>925,556</b>
Opening Cash	2,332,116	1,406,560
Closing Cash	1,326,396	2,332,116
<b>This is represented by:</b>		
<b>Bank Accounts and Cash</b>	<b>1,326,396</b>	<b>2,332,116</b>

\*The accompanying notes in full audited financial statements must be read in conjunction with these reports. For full audited financial statements please visit [www.hmstrust.org.nz](http://www.hmstrust.org.nz)



Looking Ahead

# Looking Ahead



HMS Trust's plan is to continue making a lasting, positive impact in the lives of the communities we serve.

In 2024 and beyond, we will do this by reviewing our strategic plan, metrics and targets, to better monitor progress.

We will seek to further understand the needs of newcomers and our team and employ innovative approaches to manage competing priorities in the changing economic climate. We will revisit our risks and opportunities and we will create impact measures to understand if, and how, we are delivering on our vision – a society that values and celebrates the diversity of all people.



Mark Basarab – Unsplash (looking ahead – nature)

## CONTACT US

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