



Welcoming  
Wellington

REGION

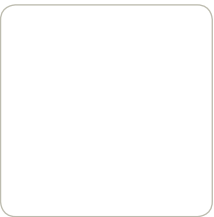
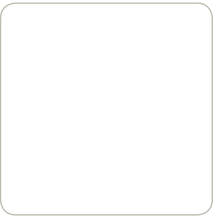
## THE WELLINGTON REGIONAL SETTLEMENT STRATEGY





**He aha te mea nui i tenei ao?**  
**He tangata, he tangata, he tangata.**

**What is the most important thing in the world?**  
**It is people, it is people, it is people.**



# Foreword



Our Wellington region is one of the best places to live and work in the world. We enjoy a stunning natural setting and a quality of life that is world-class. It's easy to get around and, wherever you are, you're never far from the sea, the hills, work and home. It's a

place where everything is possible. Our people excel in the arts, sports, science and research, education, government and business.

It is little wonder we are an increasingly attractive destination for other Kiwis and for a large number of newcomers from overseas who are looking to find a home here, and create a better life for their children. Part of the magic of the Wellington region is our ability to absorb all these diverse talents and create a positive, cohesive community.

The *Wellington Regional Settlement Strategy* is about doing all we can as a region to welcome and support the successful integration of newcomers into our region. It contributes to the implementation of the New Zealand Settlement Strategy, *Our Future Together*, and focuses on how everyone across the region can work in partnership to improve opportunities for newcomers to settle well.

The development of the Strategy has been a partnership between the Department of Labour (as the lead central government agency responsible for settlement) and the Wellington City Council on behalf of the five territorial local authorities in the region (Hutt City, Kapiti Coast, Porirua City, Upper Hutt and Wellington City). Some preliminary work that focused on a strategy for supporting settlement across the region was undertaken in 2004.

This intention has since been strengthened by the establishment of Settlement Support New Zealand co-ordinators based in the Hutt Valley, Wellington and Porirua as part of a national network connecting newcomers with existing services in local communities.

However more needs to be done. It's vital that we address settlement issues at a regional level, to maximise the economic and social contribution of newcomers and to enhance the social, economic, environmental and cultural well-being of communities in the region, now and in the future.

A project to develop the *Wellington Regional Settlement Strategy* was initiated in mid 2007 with the support of the Wellington Mayoral Forum. Since then an extensive consultation process has taken place. The Strategy outlined in this publication reflects the ideas and feedback of iwi, local authorities, non-government organisations, business, central government agencies and communities. A Plan of Action, to advance the Strategy's vision and goals, is published in an accompanying document. This details the specific actions which will be taken in each of the areas critical for successful settlement.

My thanks to all those who have contributed to this process. Your commitment and enthusiasm will be invaluable as this Strategy is implemented in the years ahead.

A handwritten signature in black ink, appearing to read 'Roger Blakeley'.

Roger Blakeley  
**Chief Executive Porirua City Council**  
Project Sponsor

# TABLE OF CONTENTS

<b>ONE</b>	VISION AND GOALS FOR SUCCESSFUL SETTLEMENT IN THE WELLINGTON REGION	4
<b>TWO</b>	MANY NEWCOMERS, MANY JOURNEYS	8
<b>THREE</b>	THE BIG PICTURE	10
<b>FOUR</b>	CONNECTIONS, COLLABORATIONS AND CONTRIBUTIONS	12
<b>FIVE</b>	WHO THE NEWCOMERS ARE AND WHAT BRINGS THEM TO THE WELLINGTON REGION	16
<b>SIX</b>	WHAT SETTLEMENT INVOLVES	22
<b>SEVEN</b>	BARRIERS AND CHALLENGES TO SUCCESSFUL SETTLEMENT	26
<b>EIGHT</b>	MEETING THE CHALLENGES – ADDRESSING THE BARRIERS	42
<b>NINE</b>	SUCCESSFUL SETTLEMENT – THE NEXT STEPS	52
<b>APPENDIX</b>	1: WEB REFERENCES FOR CONNECTING STRATEGIES AND ACTION PLANS	54
<b>APPENDIX</b>	2: PROFILE OF RECENT NEWCOMERS TO THE WELLINGTON REGION	55
<b>APPENDIX</b>	3: CONTRIBUTORS TO THE STRATEGY	56



A strategy developed in partnership by local and central government, business and community organisations in the Wellington region and published by the Department of Labour.

**Absolutely**  
**POSITIVELY**  
ME HEKE KI PŌNEKE  
WELLINGTON CITY COUNCIL **Wellington**

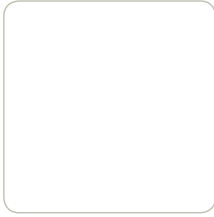
**HUTT CITY**

**KAPITI COAST**  
DISTRICT COUNCIL  
me huri whakamuri, ka tīro whakamua

Porirua City Council

A GREAT PLACE TO LIVE  
**UPPER HUTT CITY**  
UPPER HUTT CITY COUNCIL

TE TARI MAHI  
Department  
of Labour



# Vision and Goals

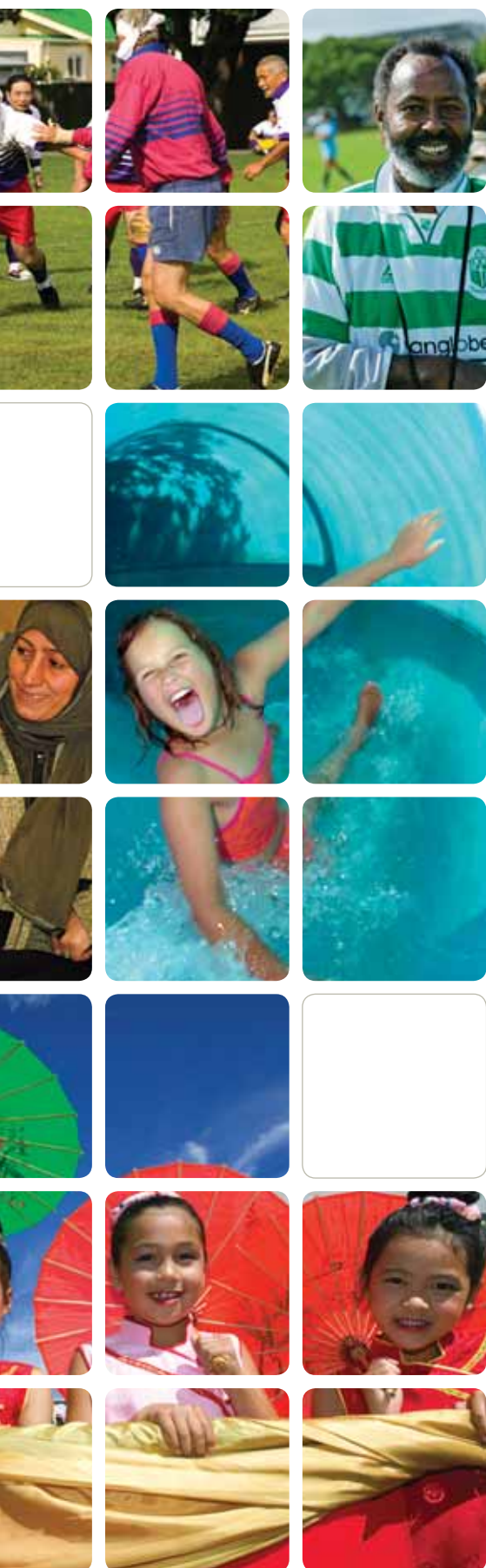


for Successful Settlement in the Wellington Region



The Wellington Regional Settlement Strategy outlines a vision and goals to achieve improved settlement outcomes for the Wellington region over the next five years. The Settlement Strategy (outlined in the diagram on page 6) has three key components:





### 1 THE VISION –

emphasises the two-way relationship involved in successful settlement – communities in our region have a role to play in providing welcome and support so that newcomers can contribute to the wellbeing of our communities.

### 2 SETTLEMENT'S CONTRIBUTION TO THE GOVERNMENT'S GOALS FOR NEW ZEALAND –

the part that both newcomers and the people of the region are expected to play in relation to economic, social and cultural development.

#### Economic transformation

Labour market participation underpins good settlement outcomes at an individual level. Obtaining appropriate employment is also the key activity through which newcomers contribute to economic growth. Additionally, many newcomers bring new ways of thinking, knowledge, and links to global markets through established networks and through language and cultural proficiency.

#### Families Young and Old

The needs and aspirations of newcomers have much in common with those of other New Zealand families. Strong families are enhanced through inter-generational engagement and the handing-down of cultural values and knowledge. Families are also strengthened through equitable access to the services members need to be healthy and achieve their full social and economic potential.

#### National identity

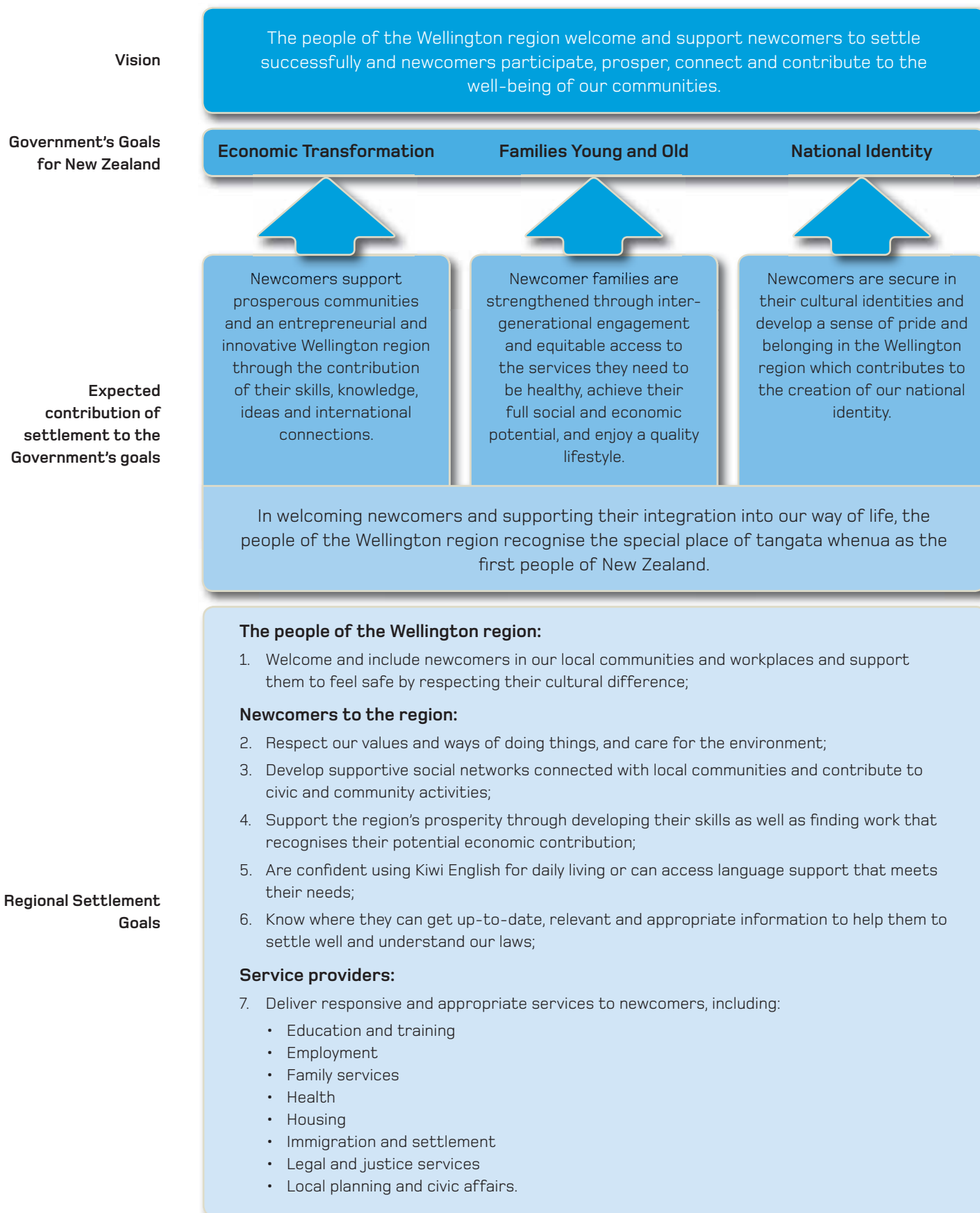
Our increasing cultural diversity presents both opportunities and challenges. Good settlement outcomes are essential to achieve social inclusion and a shared sense of national identity, while at the same time recognising and respecting the diversity that exists within our society.

### 3 THE REGIONAL SETTLEMENT GOALS –

reflect the important issues which need to be addressed to improve settlement and contribute to the outcomes identified in the proposed vision and Government goals. The expectations of community support for the process of settlement and of newcomer integration can also be seen in these goals.

The *Wellington Regional Settlement Strategy* has been developed with the input of recent newcomers and organisations with settlement-related interests in the region. It has a medium-term focus and covers the five-year period from 2008 to 2013. The Settlement Strategy will be reviewed as part of an on-going cycle to ensure that it remains up-to-date, strategically focused and relevant to settlement needs in the Wellington region.

## WELLINGTON REGIONAL SETTLEMENT STRATEGY 2008–2013

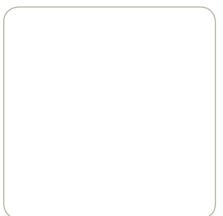




“

I believe migrants contribute immensely, not just in the workplace with their skills, but also with the culture and experience they bring from their own countries. They make this a richer workplace and also make Wellington a richer place to live in.

Matthew Lear, employer, Cityline (pictured above right)



”



# Many Newcomers, Journ

The Strategy uses the term 'newcomer'. This term includes both individuals and family groups who come to live in New Zealand, and their diverse range of needs and interests.

The settlement process begins with people's perceptions of their future in our country and our region and it isn't complete until their expectations of life here are fulfilled. It is therefore open-ended and different for each newcomer depending on their circumstances.

In general terms the initial stage following arrival is usually the time of highest need for settlement support. As a result the *principal focus* of the Strategy is on *settlement services for newcomers who have been in New Zealand for up to five years*. Additionally, once newcomers have been here for five years as permanent residents they are eligible to apply for New Zealand citizenship. While the need for settlement support usually declines the longer newcomers reside here, some newcomers from a refugee background need ongoing support and services over many years, particularly in relation to their social integration and mental health.

## SETTLEMENT SUPPORT NEEDS DIFFER

Many factors influence the level of support required and available to assist newcomers to settle well in the region. These factors include their pre-migration experiences, cultural backgrounds, English language ability and immigration status. While there is a common cluster of needs across various newcomers groups, the nature of these needs differs between groups. Additionally within each group there are specific needs (for instance, age or gender-related). It is important that these different needs are identified and addressed as part of supporting successful settlement outcomes.

## NEWCOMERS FROM SIMILAR BACKGROUNDS

Newcomers from English speaking countries with similar systems to New Zealand generally settle relatively quickly and require minimal settlement support, as long as they have access to up-to-date settlement information and advice. It is less challenging for these newcomers to find their way around our systems which operate along similar lines to those they were familiar with in their pre-migration locations.



# Many eyes

## NEWCOMERS FROM CULTURE AND LANGUAGE DIVERSE BACKGROUNDS

The settlement needs of newcomers from diverse cultural and language backgrounds vary depending on their pre-migration circumstances. In general terms these newcomers fall into two main groups—those who are skilled and educated, and those from vastly different backgrounds, environments and experiences.

### 1 Skilled and educated

Some of those with skills and education will arrive with a job offer and have met English competency requirements. As such they are unlikely to face language or employment barriers. Other skilled and educated newcomers (secondary applicants under the skilled/business category, the family sponsorship category and the refugee quota system) face particular challenges with settling. These include a lack of confidence or competence with English, difficulties in having qualifications recognised and in obtaining employment, and barriers in connecting with local communities. Some skilled and educated newcomers from a

refugee background may have been further disadvantaged by a lack of opportunity to familiarise themselves with the local environment before their arrival.

### 2 Vastly different backgrounds and environments

While the number of newcomers to the region from vastly different backgrounds, environments and experiences is relatively small, their settlement needs are complex as a result of minimal English language and limited literacy in their first language and their pre-migration experiences. This means that they require considerable support over an extended period to make a successful adjustment to life in the Wellington region.

Many newcomers from a refugee background have faced the loss of family members, culture and educational opportunities and been forced into poverty and resettlement through war or violence. As a result and in general terms they are likely to require more intensive and longer-term support in a range of areas to successfully settle and integrate into our communities.



# The Big Picture

The Wellington region's future growth and prosperity is dependent on building a dynamic, regional economy. Immigration has an essential role to play in this. Newcomers bring fresh ideas, talents and skills. They connect us to the rest of the world and help us think and act globally. They spark entrepreneurial activity and generate fresh investment.

Our country's population is also aging. While our birth rate continues to exceed our death rate, the proportion of over-65s in our communities is increasing steadily and we need to maintain and grow our working-age population.

Attracting and retaining skilled and motivated newcomers is an indispensable part of creating the thriving region we all want to live in. There is, however, intense international competition for talented and skilled migrants. People are more mobile right across the globe. By 2050, it is predicted there will be 230 million people living and working outside their country of origin.

The Wellington region is part of this international labour market – we must rise to this challenge and provide the information, support and welcoming environment that will attract the people we need for our region to prosper.

Our country is well-regarded for its international contribution in assisting others in need. As part of this commitment, New Zealand accepts an annual quota of 750 refugees from priority areas identified by the United Nations High Commissioner for Refugees. The Wellington region has played its part by resettling a total of 646 quota refugees since 2002. These refugee newcomers have come to the Wellington region from various parts of the world – principally Iraq, Myanmar and Sudan. Most of them were resettled in Wellington City (319) and the Hutt Valley (239) with the remaining 88 settling in Porirua City.

New Zealand is also committed to reaching out to our Pacific neighbours. Pacific peoples from a number of nations are able to migrate to New Zealand under special



Lloyd Homer, GNS science

access categories. A strong community of Pacific peoples is now well-established in the Wellington region, making notable contributions particularly to the region's sport, music and creative industries. Their churches and Pacific families already settled here have been an important first point of contact and a key avenue of assistance with the settlement of Pacific newcomers to the region.

There's much more to successful settlement than simply opening our doors to newcomers. We have to welcome them and support them to settle well so they can contribute their skills and talents, values, culture, and experiences to enrich our communities.

The *Wellington Regional Settlement Strategy* is all about a proactive and coordinated approach to supporting settlement. It is shaped by extensive feedback from newcomer communities, it builds on the great work being carried out already by a host of organisations, and it focuses on the crucial areas that will help

newcomers to settle well. An important element is the ongoing partnership between a wide range of central and local government, business and community organisations that is essential for a coordinated approach to delivery of the Strategy. The Settlement Strategy also acknowledges the importance of helping newcomers to learn about the bicultural dimension of our society and the history of our region.

An accompanying document, *Plan of Action for Wellington Regional Settlement*, sets out the practical steps that the region will take to achieve the Strategy's vision.

All of us who live in the Wellington region have a part to play in making this Strategy a success. While we have a number of organisations and agencies dedicated to meeting the specific needs of newcomers, it's up to all of us to provide a supportive and welcoming community. For it's only when newcomers feel they belong, that they will commit to our region and its long-term future.

Refugee newcomers to the Wellington region since 2002:

**646**



# Connect Collaborate and Control



The *Wellington Regional Settlement Strategy* connects with a number of important strategies and inter-sectoral approaches at the national, regional and local level<sup>1</sup>.

#### **NATIONAL**

Good settlement outcomes in the Wellington region contribute to the Government's goals for New Zealand over the next decade – economic transformation, strong families and national identity. This important contribution and the way we expect it to be delivered is reflected in the strategic diagram on page 6. The *Wellington Regional Settlement Strategy* also provides for the effective regional implementation of *Our Future Together, the New Zealand Settlement Strategy* and is in turn informed and supported by national strategies and action plans in education, housing, healthcare and Pacific economic development.

# tions, rations ibutions

## REGIONAL

The successful settlement of newcomers has a vital role to play at the regional level. It is one of the building blocks for our economic growth and thus has a key contribution to make to the *Wellington Regional Strategy: Internationally Competitive Wellington*. This contains “a range of initiatives to realise our economic potential and to enhance our “regional form” - transport, housing, urban design, open spaces – the things that contribute to our quality of life”<sup>2</sup>. Like other regions, the Wellington region must address the challenges of slowing rates of economic growth, an ageing working population and a tight labour market.

In many skill areas there is a global labour market and we face stiff competition from other countries to attract and retain skilled workers. The Wellington region has significant skill shortages for professionals, trades people

and technicians. The *Wellington Regional Labour Market Strategy* is the mechanism for implementing key labour market development activities that support economic growth. The strategic areas of focus are: productivity; participation; work choices (skills development); centres of excellence (tertiary sector) and business and regional capability.

Newcomers are a vital source of new talent for the region. Research shows there is limited scope to increase productivity from the region’s current workforce and our rates of workforce participation are already high, (70 percent). Labour market development and economic growth in the region will be greatly assisted by the skills and knowledge that newcomers bring. By making our economy more productive, newcomers help boost business, wages and job opportunities for all of us. They also help us to link to global markets through their networks, language and cultural proficiency.

1. World-wide web references for the strategies and action plans referred to in this chapter are provided in Appendix 1.

2. [www.wrs.govt.nz](http://www.wrs.govt.nz)

Population health recognises that a healthy population has an important contribution to make to the region's economy and vibrant communities. It is an approach that aims to improve the health of the entire population and to reduce health inequities among population groups by acting on the broad range of factors and conditions that have strong influence on our health. *Keeping Well 2008-12: The Wellington Region Strategic Plan for Population Health* signals greater collaboration across health providers in the region, including primary health organisations; a move from addressing specific health issues to an holistic approach; and a focus on high need communities.

The *Wellington Regional Settlement Strategy* provides an agreed strategic direction for the *Wellington Regional Action Plan for Refugee Health and Wellbeing*, which was launched in 2006. This plan draws together efforts across a range of sectors and contains collaborative actions by stakeholders to address the wellbeing of refugee newcomers in the region. It focuses on six key priority areas for action. They are: community capacity building; living well; economic wellbeing; safety and security; housing and knowledge and skills.

## LOCAL

Newcomers make up a significant proportion of the population and settlement impacts on all aspects of life. Therefore it is essential that the *Wellington Regional Settlement Strategy* connects strongly with and flows through to relevant planning initiatives at the local level. *Long Term Council Community Plans* are one important connection. They focus local authorities on promoting the social, economic, environmental and cultural wellbeing of their communities and provide the flexibility for councils to work cooperatively and collaboratively with other public and private organisations to advance community goals and meet

community needs. Actions by local authorities to implement the *Wellington Regional Settlement Strategy* will be considered for inclusion in these Long-Term Plans.

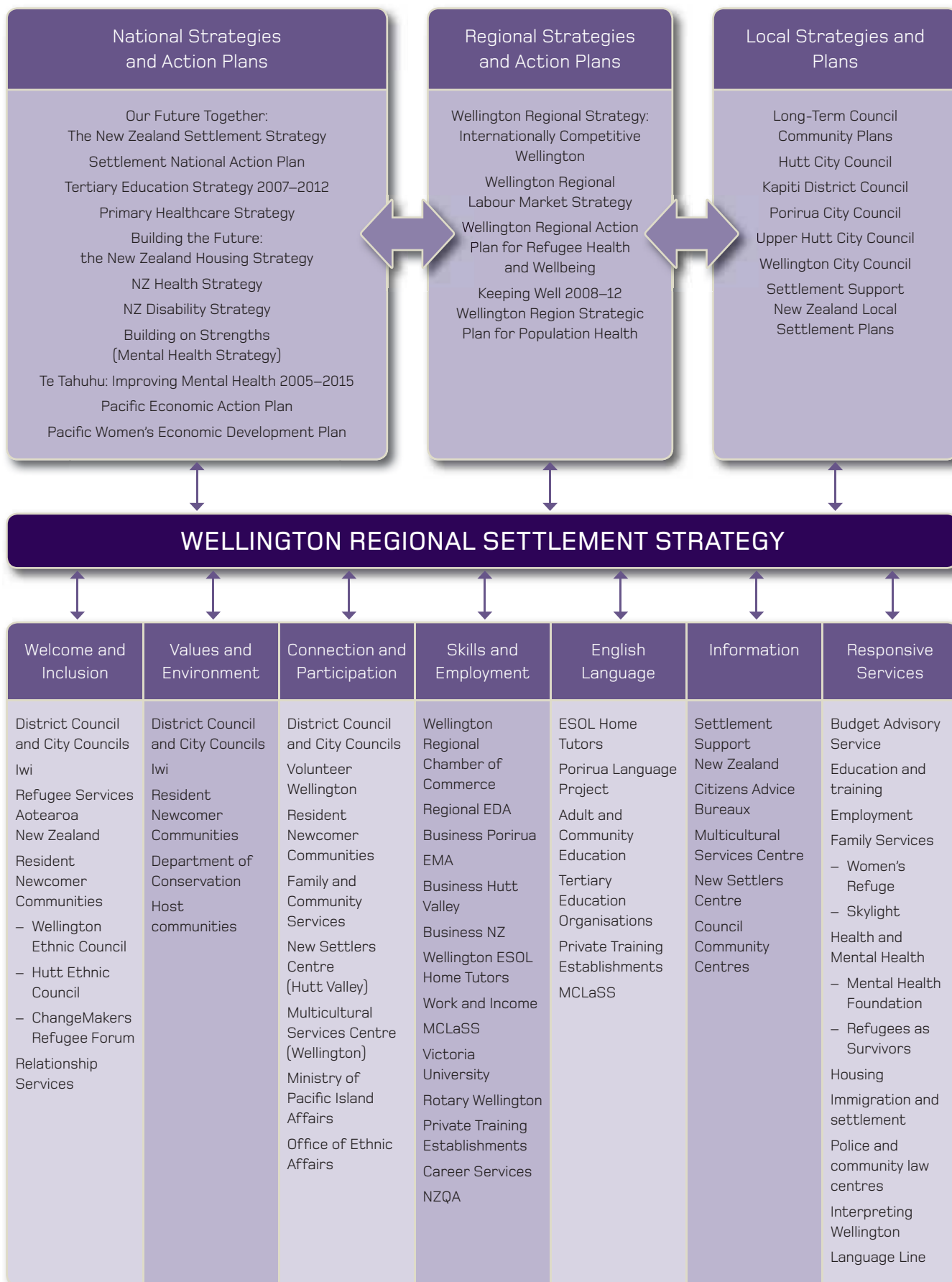
Another important local connection is with the Settlement Support New Zealand initiative (SSNZ) in the Hutt Valley, Porirua and Wellington. SSNZ has an operational role to act as a clear point of contact for newcomers to access information that will support their settlement. The initiative also maps local settlement stakeholders and services, contributes to plans for settlement locally, and has developed a Local Settlement Network of stakeholders to achieve this. It is therefore an important source of information and advice for joined-up settlement activities at the regional level to meet the settlement needs of newcomers.

## WORKING TOGETHER

Strategies and actions plans are organising frameworks. They provide mechanisms for working together in our complex world in ways which contribute to the achievement of common results. Their development is often led by government agencies where whole-of-government efforts and outcomes are sought. Because of this it is important not to lose sight of the fact that their successful implementation involves many contributions across sectors, and from within organisations outside of government. This is particularly so in the settlement area where community-based organisations play a key role and are significant providers of services accessed by newcomers in the Wellington region. A number of these organisations are co-located: in the Multicultural Services Centre in Wellington City, the New Settlers' Centre in Lower Hutt and at Porirua. This facilitates both their collaboration and their service provision to newcomers.

The complexity of these connections, collaborations and contributions are represented in the following diagram.

## CONNECTIONS, COLLABORATIONS AND CONTRIBUTIONS





# Who the New and What B to the Wellingt

New Zealand welcomes nearly 50,000 newcomers as permanent residents each year. People who wish to migrate to New Zealand must apply under one of the three streams of the New Zealand Residence Programme. The three residence streams are:

## 1 Skilled/Business –

This stream is for those whose skills will contribute to New Zealand's economic and social development. It has three categories:

- Work to residence where applicants work for accredited employers, or in occupations under the long-term skill shortage list or in their area of art, culture or sport as a pathway to permanent residence.
- Skilled migrant for those who have a recognised qualification and work experience including in identified future growth areas.
- Business (including categories for investors, entrepreneurs and employees of a relocating business).

## 2 Family Sponsored –

This stream helps reunite families in New Zealand by granting residence to family members of New Zealand citizens and residents.

## 3 International/Humanitarian –

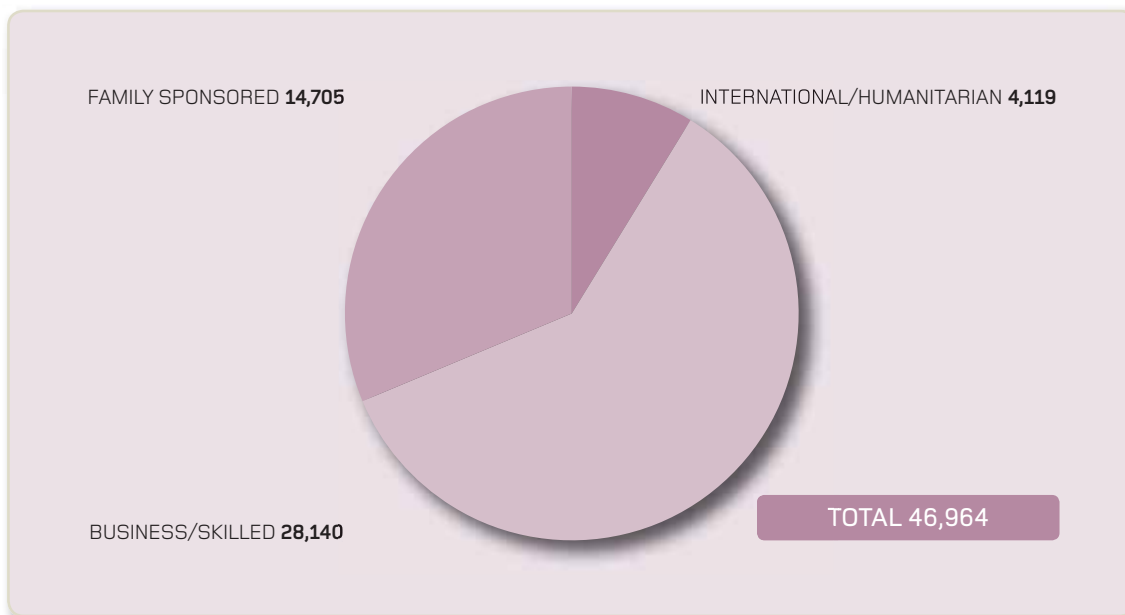
This stream is for those from Fiji, Kiribati, Tuvalu, Tonga and Samoa (including their partners and dependent children) who settle in New Zealand under the Pacific Access Category or the Samoan Quota. It also includes refugees arriving as part of this country's annual quota, as asylum seekers or to reunite with their refugee family members.

The overall number of residence approvals for New Zealand in 2006/07 was 46,964. A total of 28,140 newcomers were approved under the Skilled/Business stream, 14,705 under the Family Sponsored stream and 4,119 under the International/Humanitarian stream.



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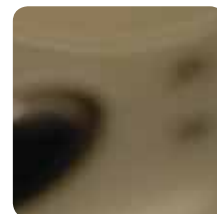
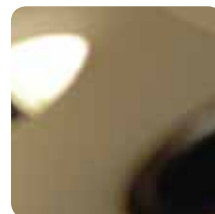
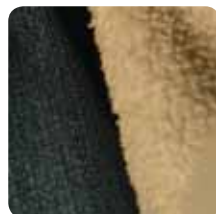
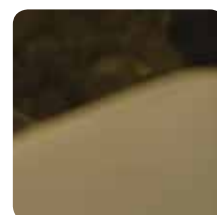
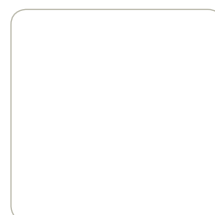
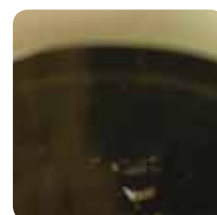
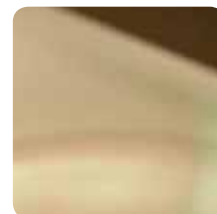
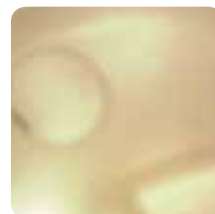
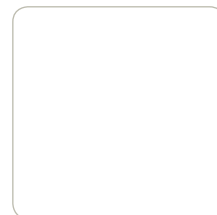
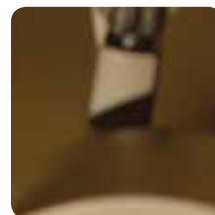
## NEW ZEALAND RESIDENCE PROGRAMME STREAMS 2006/07



Source: Statistics New Zealand. Census 2006.

In the Wellington region, according to the 2006 census, 23.4 percent of people are overseas-born. This is second only to the Auckland region, which has a 37 percent overseas-born population. A breakdown

by local authority is provided below. As the figures show, the biggest numbers of newcomers to the region settle in Wellington City, but there are also significant numbers in other parts of the region.



I enjoy New Zealand's peace and stability. We have achieved a lot here through education and my three children have all been born here and now we're contributing something back to New Zealand. We feel settled here. I call New Zealand home.

Aden Abdi, electronic technician

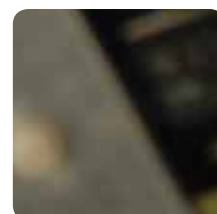
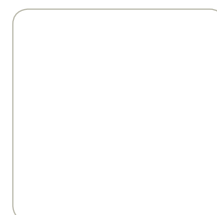


Table 1 – Overseas born and New Zealand born in the Wellington region.

Territorial Authority	Overseas born		New Zealand born		Not specified		Total
	number	percent	number	percent	number	percent	number
Kapiti Coast District	9021	19.5	35,346	76.5	1,830	4.0	46,197
Porirua City	10,602	21.8	35,262	72.6	2,682	5.5	48,546
Upper Hutt City	6,897	18.0	30,393	79.1	1,125	2.9	38,415
Lower Hutt City	20,769	21.3	74,076	75.8	2,856	2.9	97,704
Wellington City	48,750	27.2	123,930	69.1	6,786	3.8	179,466
<b>Total Wellington region</b>	<b>96,039</b>	<b>23.4</b>	<b>299,007</b>	<b>72.9</b>	<b>15,279</b>	<b>3.7</b>	<b>410,325</b>
Total New Zealand	879,543	21.8	2,960,214	73.5	188,187	4.7	4,027,947

Source: Statistics New Zealand. Census 2006.

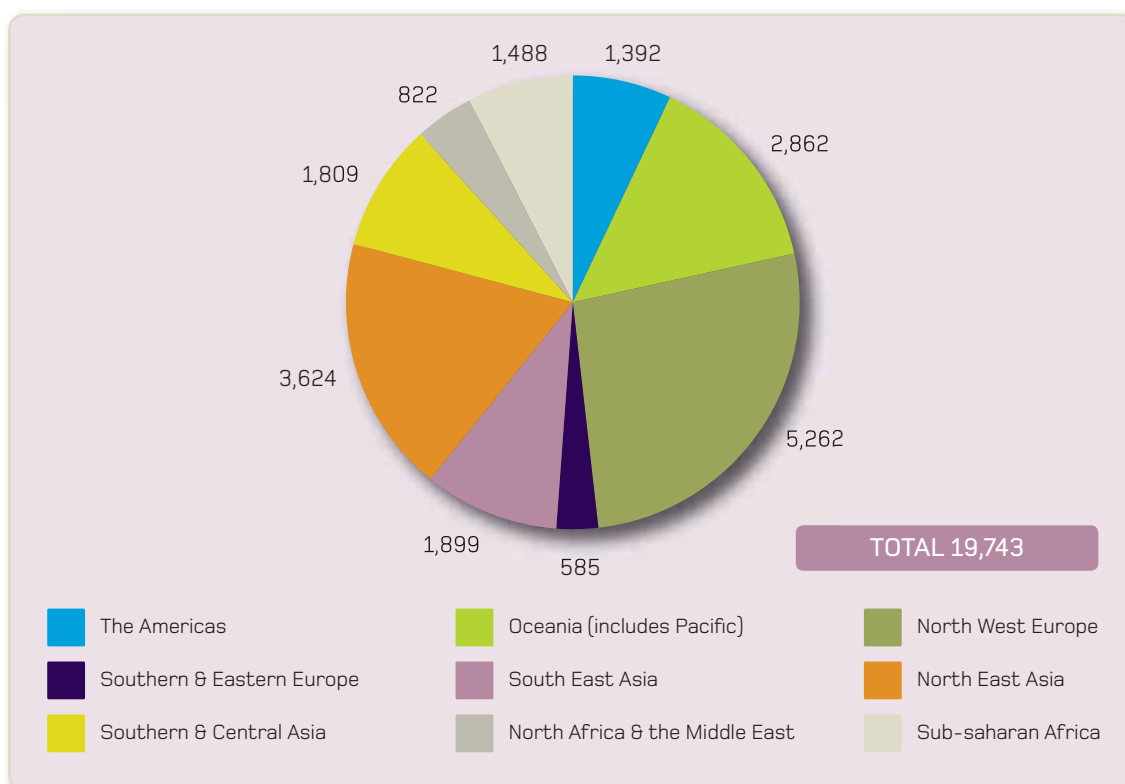
Of the 96,039 people in the Wellington region who were overseas-born, slightly more than one-quarter of them (25,110) are 'recent migrants' who have been here less than five years. As might be expected, most of these recent migrants (19,743) are of working age.

As the following chart shows, the biggest grouping of these recent newcomers to

the Wellington region come from North West Europe but there are also substantial numbers from the Pacific and various Asian regions.

Further information on recent newcomers of working-age by Territorial Local Authority in the Wellington Region can be found in Appendix 2.

### NUMBER OF WORKING-AGE NEWCOMERS IN THE WELLINGTON REGION (IN NEW ZEALAND FOR LESS THAN FIVE YEARS) BY GLOBAL REGION OF ORIGIN



Source: Statistics New Zealand. Census 2006.

## WHAT BRINGS NEWCOMERS TO THE WELLINGTON REGION

A key reason for choosing to settle in the region is work. Skilled newcomers often come with prearranged jobs or find agencies to broker work for them. Thus the perceived availability of work in the region – especially in skill shortage areas – creates a strong attraction to the region. In diverse sectors such as the creative industries through to Government services, the Wellington region provides an appealing range of opportunities and possibilities to build, or continue to develop, a career.

“Wellington has a job market in my professional area. It’s the biggest city for employment in the IT field.”

– British newcomer

The nature of the region itself is also a factor in the choice to settle here. Newcomers are attracted to the scale of the cities and strong transport networks which enable ready movement and contribute to a perceived quality of life which is both higher and often safer than that which they left. The multicultural dimension of the region, the range of cultural events and natural attractions are also identified as motivations to settle in Wellington.

“The region has lots to offer for its size. Music, arts, culture, beaches, rugby, the film scene with Weta. The diversity of concerts and the artistic life are a vital part of the attraction of the Wellington region.”

– Russian newcomer

“It’s the smallness and the culture of Wellington; Auckland is too big and commercial.”

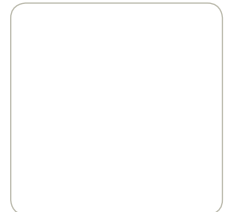
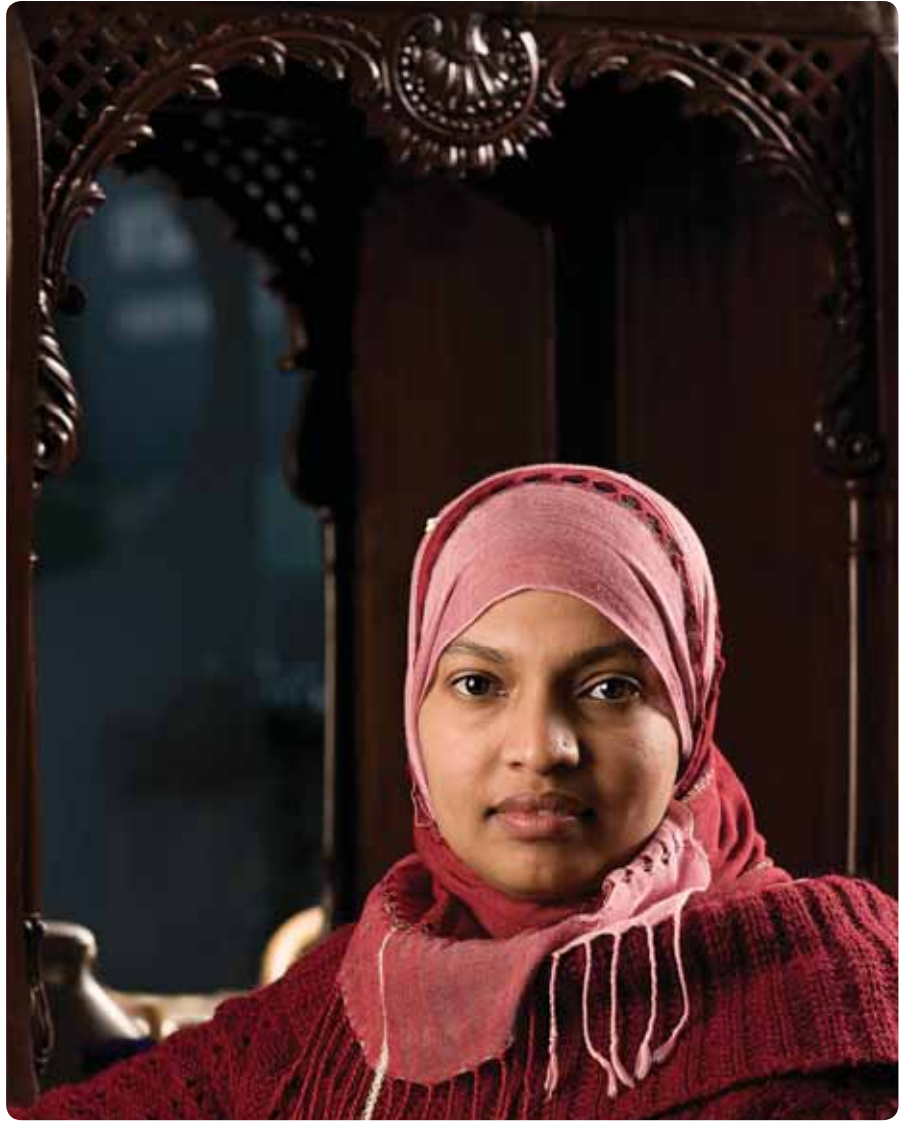
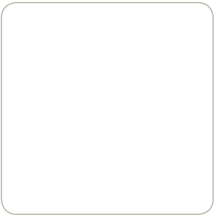
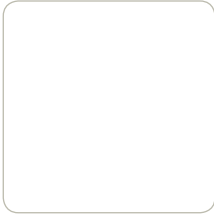
– Chinese newcomer

For other newcomers, a major factor underpinning their choice of location is the presence of families already in the region. Newcomers from diverse cultural and linguistic backgrounds often come to join well-established families. For Pacific Island peoples especially, their families have built strong communities on the basis of settlement reaching back fifty years or more.

“My family first came out because of the resettlement programme in the 1960s and we followed them.”

– Member, Pacific Community Reference Group

For those newcomers from refugee backgrounds, there is little choice. The decision about Wellington as the initial resettlement location is made by Refugee Services Aotearoa New Zealand working in conjunction with key organisations charged with providing important settlement services such as housing and health services. The proximity of other resettled refugee communities, including family members, who can provide support is one of the influencing factors.



Coming to New Zealand was very hard. Although our father spoke English, the rest of us didn't and we have had to learn. We have also had to adjust to the different culture and way of life here. However, now we are settled and enjoying 'windy' Wellington.

Zahra Abdulaziz, cafe owner



# What Settle

Settlement is an open-ended process and is different for each person and family. As it begins before arrival with newcomers' perceptions of New Zealand and life here, it's vital to ensure that their expectations of life in the Wellington region are realistic and well-informed.

The foundations of our nation embodied in the Treaty of Waitangi give Māori as tangata whenua a special status within New Zealand. Newcomers must have good information, both before they come and after they arrive, about the cultural context they are entering and the tikanga and history of our region.

From the time they arrive, newcomers need to feel welcomed. Settlement is a two-way process, requiring learning and adaptation by receiving communities as well as by newcomers. Those who live here need to provide a warm welcome, and appreciate the contribution that newcomers will make to the region and its everyday life. At the same time newcomers have to learn about and adapt to a new culture and to new ways of doing things.

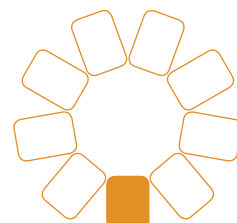
In the settlement process newcomers move from dealing with immediate issues, like finding somewhere to live and adapting to unfamiliar systems and ways of doing things, to becoming active participants in the affairs of their new community. Settlement takes time and involves all aspects of life – social, economic, environmental and cultural. That's why it involves the understanding and responsiveness of so many sectors and organisations and why all those working with newcomers need to work collaboratively.

The integration of newcomers into our region and way of life depends on many factors. Like all New Zealand families, newcomers need a strong foundation from which to contribute to society. They need to be able to easily access support to reach their full potential as members of our community. Those from diverse cultural and language backgrounds may require additional assistance, especially in the early stages.

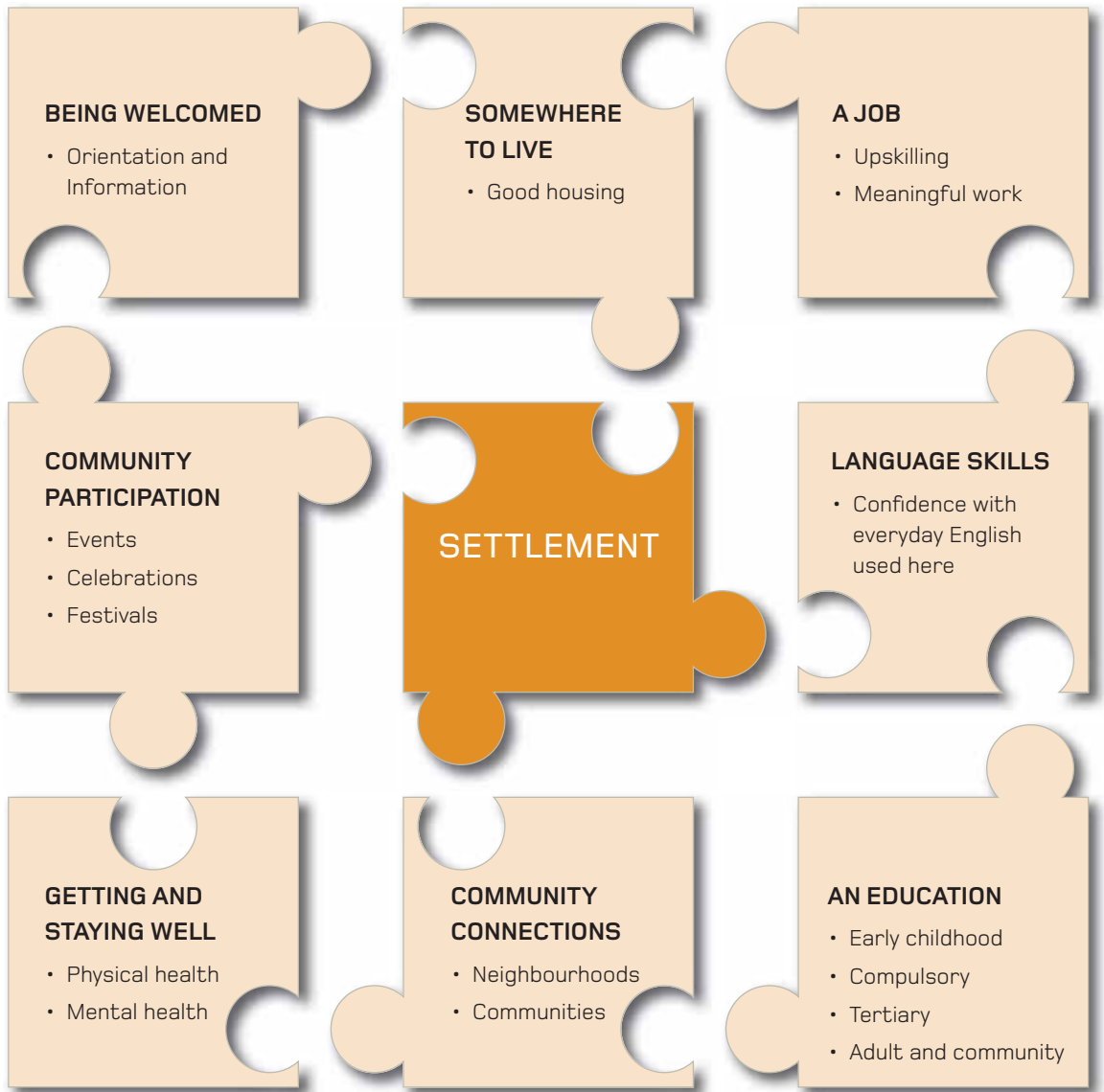




# ment Involves



## CONTRIBUTIONS TO SUCCESSFUL SETTLEMENT OUTCOMES



Settlement is an interactive process involving newcomers, communities and the provision of a range of services. There are three key stages:

## THE THREE STAGES OF SETTLEMENT

### Learning – Informing Expectations

**PRE-ARRIVAL:** This involves newcomers finding out all they can about their possible destination and whether they meet immigration criteria. Then newcomers must make the decision to apply, get accepted, and plan their move.

Some newcomers, particularly those from refugee backgrounds receive very limited information about the country and region they will be settling in before their arrival.



### Adapting – Adjusting Expectations

**ON ARRIVAL:** At the outset, newcomers need to be welcomed. If they haven't come with a job they need to find one as well as somewhere to live, settle the family in, find out about the region, make connections, and start adjusting to the new way of life. Many newcomers seek contact with local members of their home community as they adjust to their new environment. Newcomers from similar cultures are often able to progress through this phase of adjustment quickly. The challenge may be greater for others who need extra support with English language, job seeking and interpreting. Mainstream services need to be responsive to the range of needs at this phase.

Newcomers from refugee backgrounds have a six week orientation period at the Mangere Refugee Reception Centre on arrival in New Zealand and Refugee Services Aotearoa New Zealand provides one-on-one settlement support for 12 months once they arrive in their resettlement region.



### Integrating – Expectations being fulfilled

**ONGOING:** As newcomers adjust and develop a sense of belonging and make friends, they will increase their engagement with the wider community, sharing and celebrating aspects of Kiwi culture and life here, as well as their home culture.

They will also be comfortable accessing more general and mainstream services and may consider taking up citizenship when they are eligible.



# Ba Challen Successful

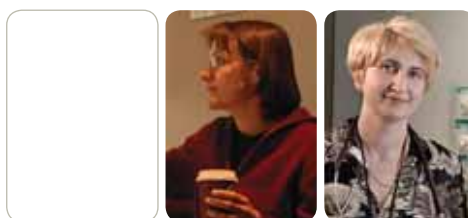
The *Wellington Regional Settlement Strategy* and accompanying *Plan of Action for Wellington Regional Settlement* have been informed by the recent settlement experiences of a range of newcomers to the region. It was important to obtain the input of those whose experiences and memories of settlement were still fresh.

For this reason, most of those consulted were newcomers who had arrived in the Wellington region within the last five years.

Contributors included newcomers from a broad range of countries, as indicated in the map below. Their views were gathered through public forums, community meetings, research and one-on-one discussions.



# Barriers and Challenges to Settlement



Settling in the Wellington region brings great benefits as well as major challenges for many newcomers. Despite the diversity of newcomer groups consulted, common themes emerged in relation to the barriers and challenges they experienced. These included: community acceptance; adjusting to a new way of life; accessing work; English language support; information; and responsive services. These findings are consistent with international literature on settlement .

This chapter summarises the barriers and challenges in the Wellington regional context identified by recent newcomers, and is supplemented with the perspectives of representatives of some iwi of the region, central and local government and business and community organisations.

## SOME GENERAL CONSIDERATIONS

Many newcomers settle in the region without requiring much in the way of special support provided that they have access to up-to-date information and

advice. However, our consultation identified particular settlement issues associated with some specific newcomer groups.

First, the free provision of some key settlement support services (for example language support, most work experience programmes and job seeking assistance) is currently limited to those with permanent residence. Current funding does not extend to those with different immigration status. Since many temporary newcomers often stay for extended periods and even permanently, policy consideration is being given to the nature of support services that should be available to enable their settlement and integration into our communities.

Secondly, while the proportion of quota refugees within the Wellington region is small within total newcomer numbers, this group has high needs and requires specialised support often over extended periods. The circumstances which led to their refugee status, concerns for family safety and reunification alongside ongoing

3. Go to [www.immigration.govt.nz](http://www.immigration.govt.nz) for the following literature reviews: Migrant Settlement: A review of the literature and its relevance to New Zealand, Michael Fletcher September 1999; and Refugee Resettlement Project Refugee Voices Literature Review, Alison Gray and Susan Elliott May 2001. (Revised 2007).

turmoil in their home countries add to the complexity of the challenges for resettling newcomers from refugee backgrounds.

Finally, there are increasing numbers of New Zealanders returning home and many of them bring partners who were born overseas. These partners also have settlement support needs which often need to be addressed outside of the family support networks they have available to them.

**1** Welcome and inclusion in our communities and workplaces

There is a need for communities in the region to be more welcoming, to learn how to interact with newcomers and to make them feel welcome on their arrival. Local community organisations reinforced the importance of this community responsibility, and of the importance of welcoming support and inclusion to help newcomers settle.

A lack of acknowledgement on their arrival and of community understanding and acceptance of their presence are barriers to newcomers' feeling a sense of belonging - particularly for those from diverse cultural and linguistic backgrounds.

Maintaining their culture and language and meeting their spiritual needs is challenging for some groups among the newcomers. There is a view that resource consent for acquiring community centres and places of worship often requires greater time and resources because of the perceptions of local communities.

Newcomers from a refugee background have reported racist comments in some housing areas and schools.

"In New Zealand schools where the Sudanese children are learning, they said there are a lot of bad things happening e.g. "You black, get out of here." Sometimes they say, "Get out of this country. This country is not your country." This causes the kids to fight one another. In most cases they feel very sad and badly treated."

– Sudanese community dialogue

Many newcomers asked for better information about Māori culture and beliefs and were keen to learn about these.

**2** Respect our values and ways of doing things and care for the environment

A willingness to accept change and rates of adaptation to living in the Wellington region often differ within newcomer families. As a result, tensions have been experienced between parents raised in their home country and their children growing up in New Zealand. For many parents, there are challenges in adapting to different approaches to discipline, cultural and gender role expectations and how they expect their children to follow their cultural beliefs and world-view. Many young newcomers must deal with the tension between their parents' rules and expectations and the different expectations and experiences of their Kiwi peers with whom they are interacting on a daily basis.

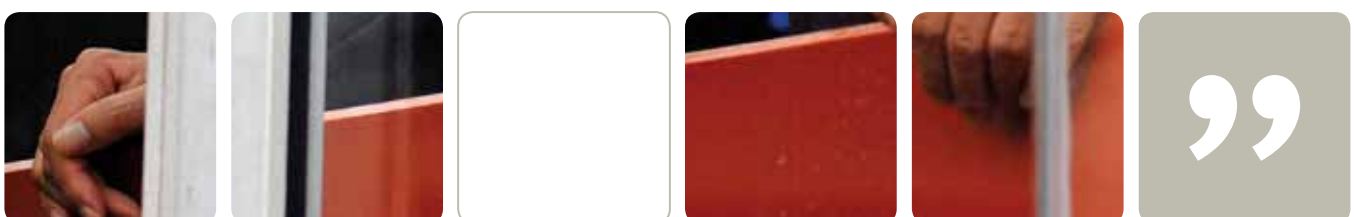
Representatives of some iwi in the region report that newcomers lack information and an understanding of Māori protocols and ways of doing things. These include the responsibilities and practices that come with their status as kaitiakitanga or guardians of the environment. For instance, as a result of different cultural norms some newcomers use unsustainable fishing practices.

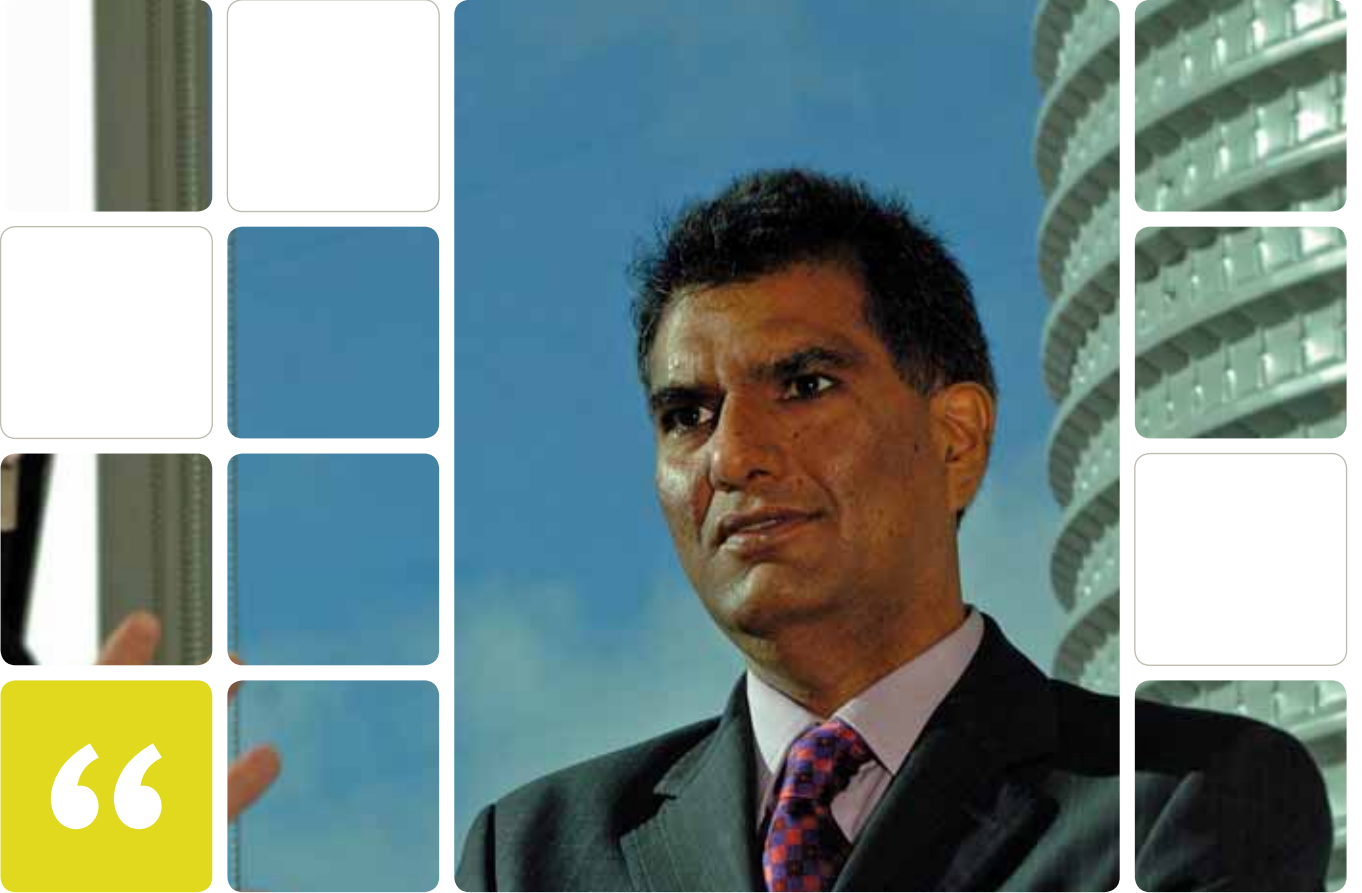




I'm looking for a good quality of life. People in New Zealand know how to enjoy life. That's one of the reasons I came here, to work but also to enjoy life. Here the air is clear and the water is clean. New Zealand is an ideal place to live. My family and I hope we can stay here forever.

Yang Yang, research technologist





The challenges have been getting used to things like the cold. It's a paradise, but it's not a tropical paradise. If I'd had better information about the health system, about schools, about accommodation and housing and what to do in the event of an emergency that would've been very, very useful.

Chandresh Thakrar, consultant



**3** Supportive social networks connected with local communities and civic and community participation

Newcomers need to develop strong social networks to support their settlement in the region. The continuation of their links with their home communities can be an important source of support and connection in a new location. Representatives of some iwi of the region expressed concern that some newcomers had not created supportive linkages into their surrounding communities. It is also important for newcomers to connect with and contribute in the wider communities in which they are settling, and this includes participating in democratic processes. Legacy issues relating to poor information and gaps in settlement support have resulted in additional integration challenges for poorly connected newcomer groups.

An emerging issue reported by community organisations is the abandonment of aging newcomers in the region by family members moving on to other countries. This practice is creating a socially isolated group with particular support needs. They are not eligible for superannuation until they have been here for ten years. Additionally, other elderly migrants who had been fully functioning and participating in their communities often revert to their first language as they age and need additional support and assistance. Community organisations are currently observing this with members of the Dutch community who had migrated here in significant numbers between the 1950s and 1970s as a result of a bilateral agreement with the Netherlands Government. While this latter issue is not a settlement issue of itself it does suggest the need to consider the longer-term impact of aging migrants within our communities and their support needs.

Many newcomer communities are looking for opportunities to build on their strengths. They want to progress their

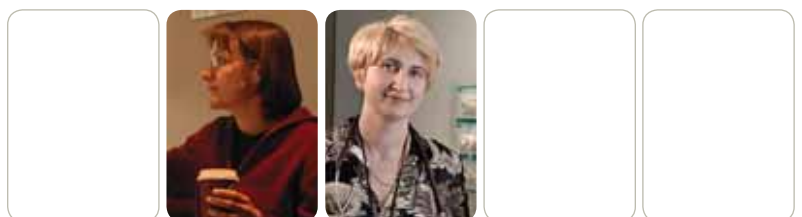
own capacity and community-building initiatives and are actively seeking ways to cement these into more established community centres and activities. They report that they face barriers accessing information on resources available and processes to follow. Opportunities to develop knowledge of systems such as grants application processes, and for skill enhancement in project planning and governance have been requested. Support for community centres so that newcomers can share their language and customs, and ultimately build community capacity, have also been proposed. Practical support to reduce social isolation (such as driving courses for newcomer women) has also been requested.

“There are some government funds for us but the overall procedure to get these funds is very difficult especially for minor communities like us.”

– Oromo community dialogue

“The major concern of the Assyrian community is to have a community centre where we can maintain our culture and customs to share with NZ, run seminars in which we shall try to resolve outstanding issues, and hold community social gatherings.”

– Assyrian community dialogue





“

I think employers have a real role to help people settle. I think if an employer is recruiting internationally they had better back it up with good supports for people and providing information about how things work in New Zealand.

Donna Provoost, senior policy analyst

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#### 4 Skills development and employment

Finding suitable employment presents a significant challenge across all newcomer groups. The first issue relates to the recognition of educational or vocational qualifications obtained overseas. Some community organisations told us that the New Zealand Qualifications Authority equivalence process to have such qualifications recognised is lengthy and complicated. They reported that it is nerve-wracking for newcomers, and may require them to retrain at every level. To better manage newcomer expectations and assist their transition into employment, the immigration system now requires equivalence certificates before arrival in New Zealand. Nevertheless a considerable number of newcomers, such as accompanying spouses, will still need to go through this process.

Newcomers told us that their overseas work experience is not highly valued by employers in the Wellington region. Some newcomers have the perception that this is because employers believe there are lower professional expectations in their countries of origin, and because they place a higher premium on New Zealand-based work experience. Many newcomers then face the challenge of being overqualified when trying to apply for entry-level positions. For a small number often from refugee backgrounds, their skill base does not lie in areas sought by Wellington employers and there needs to be a focus on transferable skills.

Many newcomers to the region report that gaining access to work opportunities can be difficult if they are not recommended to an employer, illustrating how much New Zealand culture is based on 'word of mouth' interaction and networks. Some newcomers also believe that employers are reluctant to employ people who look and sound different from the rest of their workforce. Representatives of the

business community confirm that, while they complain of skills shortages, many small employers are keen to maintain 'family-style' work cultures and are wary of taking on employees from culturally different backgrounds. They also often use trusted networks to both advertise and recruit, helping to ensure what they see as an appropriate 'cultural fit' within the workplace. The pathway to apprenticeships is also often generated through family and social ties.

"Wellington is a network culture, getting that initial foot in the door is hard. It is really difficult to get work, 90% of it is who you know.

– Dutch newcomer

"There are people within the community with skills and knowledge. Language is not the only barrier for getting training."

– Sudanese community dialogue

A poor level of English can be a real hurdle to getting a job and to integrating into the workplace. Many newcomers find their levels of comprehension are below that required even to understand the style and language in an advertised job description. They also have difficulty interpreting their experience in ways that local employers can recognise.

"We faced language barriers when we were looking for work. Because we look and speak differently we can find gaining work here very hard."

– Chinese newcomer

From an employer perspective, many who are able to support newcomers are already doing so. However, the business community advises that a significant barrier to employment is the risk of an employer taking on an unsuitable worker, be they newcomer or not, since employment termination processes are costly.

Finally, in terms of employment, some newcomers want to set up their own business either because they have found it difficult to obtain other employment or because they prefer to work for themselves. For many without English as a first language, there are additional challenges around this relating to language appropriate information and advice on the options for business structures and tax issues including compliance requirements.

#### **5** English language support

Many newcomers reported barriers to accessing English language courses in the region. For some, such as mothers with childcare responsibilities, this is related to the associated lack of affordable and 'legal' childcare. Community ESOL providers in Porirua, Wellington and the Hutt Valley all reported that current Early Childhood Education Regulations are considered to be a major obstacle for childcare provision at community ESOL classes, because the childcare provided takes place in spaces not specifically designed for children.

It should be noted that current early childhood regulations – particularly those relating to playgroup centres do not allow parents to attend classes while younger children are minded in a non-licensed premise without the presence of at least half the parents at any given time. However, proposed amendments are intended to allow parents to attend classes if they are:

- In close proximity and able to be contacted; and
- Able to resume responsibility for the children at short notice.

It is unclear at this stage when these amendments will come into force.

Community organisations report that the provision of English language services across the Wellington region is uneven and does not reflect needs. For instance, ESOL Assessment and Access Specialist Services is a strength in Wellington City but it is not sufficiently funded to provide the same level of service to the Hutt Valley. This is in spite of the fact that more than 15 percent of the overseas-born population of both Hutt City and Upper Hutt City are recent newcomers of working-age<sup>4</sup>.

ESOL providers consulted throughout the region also report that there is greater demand than can currently be met for tuition that meets the needs of learners whose educational background or age impacts on their pace of learning.

Community organisations also told us of difficulties with the approach that Work and Income New Zealand takes in assessing the availability for work of those seeking to access part-time English language courses. For those who do manage to access courses, the required 20 hours full-time class participation is often higher than their learning capacity. People with low literacy skills cannot usually cope with full-time classes. When alternative options are brokered with Work and Income, this knowledge has not always been communicated to others in the office, requiring the duplication of the brokering process for other such clients. Work and Income's new service model should support improvements in this area.

#### **6** Information to settle well and understand our laws

Across the board, newcomers expect higher quality and better delivery of information than what is currently provided. A lot of information which supports settlement is available before arrival from a large number of sources however the onus is on newcomers to locate and identify the information relevant to them.

4. At the time of Census 2006, 1,035 working-age residents of Upper Hutt city and 3,450 working-age residents of Hutt City had been in New Zealand less than five years. This equates to 15 percent and 16.6 percent respectively of the overseas born population in these two cities at that time.

A key challenge identified by a number of agencies and organisations is managing newcomers' expectations about the region and service provision before they arrive. Some newcomers rely on family members and arrive without accessing any other information, while others have unrealistic impressions of life here as a result of marketing campaigns.

Newcomers suggest that information received after arrival is fragmented, insufficiently comprehensive and not always readily understood. Newcomers refer to information being out-of-date as well as pitched at a national level and not informing them about the Wellington region. It also does not fully cover the key service areas where they need reliable knowledge and contacts such as health, education, housing and legal services.

“We were disappointed with information. We were expecting to find some direction to local agencies, on how to look for a flat, on the health system, how does it work, what does it cost. We needed better information – all we got was a thin pamphlet on housing.”

– Nepalese newcomer

For many newcomers, finding out about the legal system, and their rights in New Zealand is a challenge. Obligations under New Zealand law may be different from newcomers' prior experience and the New Zealand Police reinforced the importance of newcomers having good information about their obligations.

#### **7** Responsive and appropriate services

If newcomers are to be supported to settle well, they need access to responsive, appropriate services across the spectrum of their need. Some challenges in relation to the provision of particular services were raised during the consultation.

#### Education and training

Some young adult newcomers find it difficult to successfully complete their education. For newcomers from diverse cultural and linguistic backgrounds particularly, barriers to education include their own lower educational aspirations and the lack of tertiary-level educated role models from within their own community.

Despite the availability of some free courses (for example through Refugee Study Grants), the cost of tertiary education is also a barrier to many young newcomers from Pacific and refugee backgrounds who also find challenges in accessing information on available support.

Newcomers have also identified a need for greater transitional training and support to move from secondary to tertiary education especially in finding ways to improve literacy competence to deal with the step-up in comprehension which is required at the tertiary level.

The cross-cultural competence of some education practitioners who deal with a diverse range of students has been questioned. This has been reported across differing levels of institution, from pre-school to university. Community organisations reported that the Wellington Free Kindergarten was establishing a centre of Excellence in relation to the pre-school barriers identified but a key difficulty had been the lack of support from local and central government agencies.

Newcomer students from refugee backgrounds report a lack of teacher understanding about their cultural experience in some educational contexts in the region. Parents and community leaders have also reported concerns about what they perceive as a lack of support for students, parents and communities from schools in the region. While some school services such as homework clubs are proving helpful, many report a lack of knowledge of these services.

“African Youth feel that these negative attitudes and unsupportive environments demotivate them and impede their success in and advancement through the education system.”

- Evolve African youth dialogue

### Employment

The issues related to employment services are discussed under *Skills development and employment* on pages 33 and 34.

### Health

Knowledge of, and access to health services is important in the early settlement stages, especially for more vulnerable groups. This includes access to appropriate primary care services that recognise the importance of using trained interpreters for those who require such support.

Some Wellington health services suggested that the content and suitability of health-related information created its own challenges for newcomers. For many newcomers there is a lack of understanding of the New Zealand health system including the first call on general practitioners and after-hours medical centres rather than hospitals, and the use of waiting lists for treatment. Because of this, treatment expectations or ready access to treatment are not met and may discourage further health support.

Access to appropriate mental health services is also often difficult, especially for many newcomers from refugee backgrounds. They report low levels of awareness of their prior background and experience within the health system. Their limited English language skills allied with the low uptake of interpreting services by health professionals to reduce costs can mean many visits in an attempt to get effective diagnosis. To help in these situations, children are commonly used as interpreters for their

parents. This is inappropriate and, without trained interpretation, runs the risk of miscommunication which may affect diagnosis and subsequent treatment.

“Interpreters are not being used and this is a very big problem. They are made to feel like they are in a very far land and no means of communication.”

- Middle Eastern community dialogue

As with other sectors of the community, transport can also be a barrier for accessing health care particularly for some newcomer groups such as women with children, the disabled and older people.

There is also limited information available and few opportunities for discussion around sexual and related health issues for young people.

“None of your parents mention about sex, and if they did mention it, [it is] in a bad way kind of thing, which is sad. It’s just like it’s bad, bad, bad, bad.”

- Evolve African youth dialogue

### Housing

Accessing suitable housing is also a challenge. For some families with children, the Wellington houses they are living in are smaller than what they were used to in their home countries. Others report challenges with the costs of heating and a lack of insulation which can in turn result in health issues for newcomers. Newcomers from refugee backgrounds also experience problems with the suitability and affordability of housing. Particular issues relate to housing size because of larger families, poor insulation and an inability to access private accommodation due to cost, when public housing does not meet their wishes.

“

We found it hard to find a house and we also discovered that houses don't have insulation and central heating like in Europe, which really surprised us in a country with this climate. I've struggled with the winter.

Anke Kole, senior transport planner

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“Buying a house is hard with costs, interest rates and tax so high. We would like to get our own house.”

– Chinese newcomer

“Housing is not big enough and it is damp, cold and very old. Sometimes the location is not safe. There are no gardens for children to play. It consumes electricity just to be warm.”

– Somali community dialogue

#### Legal and justice services

Community law centres in the region report that they are dealing with information gaps and a range of issues arising from the complexities of our immigration system for the newcomer population which results in the need to seek legal advice. There were particular difficulties for newcomers who subsequently marry and bring wives from overseas. These wives enter the country

on visitors’ permits and as a result they are not eligible for the free services they need to settle well, including language support. The first two years while they wait for a decision on their residence can be highly stressful. This can create power and control issues within families that sometimes lead to family violence.

Many newcomers have finance and debt issues, some of which are culturally driven. Community law centres also identify that knowledge gaps and lack of understanding can present significant problems for newcomers in areas such as car finance contracts, where many sign as guarantors without an awareness of the full legal obligations and potential financial consequences.

Some African youth believe they have been singled out for police attention while driving, and that they are subject to frequent unwarranted police contact. As a result they have identified a need for knowledge about the New Zealand law and their rights and responsibilities.

#### Interpreter services

Many newcomers need interpreter support in their interactions with service providers

“

To work as a doctor I had to become proficient in English and sit special medical exams. People told me that they'd be too hard – don't bother. But I didn't listen. I went my own way, passed the exams and now I am a doctor here. It's easy to say 'don't try, it's impossible'. But it is possible if you try hard. Don't lose your hope. Maria Kladnitski, medical practitioner

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until they are comfortable and proficient in using English for daily living. Similarly, providers often need interpreters to support the delivery of appropriate and responsive services to their clients.

The perceived reluctance of health professionals to use interpreters because of cost constraints was identified earlier. Cost is also a factor in uptake in other sectors. Our consultations also identified other challenges associated with the use of interpreters.

There is a range of interpreter services available in the Wellington region free to newcomer clients<sup>5</sup> and as a result access should not be a problem. Additionally there have been information and training initiatives to ensure service providers have a better understanding for the need for interpretation and are trained in its use. In spite of this community organisations suggest there is a low uptake of services by government agencies.

Some community providers are concerned that there is no way for them to confirm that often technical legal advice is being reliably interpreted. The degree of confidence should be higher with professionally trained interpreters but

some community law centres also call on their culturally diverse workforce to support interpreting needs.

There are also challenges associated with telephone interpreters. Some newcomers are uncomfortable with this mode and prefer to bring a friend they can trust to interpret for them on a face-to-face basis. Secondly it is problematic for staff members in open-plan office environments since it requires both a speaker-phone and a private office to preserve client confidentiality.

#### A FINAL CONSIDERATION

Successful settlement requires a number of agencies and organisations to work collaboratively at a regional level as well as in localities. Community organisations we consulted suggested that adequate funding for the purchase of settlement services and the capacity of non-government organisations to meet settlement needs are key issues in successful provision and delivery across the region. They noted that their funding had been frozen for some time and that the contribution of non-government organisations needed to be better valued and resourced if improved settlement outcomes are to be achieved.

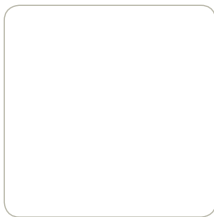
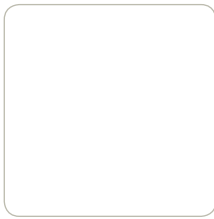
5. Interpreting Wellington (formerly the Wellington Community Interpreting Service) provides on-site and telephone interpretation as required on a 24 hour/7 day a week basis. Language Line (based in the Office of Ethnic Affairs) is a telephone interpreting service in 39 languages to participating, mainly government, agencies. In the Wellington region, these include central government departments, the Capital and Coast District Health Board and the Hutt Primary Health Organisation. The region's Citizen Advice Bureaux also have access to the Multi-Lingual Information Service, a telephone interpreter service based in Auckland.

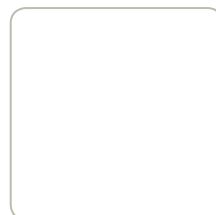
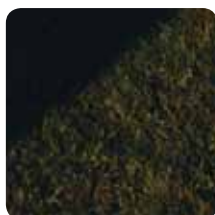
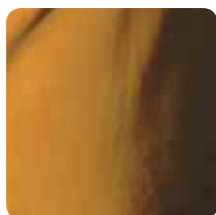
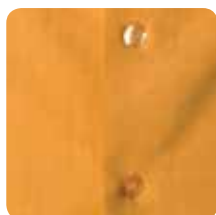
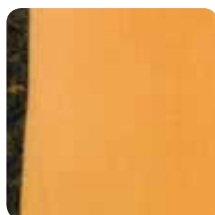
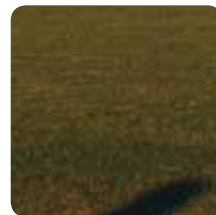
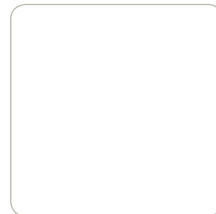
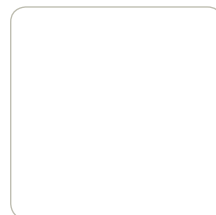
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Things were very bad in my country. Now I'm in paradise and I say, 'thank you, God, for bringing me here'. New Zealand has given me peace, security and a friendly environment for my children to grow up in.

Joseph Ishak, painter (with wife Aknes and children, Mariana and Maren.)

”







# Challenge addressing the B

The preceding chapter outlined the barriers and challenges to successful settlement that were identified in developing this Strategy. This chapter highlights some key programmes and recent initiatives designed to address the barriers and assist newcomers meet the challenges associated with settling in the Wellington region.

## WELCOME, INCLUSION AND CONNECTION

The territorial authorities in the region support their communities by providing venues and resources for community celebrations and sports events, all of which aim to showcase the diversity and vibrancy of newcomer communities across the region.

The inaugural Multi-ethnic Sports Soccer Tournament in Upper Hutt ran over two months in 2007 and will again provide a fun way for a range of groups to come together and show their skills at soccer. The Diwali Festival of Lights is now in its sixth year and continues to provide the Indian community in Wellington City with its largest annual celebration. Alongside the Chinese New Year, the Irish Festival is also enjoyed by many, together celebrating the cultures of many newcomers and those long-resident in the region.

Citizenship ceremonies including tikanga

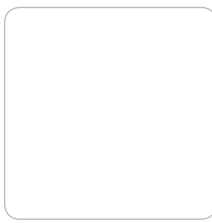
have been held by the Kapiti Coast District in partnership with iwi since 2005.

Various activities run by ESOL Home Tutors have incorporated both language learning as well as practical opportunities for newcomers to learn about various aspects of life in the region. These have included:

- A day at the Hongoeka Marae (Plimmerton);
- An introduction to New Zealand's wildlife at the Karori Wildlife Sanctuary;
- A Human Rights Commission presentation on the Treaty of Waitangi and the changing face of New Zealand; and
- The celebration of Matariki at the Carter Observatory.

As part of a focus on ensuring that communities are well networked and have opportunities to develop their capacity, the Wellington Community Law Centre ran a workshop during 2007/08 on how to run a community organisation as a legal entity for newcomers from refugee backgrounds. It was complemented by a financial management course provided by ChangeMakers Refugee Forum to support participants to manage their associations' finances.

# Meeting the Mānges- Carriers



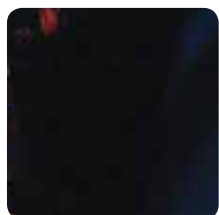
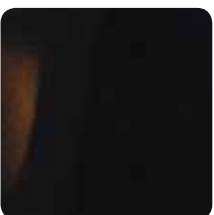
WellingtonNZ.com





The advice I'd give someone moving here is to be brave. I got my job by opening the Yellow Pages, looking through the companies, which I thought had the right position for me and then I rang up 20 or 30 companies and finally I got one. It's about being brave. If you think you can do it, you can.

Lucy Zhang, furniture retail



## SKILLS DEVELOPMENT AND EMPLOYMENT

The New Zealand Qualifications Authority is responsible for maintaining effective liaison with overseas certifying and validating bodies in order to recognise overseas qualifications in New Zealand. One of the ways they do this is by assessing overseas qualifications held by newcomers seeking residence, employment, professional registration or opportunities for further study in New Zealand. In recognition of applicants' general desire for speedy assessment of their qualifications, the Authority has introduced an optional fast track assessment service and has also changed its verification processes to improve turn-around times. Refugee qualifications are assessed differently to others because of the nature of information refugees have when they come to New Zealand. Costs are met by the Government.

The recognition of qualifications is often just one part of complex cross-government activities, for example, teacher registration as part of immigration applications under the Skilled Migrant Category. Some changes to the means of assessing skilled employment and the recognition of qualifications under the Skilled Migrant Category have been implemented recently. Previously, there was a range of options for assessing whether an offer of employment (or current employment) in New Zealand might be considered as 'skilled employment'. The options were, at times, complicated and subjective. The amended policy which came into force in February 2008 uses a simplified, more transparent definition of skilled employment based on the Australia New Zealand Standard Classification of Occupations.

The introduction of the Diploma Supplement process will also facilitate the recognition of newcomers' international qualifications in New Zealand<sup>6</sup>. A Diploma Supplement is a brief annex to

a qualification. Its purpose is to make the qualification more portable and its value more transparent by providing a description of the nature, level, context and status of studies that were undertaken and completed by the graduate as well as information about the education system to which the qualification belongs<sup>7</sup>.

Government funded Career Services provides career planning assistance to newcomers to help them understand their local labour market, pathways to work and further study and to plan a way forward. Selected career consultants have been trained to deliver this service (with ongoing training and newcomer-specific professional resources provided). Depending on the client's particular needs, career planning includes assistance with CVs and how to present overseas experience and skills to local employers.

Work and Income in the Wellington region is supporting newcomers into employment and addressing recruitment and retention issues in local government through a scheme administered across the five territorial local authorities. This identifies under-employed and unemployed newcomers for employment into unsubsidised positions through standard council employment processes. In addition, two specific programmes operated in conjunction with the Upper Hutt City Council and Wellington City Council specifically target newcomers. They provide subsidised cadetships on 12 month fixed-term contracts so that successful candidates gain valuable paid work experience to support their transition into permanent work on the completion of the internship.

Work and Income also provides a Job Search Service for those seeking employment, and development opportunities for those that are unable to work immediately. A number of seminars are run at local service centres

6. The promotion of a Diploma Supplement arises from the Council of Europe-UNESCO Convention on the Recognition of Qualifications concerning Higher Education in the European Region. The Convention is a multilateral legal framework for the improved international recognition of higher education qualifications and periods of study. New Zealand acceded to the Convention in 2008.

7. Page 16, The Bologna Process and New Zealand, Bologna Day, Turnbull House, Wellington, 23 February 2007 (Seminar papers)



to promote employment and industry opportunities. These also consider the nature of any support required for those clients seeking work or requiring other social development services so that services can be tailored to the individual's circumstances and work-readiness.

Work Brokers are employed to engage with employers and businesses to source employment opportunities for clients. Services to employers may include pre-employment training of new employees with a focus on reducing skill and labour shortages and increasing labour market participation.

There are a number of other opportunities available through Work and Income to support those who may be disadvantaged in the local labour market. Skill investment subsidies provide a contribution to wages and are available to attract employers to train and develop candidates. Local Industry Partnerships funding addresses skill and labour shortages through pre-employment training and support. Enterprising Communities Grant Funding assists community organisations implement projects that will create skills and work opportunities.

Other key programmes supporting newcomers' progression to employment are provided by community organisations.

The Multicultural Centre for Learning and Support Services undertakes career pathway planning and appraisal of newcomers' employment skills. The Wellington job mentoring programme (ESOL Home Tutors, Wellington) organises weekly skill development workshops for job seekers that address skills such as writing a CV and interview skills.

#### ENGLISH LANGUAGE SUPPORT

ESOL Assessment and Access Specialist Service (funded by the Tertiary Education Commission) provides impartial, specialist assessment of newcomers' English skills free-of-charge and referral advice relevant to the background, goals and proficiency of the individual. In addition the service collaborates with ESOL providers in the region to develop courses that meet gaps in current provision and advocates to government and non-government organisations on the language needs of the region's newcomer communities.

The Tertiary Education Commission also provide: bilingual tutor funding grants to support people with bilingual language skills to become adult ESOL tutors; refugee study grants to support adults from refugee backgrounds to undertake ESOL courses at approved tertiary institutions; and academic migrant grants to support migrants to study ESOL at selected tertiary



Elements Festival on Waitangi Day in Porirua. Photo: Porirua City Council.

education institutions. Student Component Funding from the Commission is also used by tertiary education organisations to provide ESOL courses and programmes.

*Workplace Communication for Skilled Migrants* is a 12 week course within the School of Linguistics and Applied Language Studies (Victoria University of Wellington). The course provides professionally qualified newcomers with an awareness of the way English is used in New Zealand workplaces, as well as the opportunity to start networks and get relevant local work experience. Community volunteers, including recruitment and human resource personnel work with the university tutors in the delivery of the course. Workplace consultants provide support during the six week internship to both the workplace and the intern. Following graduation each participant is supported for up to six months by a mentor (matched by profession) from the Wellington Branch of Rotary. Another recent language initiative is a new Weltec course *English Language for Employment* which includes provision for work placement in the last term.

A further new initiative focused on workplace language is provided by ESOL Home Tutors as a joint initiative with the National Institute of Water and Atmospheric Research Ltd (NIWA). Twelve

NIWA employees attend a weekly class in Kiwi English at their workplace.

A range of additional English language initiatives in the region also support the establishment and building of important community connections for newcomers. These include:

- A multi-service centre by the Wellington Free Kindergarten that combines early childhood education for children with ESOL classes for newcomer caregivers and parenting classes and resources.
- An intergenerational literacy programme by the Multicultural Learning and Support Service.
- The Rongotai Mothers English Support Group at the Rongotai Plunket Centre for newcomer mothers and their toddlers/preschoolers (a joint ESOL Home Tutors Wellington and Plunket initiative).
- A weekly social literacy class for Somali women and their children in the community room at the City Council Rintoul Street Flats (a joint initiative between ESOL Home Tutors Wellington, the Somali community and the South East City Primary Health Organisation).
- Two intergenerational family literacy ten-hour classes for young families in the Hutt Valley (from 2008).

## INFORMATION TO SETTLE WELL AND UNDERSTAND OUR LAWS

Since 2005, the Settlement Support New Zealand initiative has provided a clear point-of-contact to help newcomers get in touch with the local information and services they need to support their settlement. This point-of-contact is delivered in the Wellington region through the city councils at Porirua, Wellington and Upper Hutt and through the New Settlers' Centre in Lower Hutt.

During 2007/08, the Wellington Community Law Centre is providing education workshops for newcomer youth from refugee backgrounds about their rights and responsibilities under New Zealand law. The Whitireia Community Law Centre is also undertaking community education with newcomer communities. It will hold workshops during the year to provide basic information on legal issues as well as having lawyers available on a daily basis during the week for information and legal assistance.

The Ministry of Pacific Island Affairs has worked with a number of other agencies on some key initiatives focused on improving the financial literacy of Pacific communities. These include an awareness campaign concerning the availability of budgeting services (0800 SORT MONEY), research on the impact of high-interest loan providers on Pacific people, and the tailoring of financial information to improve understanding amongst Pacific communities (KiwiSaver decision guides).

## RESPONSIVE AND APPROPRIATE SERVICES

### Education and training

A bilingual assessment service is now available to schools in the Wellington region. There are five Wellington resource teachers of learning and behaviour who have been trained in administering the bilingual assessments with newcomer students who do not seem to be making progress at an expected rate. These

assessments are used to distinguish between language learning needs, additional special learning needs and social/emotional needs through dual assessment in first language and English.

In addition to the standard ESOL funding provided to schools for the provision of English language support programmes for newcomer students, the Ministry of Education provides additional funding to schools for education-related programmes for newcomers from refugee backgrounds. These include:

- Homework programmes for academic support for refugee students.
- Employment of bilingual liaison workers to engage with the families, and liaise with school staff on the needs of refugee students.
- Discretionary funding to cover the development of individual education plans for refugee students.

The Computers in Homes project aims to strengthen school and work performance in low-income communities through the inter-generational use of information computer technology in homes. It operates through low-decile schools where family members receive help to use the internet, email and basic computer skills in their daily lives. The project for refugee background families provides computers, free internet access, technical support, basic training for parents and bilingual family liaison. Around 20 families in the Wellington region benefit from the project each year. The scheme is an important source of support for improving English language skills, as well as in maintaining contact with family members in other parts of the world.

The Ministry of Education is currently developing the Team Up website ([www.teamup.co.nz](http://www.teamup.co.nz)) to include education-related information for parents in a range of community languages. It is anticipated that this will be available in August 2008.

Trained TESOL (Teaching English to Speakers of Other Languages) teachers are critical in providing support to newcomer English language learners. In 2008, a further 22 teachers from the Wellington region will commence a Ministry of Education scholarship to study towards a Diploma in TESOL at Victoria University of Wellington. They join 14 teachers who commenced study in 2007.

In 2008 targeted schools in the Wellington region are participating in two training programmes for teacher aides working with English language learners. The English Language Assistants Programme supports those working with newcomer students. The Pasifika Bilingual Teacher Aide Programme supports bilingual teacher aides working in mainstream primary classrooms to encourage effective use of Pasifika first languages to support learning.

Nine secondary schools in the Wellington region are participating in the CPaBL programme (Creating Pathways and Building Lives), a two year initiative which finishes at the end of the 2008 school year. This programme is focused on building a school-wide approach to career education. It involves developing guidelines with schools for meeting the needs of specific student groups such as newcomers. The CPaBL schools have been working on implementing sustainable changes by integrating career education throughout the school and ensuring career education is embedded into school documents such as strategic plans, policies and departmental plans. The resources developed for CPaBL and the information learned will form a valuable platform for implementing *Schools Plus* the policy being developed to achieve the government's goal that: All young people are in education, skills development, or structured learning, relevant to their needs and abilities, until the age of 18.

The Ministry of Education provides extra funding to selected schools in the region

through the *Refugees Pathways and Careers Planning* initiative to address the special needs of newcomer students from a refugee background and their families. Five secondary schools are receiving this funding.

The CPaBL programme complements the work of Youth Transition Services which assist young people aged 15 to 19 years as they transition from school to further education, training, work or other activities that contribute to their long-term independence and well-being. Youth Transition Services are operating in Porirua (as a partnership between the Porirua City Council and a coalition of community providers) and in the Hutt Valley delivered by Vibe (youth health centre).

As a further initiative to better support newcomer students in their transition to tertiary study and integration into the university, the ESOL Assessment and Access Specialist Service is developing a pilot volunteer tutor/mentor scheme to support senior secondary and first year tertiary students in their study and transition.

#### Health

A number of initiatives are underway to improve the provision of health services to newcomers from refugee backgrounds. These reflect the high and complex health needs that this group generally presents which in turn require appropriate mental health and primary care.

The Regional Public Health Service is leading efforts to improve data collection by primary health organisations and district health boards so that refugee background status is captured in the future, and information is available on the demographic makeup of regional communities.

The Regional Public Health Service is holding a workshop to provide additional training for primary health care workers dealing with newcomers from a refugee background. Two training sessions are



also planned across the region during the year by Interpreting Wellington to support interpreter use by health providers.

New sexual health resources are being developed for newcomer youth from a refugee background and these will be trialed and evaluated during 2007/08 by Evolve, which provides health and education services to Wellington youth.

Wellington Refugees as Survivors provides specialised mental health services to refugees resettling in New Zealand who have experienced torture and trauma. They have extended their core services in particular with child and youth services and also work with school teachers where they consider this will benefit their clients. They are currently working with other agencies to establish an inter-sectoral group to consider ways of promoting mental well-being to people from a refugee background and to providers of services to this group. They are also supporting the development and implementation of appropriate health promotion activities by cross-cultural workers addressing mental and sexual health issues in communities with refugee backgrounds.

### Housing

A total of 11,698 social housing units are provided in the Wellington region. The majority of these (9,002) are owned by Housing New Zealand Corporation<sup>8</sup> with the balance (2,696) owned by the five territorial local authorities<sup>9</sup>.

Ongoing modernisation of social housing will ensure that housing stock meets present and future tenants' needs

and addresses some of the barriers to settlement identified earlier. A \$43.6 million Government funding package in Budget 2007 provided for the extension of two successful housing programmes into the Wellington region.

The Healthy Housing Programme, a partnership between Housing New Zealand Corporation and District Health Boards targets overcrowded households and assists them into more appropriate housing. It originally grew out of concerns about the incidence of infectious diseases in the Auckland and Northland regions. A recent evaluation of the programme in Counties Manukau showed a significant decrease in hospitalisations for housing-related illnesses and large decreases in respiratory conditions. Additional funding has provided for this programme to be extended to the Hutt Valley where HNZN has identified a high concentration of at-risk families.

The Housing Innovation Fund aims to encourage councils to maintain or increase their existing rental housing through loans to buy, modernise or reconfigure homes. One of the conditions of a loan is that the housing be retained as social housing for 20 years. Through this fund, the Wellington City Council has recently agreed to an upgrade to their social housing units over the next 15 years to improve their security, safety and ensure they meet current standards. The Council works closely with tenant communities, many of whom are newcomers. Council initiatives include installing computer and internet facilities at two major complexes, seeking to build

8. Housing New Zealand Corporation's housing stock is located within the region as follows: Lower Hutt 3,697; Porirua 2,744; Wellington City 1,892; Upper Hutt 436; Kapiti 233.

9. Wellington City holds the majority of the housing stock with 2,350 housing units. Hutt City has 186 units, Kapiti District 118 and Porirua City 27. While Upper Hutt City Council has 15 rental properties, these are let at close to market levels and managed by a private real estate company.



community through tenant engagement groups and playgroups where City Library outreach officers visit, and assigning a community employment worker at one complex. During 2007/08, the Wellington City Council will be facilitating input into the development of the investment plan for the Council's housing stock from refugee newcomer communities.

Habitat for Humanity (a charitable organisation that gives low income families a first step towards financial security by working with them to build or renovate houses they can occupy) will also be encouraging families from a refugee background in the Wellington region to apply for a Habitat for Humanity house.

#### Legal and justice services

The New Zealand Police have a range of roles which provide advice and increase responsiveness to newcomer population groups. A new position of Community Engagement Manager has been established for the region and there are also 12 community constables throughout the region who are dealing with issues at the ground level by linking in better with communities. The Police are planning to hold regular meetings with refugee community leaders to enhance communication during 2007/08.

The Legal Services Agency produces a training and education kit on immigration law in New Zealand for community service providers who support people with immigration law issues. It is presented in modular format and includes a facilitator's guide, information and activity sheets

and presentation material. The resource is managed and distributed for the Agency by the Auckland Regional Migrant Services.

The Agency provides legal information online through LawAccess at [www.lawaccess.govt.nz](http://www.lawaccess.govt.nz). LawAccess offers a database of law-related information, resources and free-call numbers from more than 150 organisations, as well as plain English information sheets about areas of law covering commonly experienced problems.

The Legal Services Agency is also considering further translations of its legal information publications to increase uptake and understanding by residents from culture and language diverse backgrounds.

#### Interpreter Services

Language Line (within the Office of Ethnic Affairs) has two initiatives currently underway to improve newcomers' access to information on government services and thus reduce problems with English language proficiency as a barrier to settlement. These involve:

- Outreach to providers of ESOL tuition (teachers, tutors and their trainers) to promote awareness of Language Line as a tool to help newcomers access information; and
- Working to secure the participation of Primary Health Organisations in the Wellington Region in the Language Line Service.

Interpreting Wellington is also promoting interpreter training opportunities to communities with refugee backgrounds.

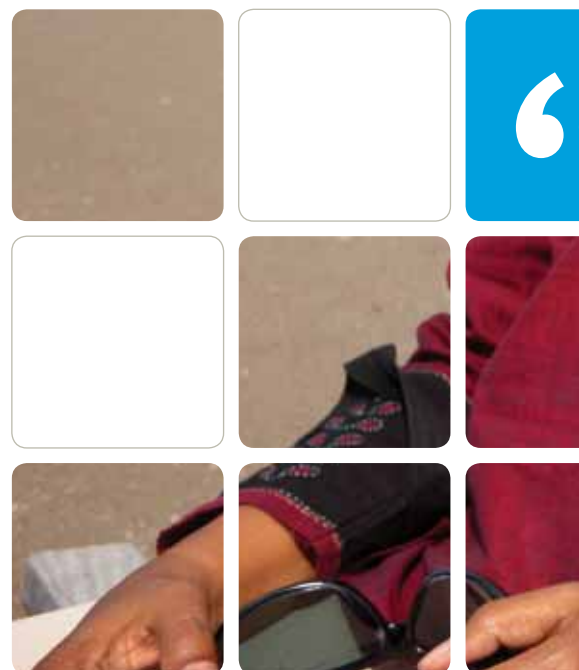


# Successful Settlement - the Next Steps

Successful settlement is about completing the transition from one cultural context to another, engaging in and adapting to all that this new context offers. For the newcomers we consulted, building a successful life is about finding again all the pieces of a jigsaw to complete the picture of connection, contribution and community, and to work for themselves or to provide for their family.

Newcomers seek authentic relationships with real Kiwis, to fully participate in the social fabric of life. However many also seek continuities with their home community, including its language and customs where appropriate. Many are looking at how their connections to their home context might benefit themselves, the region and the country. All newcomers are seeking a better life, most especially for their children. For newcomers particularly from refugee and Pacific backgrounds, their vision for good settlement is to ensure an increase in the health and economic prosperity of their wider families and communities.

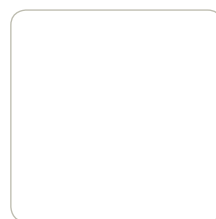
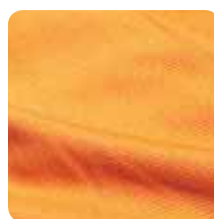
Central and local government agencies, and business and community organisations, will contribute to the implementation of the *Plan of Action for Wellington Regional Settlement*. This Plan of Action (published as an accompanying document) addresses the further opportunities to improve settlement outcomes identified through the Strategy's consultation process, and builds on services, planning and collaboration in the Wellington region.





In a way, I think, our values have evolved. Today I think that if I try many different things, it makes me a better person – and the best thing is that it's possible in this country.

Barin Das, special projects, Steel & Tube New Zealand (with wife Geeta)



## APPENDIX 1: WEB REFERENCES FOR CONNECTING STRATEGIES AND ACTION PLANS

**Chapter 4 Connections, Collaborations and Contributions** refers to a number of important strategies and inter-sectoral approaches. For those who wish to refer to the full contents of those documents, web references are provided below:

### NATIONAL

**Building on Strengths: A Mental Health Promotion Strategy** (Ministry of Health, 2002)

<http://www.moh.govt.nz/moh.nsf/pagesmh/2102?Open>

**Building the Future: The New Zealand Housing Strategy** (Housing New Zealand Corporation, 2005)

<http://www.hnz.co.nz/hnzc/web/research-8-policy/strategy-publications/nzhs/online-version/building-the-future.htm>

**New Zealand Disability Strategy** (Ministry of Health, 2001)

<http://www.odi.govt.nz/publications/nzds/index.html>

**New Zealand Health Strategy** (Ministry of Health, 2000)

<http://www.moh.govt.nz/publications/nzhs>

**Our Future Together, New Zealand Settlement Strategy and the Settlement National Action Plan**

(Department of Labour, 2007)

<http://www.immigration.govt.nz/community/stream/support/publications/futuretogether.htm>

**Pacific Prosperity Strategy, Pacific Economic Action Plan and Pacific Women's Economic Development Plan**

(Ministry of Pacific Island Affairs, 2007)

<http://www.minpac.govt.nz> [available July 2008]

**Primary Healthcare Strategy** (Ministry of Health 2001)

<http://www.moh.govt.nz/primaryhealthcare>

**Te Tāhuhu—Improving Mental Health 2005–2015: The Second New Zealand Mental Health and Addiction Plan** (Ministry of Health, 2006)

<http://www.moh.govt.nz/moh.nsf/indexmh/mentalhealth-strategicdirection>

**Tertiary Education Strategy 2007–12** (Tertiary Education Commission, 2007)

<http://www.tec.govt.nz/templates/standard.aspx?id=1183>

### REGIONAL

**Keeping Well 2008–12: Wellington Region Strategic Plan for Population Health** (Working draft)

Ministry of Health in conjunction with DHBs.

**Wellington Regional Action Plan for Refugee Health and Wellbeing**

[http://www.rms.org.nz/document/1\\_Action\\_Plan.pdf](http://www.rms.org.nz/document/1_Action_Plan.pdf)

**Wellington Regional Labour Market Strategy**

[http://www.wrs.govt.nz/docs/wrlms\\_implementation\\_strategy.pdf](http://www.wrs.govt.nz/docs/wrlms_implementation_strategy.pdf)

**Wellington Regional Strategy: Internationally Competitive Wellington** (Greater Wellington Council, 2007)

<http://www.wrs.govt.nz/>

### LOCAL

#### Long-Term Council Community Plans

##### Hutt City Council

<http://www.huttcity.govt.nz/publications-forms/Long-Term-Community-Plan/>

##### Kapiti District Council

<http://www.kapiticoast.govt.nz/Home/CommunityPlan2006/>

##### Porirua City Council

[http://www.pcc.govt.nz/web\\_frameset.asp?pageID=1000189178id=8link=yes](http://www.pcc.govt.nz/web_frameset.asp?pageID=1000189178id=8link=yes)

##### Upper Hutt City Council

<http://www.upperhuttcity.com/page/454/LTCCPupperhuttcity2016.boss>

##### Wellington City Council

<http://www.wellington.govt.nz/plans/annualplan/0607/volume01.html>

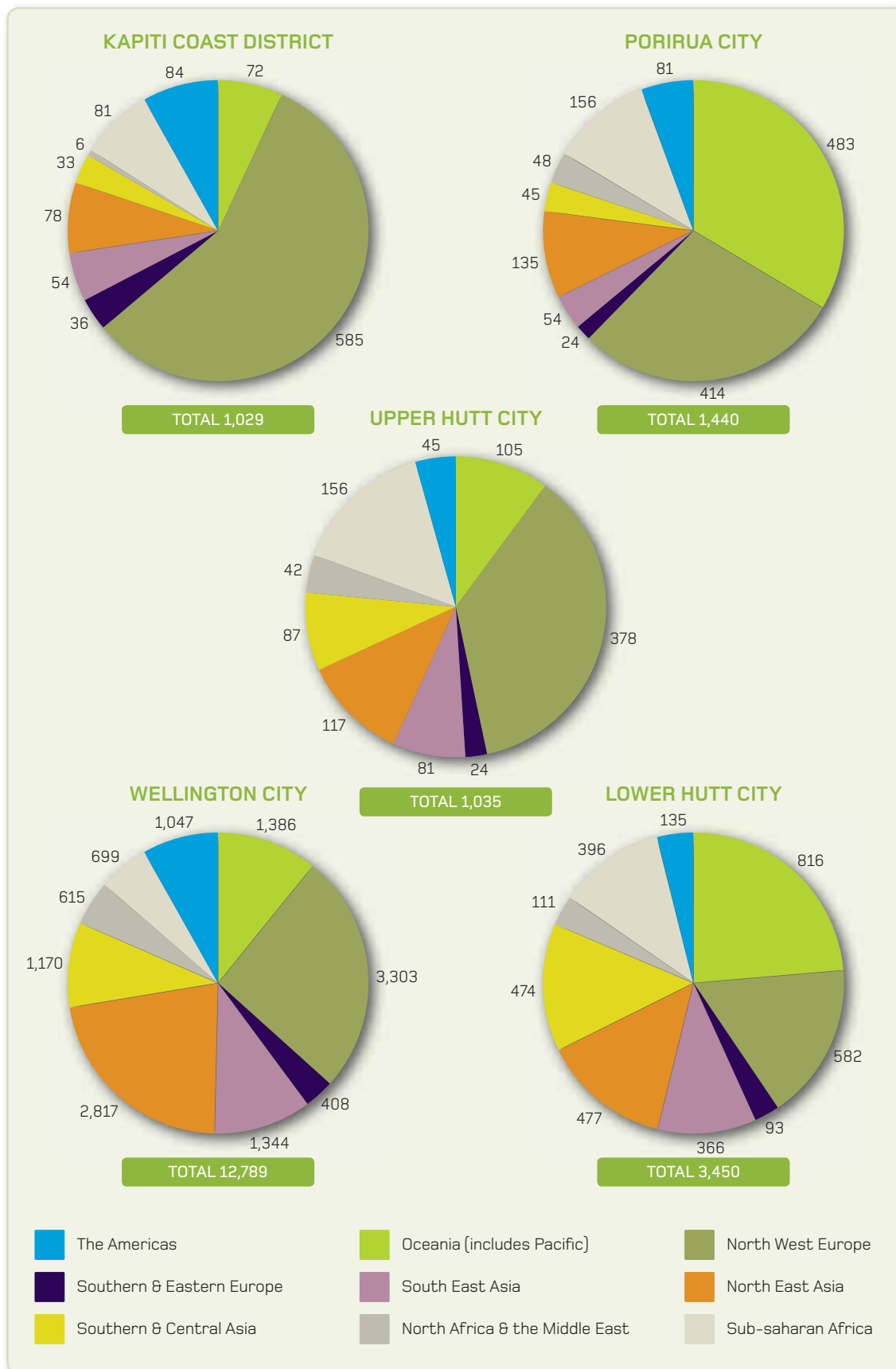
Settlement Support New Zealand Local Settlement Plans are available from the lead agencies for the initiative in the region:

Hutt City Council

Porirua City Council

Wellington City Council

## APPENDIX 2: PROFILE OF WORKING-AGE RECENT NEWCOMERS TO THE WELLINGTON REGION



Source: Statistics New Zealand. Census 2006.

## APPENDIX 3: CONTRIBUTORS TO THE STRATEGY

### IWI

Ara Tahu, the inter-iwi representative group associated with the Greater Wellington Council and comprising representatives of:

- Ati Awa ki Whakarongotai
- Ngati Toa
- Ngati Raukawa
- Rangitāne o Wairarapa
- Taranaki Whanui
- Wellington Tenths Trust

### PACIFIC COMMUNITY REPRESENTATIVES

Community Reference Group, Ministry of Pacific Island Affairs

### TERRITORIAL LOCAL AUTHORITIES

Hutt City Council  
Kapiti Coast District Council  
Porirua City Council  
Upper Hutt City Council  
Wellington City Council

### BUSINESS ORGANISATIONS

Business Hutt Valley Ltd  
Business NZ  
Business Porirua  
Employers and Manufacturers Association (Central)  
Pacific Business Trust  
Grow Wellington (formerly Regional EDA Ltd)  
Wellington Regional Chamber of Commerce

### NON-GOVERNMENT ORGANISATIONS

ChangeMakers Refugee Forum  
Citizens' Advice Bureaux  
ESOL Assessment and Access Specialist Service  
ESOL Home Tutors (Wellington) Inc  
ESOL Home Tutors (Hutt) Inc  
ESOL Home Tutors (National Office)  
Mental Health Foundation  
Moa Trust  
Multicultural Learning and Support Service  
NET Pacific  
New Settlers' Centre Hutt Valley  
Porirua Budget Service

Porirua Language Project  
Refugees as Survivors  
Relationship Services  
Refugee Services Aotearoa New Zealand  
Salvation Army  
Skylight Trust  
Volunteer Wellington  
Interpreting Wellington (formerly the Wellington Community Interpreting Service)  
Wellington Community Law Centre  
Wellington Women's Refuge  
Whitireia Community Law Centre

### CENTRAL GOVERNMENT AGENCIES

Capital and Coast District Health Board  
Career Services  
Child Youth & Family  
Department of Labour  
Housing New Zealand Corporation  
Hutt Valley District Health Board  
Legal Services Agency  
Ministry of Education  
Ministry of Economic Development

Ministry of Health  
Ministry of Pacific Island Affairs  
Ministry of Social Development  
New Zealand Police  
New Zealand Qualifications Authority  
Office of Ethnic Affairs  
Regional Public Health Service  
Te Puni Kōkiri  
Tertiary Education Commission  
Work and Income

Photograph acknowledgement: Thank you to the many people and organisations who have given permission for photographs to appear in this publication.

