



Welcoming
Wellington

REGION

PLAN OF ACTION FOR WELLINGTON REGIONAL SETTLEMENT



Plan of Action for Wellington Regional Settlement

The Wellington Regional Settlement Strategy was built on information from consultations with a range of newcomer communities throughout the Wellington region, and through engagement with organisations from central and local government, and the non-government and business sectors. It was also informed by discussions with representatives of iwi in the region. The Strategy outlines stakeholder perspectives on barriers and challenges to settling in the Wellington region.

The Plan of Action for Wellington Regional Settlement sets out what will be done in the Wellington region to address these barriers under each of the goals that were identified when the Strategy was developed. It complements the Wellington Regional Action Plan for Refugee Health and Well-being which was launched in 2006. Both action plans have similar aims (to improve settlement outcomes) for different populations of newcomers and each will contribute to the overarching Wellington Regional Settlement Strategy. These action plans will assist in realising the Strategy's vision that:

The people of the Wellington region welcome and support newcomers to settle successfully and newcomers participate, prosper, connect and contribute to the well-being of our communities.



THE PEOPLE OF THE WELLINGTON REGION WELCOME AND INCLUDE NEWCOMERS IN OUR LOCAL COMMUNITIES AND WORKPLACES AND SUPPORT THEM TO FEEL SAFE BY RESPECTING THEIR CULTURAL DIFFERENCE

Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>1.1 Airport gateway for newcomers reflects bi-cultural region</i></p> <p>Work with Wellington International Airport Limited to promote the display of Māori icons and bi-cultural signage at the airport as the regional gateway for many newcomers to reflect the place and significance of tangata whenua in the region.</p>	<p>Lead:</p> <p>Wellington City Council</p> <p>Contributing:</p> <p>Regional iwi Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council</p>	<p>Proposal developed by 30 September 2008 in consultation with regional iwi.</p> <p>Approach made to Wellington International Airport by 31 December 2008.</p> <p>Implementation plan developed by 31 March 2009.</p>
<p><i>1.2 Regional welcome pack for newcomers</i></p> <p>Explore the opportunity for a regional welcome pack for newcomers to be developed and distributed through the airport and other arrival points to the region.</p> <p><i>Links with action 7.1.</i></p>	<p>Lead:</p> <p>Hutt City Council</p> <p>Contributing:</p> <p>Citizens Advice Bureau Kapiti Coast District Council Porirua City Council Wellington City Council Upper Hutt City Council Volunteer Wellington Housing New Zealand Corporation Hutt Ethnic Council</p>	<p>Working group established by 1 July 2008.</p> <p>Report on concept of regional welcome pack completed by 31 December 2008 including</p> <ul style="list-style-type: none"> • Nature of need • Appropriate content • Options for distribution and recommended distribution points • Funding implications • Responsibility for ongoing maintenance. <p>Implementation plan developed (as appropriate) by 31 March 2009.</p>
<p><i>1.3 Newcomer welcoming ceremonies</i></p> <p>Explore the possibility of developing welcoming ceremonies involving iwi following newcomers' arrival in the Wellington region.</p>	<p>Lead:</p> <p>Department of Labour</p> <p>Contributing:</p> <p>Regional iwi Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council Wellington City Council Office of Ethnic Affairs</p>	<p>Options for welcoming ceremonies identified and scoped by 31 July 2008.</p> <p>Preferred approach agreed and implementation plan developed by 30 September 2008.</p> <p>Pilot programme for welcoming ceremonies commenced by 30 November 2008.</p>



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Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>1.4 Newcomer success stories</i></p> <p>Identify opportunities to promote newcomer employment success stories to help reduce any attitudinal barriers amongst employers.</p> <p><i>Links with action 4.4.</i></p>	<p>Lead:</p> <p>Work and Income & Department of Labour</p> <p>Contributing:</p> <p>Volunteer Wellington MCLaSS ESOL Home Tutors Wellington Chamber of Commerce Victoria University of Wellington Wellington City Council Upper Hutt City Council Grow Wellington Business Porirua Business Hutt Valley Hutt Ethnic Council Upper Hutt Multi-Ethnic Council</p>	<p>Existing promotional efforts and regional coverage and gaps identified by 31 August 2008.</p> <p>New initiatives identified and scoped by 30 November 2008.</p> <p>Implementation plan agreed by 28 February 2009.</p>
<p><i>1.5 Promote positive engagement opportunities</i></p> <p>Develop opportunities for positive engagement experiences between community members throughout the region and newcomer communities to support community connections and understanding.</p>	<p>Lead:</p> <p>Office of Ethnic Affairs</p> <p>Contributing agencies:</p> <p>Representatives of resident newcomer communities Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council Wellington City Council Ministry of Pacific Island Affairs ESOL Home Tutors Hutt Ethnic Council Upper Hutt Multi-Ethnic Council</p>	<p>Working group established by 30 September 2008.</p> <p>Relevant activities identified and scoped by 31 March 2009.</p> <p>Implementation plan developed by 30 June 2009.</p>



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Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>1.6 Regional calendar of cultural events</i></p> <p>Develop a regional calendar of cultural events which can be used to promote the telling of newcomers' stories and to celebrate and respect diversity.</p> <p><i>Links with action 1.5.</i></p>	<p>Lead:</p> <p>Office of Ethnic Affairs</p> <p>Contributing:</p> <p>Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council Wellington City Council Ministry of Pacific Island Affairs Human Rights Commission South Eastern City PHO Volunteer Wellington Hutt Ethnic Council Upper Hutt Multi-Ethnic Council</p>	<p>Stocktake of cultural events across the region completed by 30 September 2008.</p> <p>Regional events collated into an annual calendar by 30 November 2008.</p> <p>Regional calendar distributed to websites, libraries, Citizens Advice Bureaux and other outlets by 28 February 2009 and responsibility for ongoing maintenance agreed.</p>



NEWCOMERS RESPECT OUR VALUES AND WAYS OF DOING THINGS AND CARE FOR THE ENVIRONMENT

Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>2.1. Newcomer education on the Treaty, regional history and environment</i></p> <p>Develop proposals for newcomers to learn about:</p> <ul style="list-style-type: none"> • The importance and role of the Treaty of Waitangi and its implications for everyday life and • An understanding of the history of the region, how to care for the land and resources and an understanding of wahi tapu. 	<p>Lead:</p> <p>Department of Labour</p> <p>Contributing:</p> <p>Regional iwi Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council Wellington City Council Department of Conservation Office of Ethnic Affairs ESOL Home Tutors Upper Hutt Multi-Ethnic Council</p>	<p>Stocktake of existing activities in the region completed by 31 July 2008.</p> <p>Options identified and scoped by 30 September 2008.</p> <p>Preferred approach agreed and implementation plan developed by 30 November 2008.</p>
<p><i>2.2. Citizenship ceremonies</i></p> <p>Develop proposals for the inclusion of tikanga in citizenship ceremonies throughout the region and their hosting on local marae.</p>	<p>Lead:</p> <p>Porirua City Council</p> <p>Contributing:</p> <p>Regional iwi Hutt City Council Kapiti Coast District Council Upper Hutt City Council Wellington City Council Department of Internal Affairs Hutt Ethnic Council Upper Hutt Multi-Ethnic Council</p>	<p>Stocktake of current approach to ceremonies throughout the region completed by 30 September 2008.</p> <p>Opportunities to enhance current ceremonies identified by 30 November 2008.</p> <p>Implementation plan developed by 31 March 2009.</p>



NEWCOMERS DEVELOP SUPPORTIVE SOCIAL NETWORKS CONNECTED WITH LOCAL COMMUNITIES, AND CONTRIBUTE TO CIVIC AND COMMUNITY ACTIVITIES

Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>3.1 The needs of newcomer partners</i></p> <p>Develop opportunities across the region to promote social networks which address the specific needs of newcomer partners to build social attachment and community participation.</p>	<p>Lead:</p> <p>Department of Labour</p> <p>Contributing:</p> <p>Citizens Advice Bureaux Wellington City Council Capital and Coast District Health Board ESOL Home Tutors Mental Health Foundation Playcentres' Association Hutt Ethnic Council Upper Hutt Multi-Ethnic Council</p>	<p>Needs of newcomer partners across the region identified by 31 December 2008.</p> <p>Opportunities to promote social networks through existing channels as well as through new initiatives identified by 30 April 2009.</p> <p>Implementation plan agreed by 30 June 2009.</p>
<p><i>3.2 Connection through volunteering</i></p> <p>Promote opportunities for newcomers to volunteer and contribute to their local community and feel a sense of belonging thus building networks that provide a pathway to paid employment [This action also contributes to the achievement of Goal 4 of the Strategy].</p>	<p>Lead:</p> <p>Volunteer Wellington</p> <p>Contributing:</p> <p>Citizens Advice Bureaux Capital and Coast District Health Board Department of Labour Hutt Ethnic Council Upper Hutt Multi-Ethnic Council</p>	<p>Existing work on the value of volunteering reviewed and positive case studies identified by 31 August 2008.</p> <p>Stocktake of volunteering opportunities identified by 31 August 2008.</p> <p>Promotional material for newcomers developed (including of the concept of volunteering in Kiwi ways) by 31 December 2008.</p> <p>Promotional material distributed through key distribution points by 28 February 2009.</p>
<p><i>3.3 Use of early childhood education services by newcomer parents</i></p> <p>Promote available early childhood education services to newcomers to improve the uptake of these services and connections with local communities by newcomer parents and their children.</p>	<p>Lead:</p> <p>Wellington City Council</p> <p>Contributing:</p> <p>Ministry of Education Playcentre Association Wellington Kindergarten Association NZ Childcare Association Wellington Community Childcare Association ESOL Home Tutors Hutt City Council</p>	<p>ECE services and barriers to their use across the region identified by 31 December 2008.</p> <p>Proposals developed for addressing barriers, including targeted information, identified by 30 April 2009.</p> <p>Implementation plan agreed by 30 June 2009.</p>



NEWCOMERS DEVELOP SUPPORTIVE SOCIAL NETWORKS CONNECTED WITH LOCAL COMMUNITIES, AND CONTRIBUTE TO CIVIC AND COMMUNITY ACTIVITIES

Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>3.4 Information to encourage participation</i></p> <p>Raise awareness and encourage newcomers' participation in civic and community activities through targeted information about civic processes and opportunities to contribute. This could include information on local government activities, governance and how to get involved and on other governance opportunities in schools, health boards and communities.</p>	<p>Lead:</p> <p>Wellington City Council</p> <p>Contributing:</p> <p>Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council Citizens Advice Bureaux Board of Trustees Association</p> <p>Ministry of Education District Health Boards Office of Ethnic Affairs Department of Internal Affairs Hutt Ethnic Council Upper Hutt Multi-Ethnic Council</p>	<p>Key opportunities for newcomer participation and existing information material identified by 31 August 2008.</p> <p>Awareness raising opportunities and targeted information in key participation areas identified and reviewed by 30 November 2008.</p> <p>Implementation plan developed by 28 February 2009.</p>
<p><i>3.5 Governance of community associations</i></p> <p>Develop proposals to enhance understanding by newcomers on running a community organisation as a legal entity.</p>	<p>Lead:</p> <p>Department of Internal Affairs</p> <p>Contributing:</p> <p>Community Law Centres Citizens Advice Bureaux Office of Ethnic Affairs Porirua City Council ESOL Home Tutors Upper Hutt Multi-Ethnic Council</p>	<p>Existing support identified by 30 September 2008.</p> <p>Gaps and suitability for newcomers assessed by 31 December 2008.</p> <p>Proposals developed to address gaps by 31 March 2009.</p> <p>Implementation plan agreed by 30 June 2009.</p>
<p><i>3.6 Use of school buildings for community associations</i></p> <p>Explore the opportunities for using school buildings as meeting places for community associations as one means of helping to build newcomer connections with local communities.</p>	<p>Lead:</p> <p>Wellington City Council</p> <p>Contributing:</p> <p>Ministry of Education Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council Volunteer Wellington</p>	<p>Buildings available scoped by 31 July 2008.</p> <p>Community needs assessment completed by 30 September 2008.</p> <p>Opportunities to utilize school facilities identified and terms agreed by 31 December 2008.</p> <p>Pilot programme established by 31 March 2009.</p>



NEWCOMERS SUPPORT THE REGION'S PROSPERITY THROUGH DEVELOPING THEIR SKILLS AS WELL AS FINDING WORK THAT RECOGNISES THEIR POTENTIAL ECONOMIC CONTRIBUTION

Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>4.1 Newcomer internship schemes</i></p> <p>Develop new internship schemes within local and central government so that newcomers can obtain valuable work experience and employment.</p>	<p>Lead:</p> <p>Work and Income & Department of Labour</p> <p>Contributing:</p> <p>Hutt City Council Porirua City Council Upper Hutt City Council Wellington City Council ESOL Assessment & Access Specialist Service A range of central government agencies</p>	<p>Successes and best practice models of current newcomer internship programmes at Wellington and Upper Hutt City Councils identified by 31 July 2008.</p> <p>Implementation plan for new internships developed by 30 September 2008.</p> <p>New internships in local and central government implemented by 31 March 2009.</p>
<p><i>4.2 Regional employment service</i></p> <p>Establish an employment service that:</p> <ul style="list-style-type: none"> • Works with employers to support their responsiveness to employing and retaining newcomers; • Includes individualised case management and support for unemployed or underemployed newcomers living in the Wellington region. <p><i>Links with action 4.4.</i></p>	<p>Lead:</p> <p>Wellington Chamber of Commerce</p> <p>Contributing:</p> <p>Department of Labour Career Services Settlement Support New Zealand ESOL Assessment & Access Specialist Service Volunteer Wellington Business communities in the Wellington region Tertiary institutions in the Wellington region</p>	<p>Benefits of employing skilled newcomers promoted to employers by 31 August 2008.</p> <p>Awareness of employment service raised amongst skilled newcomers and graduating students through appropriate media and in partnership with contributing organisations by 31 August 2008.</p> <p>Implementation plan agreed by 30 September 2008.</p> <p>Placement programme commenced by 1 November 2008.</p>
<p><i>4.3 Support for employers</i></p> <p>Deliver a regional seminar supporting employers to proactively recruit and retain newcomers with the skills they need (both from offshore and those already onshore) and to link with appropriate local settlement information providers.</p> <p><i>Links with action 4.4.</i></p>	<p>Lead:</p> <p>Department of Labour</p> <p>Contributing:</p> <p>Wellington Chamber of Commerce Business Porirua Business Hutt Valley Grow Wellington Office of Ethnic Affairs</p>	<p>Seminar content and potential participants identified by 30 September 2008.</p> <p>At least one regional seminar delivered to employers by 30 June 2009.</p>



NEWCOMERS SUPPORT THE REGION'S PROSPERITY THROUGH DEVELOPING THEIR SKILLS AS WELL AS FINDING WORK THAT RECOGNISES THEIR POTENTIAL ECONOMIC CONTRIBUTION

Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>4.4 Recognition of good employers</i></p> <p>Develop a scheme to acknowledge employers throughout the region who support the employment of newcomers and their integration into the regional workforce [This action also supports the implementation of the Wellington Regional Labour Market Strategy].</p>	<p>Lead:</p> <p>Department of Labour</p> <p>Contributing:</p> <p>Grow Wellington Work and Income EEO Trust Business Hutt Valley Business Porirua Office of Ethnic Affairs</p>	<p>Good employment practice and options for acknowledging regional champions identified by 30 September 2008.</p> <p>Preferred option scoped and scheme developed by 31 March 2009.</p> <p>Implementation plan agreed by 30 June 2009.</p>
<p><i>4.5 Supporting employers with diverse workforces</i></p> <p>Develop opportunities to support employers with workforces from culture and language diverse backgrounds.</p> <p><i>Links with actions 4.2 to 4.4.</i></p>	<p>Lead:</p> <p>Grow Wellington</p> <p>Contributing:</p> <p>Work and Income Office of Ethnic Affairs Victoria University of Wellington ESOL Home Tutors MCLaSS job brokers ESOL Assessment and Access Specialist Service Mental Health Foundation Occupational Health & Safety</p>	<p>Research summarised on barriers to employment for CALD (Culturally and Linguistically Diverse) workforce by 30 September 2008.</p> <p>Employers consulted to confirm barriers by 28 February 2009.</p> <p>Barriers identified and options scoped to provide targeted support to employers by 30 June 2009.</p>



NEWCOMERS ARE CONFIDENT USING KIWI ENGLISH FOR DAILY LIVING OR CAN ACCESS LANGUAGE SUPPORT THAT MEETS THEIR NEEDS

Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>5.1 Regional availability and accessibility of English language support</i></p> <p>Improve the availability and accessibility of English language support for newcomers in the Wellington region.</p>	<p>Lead: ESOL Assessment and Access Specialist Service</p> <p>Contributing: ESOL Home Tutors MCLaSS Department of Labour</p>	<p>Availability of English language support across the region and issues with access (including transport) identified by 31 December 2008.</p> <p>Regional proposals to address availability gaps and access issues scoped by 30 June 2009.</p> <p>Implementation plan developed and agreed by 30 August 2009.</p>
<p><i>5.2 Childcare facilities and carers at literacy classes</i></p> <p>Increase learning uptake at literacy classes through provision of improved childcare facilities and care arrangements.</p>	<p>Lead: MCLaSS in conjunction with the Porirua Language Project</p> <p>Contributing: ESOL Home Tutors ESOL Assessment and Access Specialist Service Work and Income Wellington City Council</p>	<p>Current language classes and associations with issues relating to the regulations concerning childcare health and safety identified and consulted with by 30 September 2008.</p> <p>Options for allowing classes to proceed reviewed by 31 March 2009. These include parental proximity amendments (ECE Regulations), use of alternative premises such as schools and potential funding options (e.g. childcare subsidies available through Work and Income).</p> <p>Implementation plan agreed by 30 June 2009.</p>
<p><i>5.3 Interpreting Workshops</i></p> <p>Increase the use of interpreter support for non-English speaking newcomers through workshops for local and central government agencies and community providers in the Wellington region [<i>This action also contributes to Goal 7 of the Strategy</i>].</p>	<p>Lead: Interpreting Wellington</p> <p>Contributing: Porirua City Council Wellington City Council Hutt City Council Office of Ethnic Affairs Language Line</p>	<p>Three workshops delivered in the Wellington region by 30 June 2009.</p>



NEWCOMERS KNOW WHERE THEY CAN GET UP-TO-DATE, RELEVANT INFORMATION TO HELP THEM TO SETTLE WELL AND UNDERSTAND OUR LAWS

Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>6.1 Regional website for newcomers</i></p> <p>Explore the feasibility of integrating a range of information required by newcomers on one regional website which provides:</p> <ul style="list-style-type: none"> • Integrated marketing messages • City and locality information on web-based search criteria such as skill shortages and job search/skill matching in different parts of the region • Demographic information • Availability and location of schooling and other key services such as health • Linkages to successful peer to peer social networking sites and their regional coverage. <p><i>Links with actions 1.2, 3.2 and 5.1.</i></p>	<p>Lead:</p> <p>Wellington City Council</p> <p>Contributing:</p> <p>Hutt City Council Kapiti District Council Porirua City Council Upper Hutt City Council Department of Labour Grow Wellington Wellington Chamber of Commerce Volunteer Wellington Housing New Zealand Corporation Hutt Ethnic Council Upper Hutt Multi-Ethnic Council Citizens Advice Bureaux</p>	<p>Feasibility of regional website concept assessed by 31 August 2008 considering pilot work underway in Wellington City.</p> <p>Website resources for hosting and updating website evaluated by 31 December 2008.</p> <p>Implementation plan developed and agreed by 30 June 2009.</p>
<p><i>6.2 Information on law and safety issues</i></p> <p>Improve information provision for newcomers to the region on our laws and safety issues.</p>	<p>Lead:</p> <p>New Zealand Police</p> <p>Contributing:</p> <p>Community Law Centres Legal Services Agency Ministry of Justice Citizens Advice Bureaux Upper Hutt Multi-Ethnic Council</p>	<p>Stocktake of available information on law and safety issues and means of provision completed by 31 July 2008.</p> <p>Information gaps identified by 31 August 2008.</p> <p>Proposals to address gaps (including multi-lingual legal information) and linkages to other information provisions means (website and hard copy) identified and scoped by 30 November 2008.</p> <p>Implementation plan agreed by 31 March 2009.</p>



GOAL SIX

NEWCOMERS KNOW WHERE THEY CAN GET UP-TO-DATE, RELEVANT INFORMATION TO HELP THEM TO SETTLE WELL AND UNDERSTAND OUR LAWS

Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>6.3 Pacific settlement services</i></p> <p>Explore the opportunities for better supporting Pacific communities and organisations providing settlement-related services to Pacific newcomers in the Wellington region.</p>	<p>Lead:</p> <p>Ministry of Pacific Island Affairs</p> <p>Contributing:</p> <p>Department of Labour</p>	<p>Preliminary research findings identified by 30 June 2009 on Pacific communities' and organisations' contribution to settlement and appropriateness and responsiveness of service provision for Pacific newcomers.</p> <p>Final research findings confirmed by 31 December 2009.</p> <p>Next steps identified by 31 March 2010.</p>
<p><i>6.4 Information on the health system</i></p> <p>Improve information for newcomers on the health system and how to access health services and ensure that this is provided in a range of media.</p> <p><i>Links with action 7.4.</i></p>	<p>Lead:</p> <p>Capital and Coast District Health Board</p> <p>Contributing:</p> <p>Regional Public Health Hutt Valley District Health Board Health providers Mental Health Foundation Upper Hutt Multi-Ethnic Council</p>	<p>Current material assessed for coverage and suitability for newcomers by 31 October 2008.</p> <p>Proposals developed to address issues identified with content and delivery by 28 February 2009.</p> <p>Implementation plan agreed by 30 June 2009.</p>



**SERVICE PROVIDERS DELIVER RESPONSIVE AND APPROPRIATE SERVICES TO NEWCOMERS INCLUDING :
EDUCATION AND TRAINING, EMPLOYMENT, FAMILY SERVICES, HEALTH, HOUSING, IMMIGRATION AND SETTLEMENT,
LEGAL AND JUSTICE SERVICES, AND LOCAL PLANNING AND CIVIC AFFAIRS**

Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>7.1. Key contacts within newcomer communities</i></p> <p>Develop a list of key contacts within newcomer communities throughout the region for use by services such as the Police and build on the current lists provided by territorial local authorities.</p>	<p>Lead: Porirua City Council</p> <p>Contributing: Hutt City Council Kapiti Coast District Council Wellington City Council Upper Hutt City Council Mental Health Foundation Department of Labour New Zealand Police Hutt Ethnic Council Upper Hutt Multi-Ethnic Council</p>	<p>Purpose and key users of newcomer contact lists established by 31 August 2008.</p> <p>Existing directory of resources identified and collated by 30 September 2008.</p> <p>Key contacts from newcomer communities identified/updated by 30 November 2008.</p> <p>Key contacts list distributed to users by 28 February 2009.</p> <p>Arrangements for maintaining and updating list agreed by 28 February 2009.</p>
<p><i>7.2. Information sharing</i></p> <p>Host regional workshops so that organisations providing services to newcomers are aware of the range of services in the region to support newcomers particularly with language and cross-cultural needs.</p>	<p>Lead: Upper Hutt City Council</p> <p>Contributing: Hutt City Council Kapiti District Council Porirua City Council Wellington City Council Housing New Zealand Corporation Hutt Ethnic Council Upper Hutt Multi-Ethnic Council</p>	<p>Nature of need and best approach identified by 31 August 2008.</p> <p>Material and workshop programme developed and rotational hosting arrangements established by 31 October 2008.</p> <p>Two regional workshops hosted by 30 June 2009.</p>
<p><i>7.3 Intercultural awareness and communication training</i></p> <p>Deliver intercultural awareness and communication training to interested community groups and not-for-profit organisations in the region.</p>	<p>Lead: Office of Ethnic Affairs</p> <p>Contributing: Mental Health Foundation</p>	<p>Interested community groups and non-government organisations identified by 31 January 2009.</p> <p>Training delivery plan agreed with group/organisational participants by 31 March 2009.</p> <p>Training delivered to first participants by 30 June 2009.</p>



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Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>7.4 Primary health care services</i></p> <p>Identify opportunities to provide more accessible and appropriate primary care services better targeted to meet the health needs of newcomers. [This action will build on work undertaken under the Wellington Regional Action Plan for Refugee Health and Wellbeing and the Auckland Settlement Action Plan].</p> <p><i>Links with action 6.4.</i></p>	<p>Lead:</p> <p>Regional Public Health</p> <p>Contributing:</p> <p>Capital and Coast District Health Board Hutt Valley District Health Board Ministry of Health</p>	<p>Overview group established by 31 July 2008.</p> <p>Newcomer health needs and barriers to use of primary care services identified by 31 March 2009.</p> <p>Implementation plan addressing identified barriers agreed by 30 June 2009.</p>
<p><i>7.5 Housing workshops for newcomers</i></p> <p>Hold workshops for newcomers on housing issues including:</p> <ul style="list-style-type: none"> • Renting and the law relating to tenancy; • Home ownership education and products. 	<p>Lead:</p> <p>Housing New Zealand Corporation</p> <p>Contributing:</p> <p>Department of Building and Housing Banking industry Real estate industry</p>	<p>Workshop content, key contributors, venues and delivery dates identified by 30 September 2008.</p> <p>Three workshops delivered by 30 June 2009.</p>
<p><i>7.6 Collective voice and constant point of contact</i></p> <p>Provide opportunities for migrant newcomer input into service development in the Wellington region through developing a process for organisations to access a collective voice on settlement issues for newcomers from a migrant background.</p> <p>[A collective voice and constant point of contact for refugee newcomers in the region is available through the <i>Strengthening Refugee Voices</i> initiative, provided by the ChangeMakers Refugee Forum.]</p>	<p>Lead:</p> <p>Office of Ethnic Affairs and Department of Labour</p> <p>Contributing:</p> <p>ESOL Home Tutors Hutt Ethnic Council Upper Hutt Multi-Ethnic Council Wellington City Council Porirua City Council Hutt City Council</p>	<p>Options identified and assessed by 30 November 2008.</p> <p>Process scoped and developed 28 February 2009.</p> <p>Consultation completed by 30 April 2009.</p> <p>Implementation and funding arrangements identified by 30 June 2009.</p>
<p><i>7.7 Evaluation framework</i></p> <p>Identify opportunities to involve newcomers in the development of the evaluation framework for the Wellington Plan of Action for Regional Settlement.</p>	<p>Lead:</p> <p>Department of Labour</p> <p>Contributing:</p> <p>Lead agencies for each action within the Plan of Action Mental Health Foundation</p>	<p>Approach to the development of the evaluation framework and newcomer involvement identified by 31 August 2008.</p> <p>Implementation plan agreed by 30 September 2008.</p>

Department of Labour
TE TARI MAHI



New Zealand Government