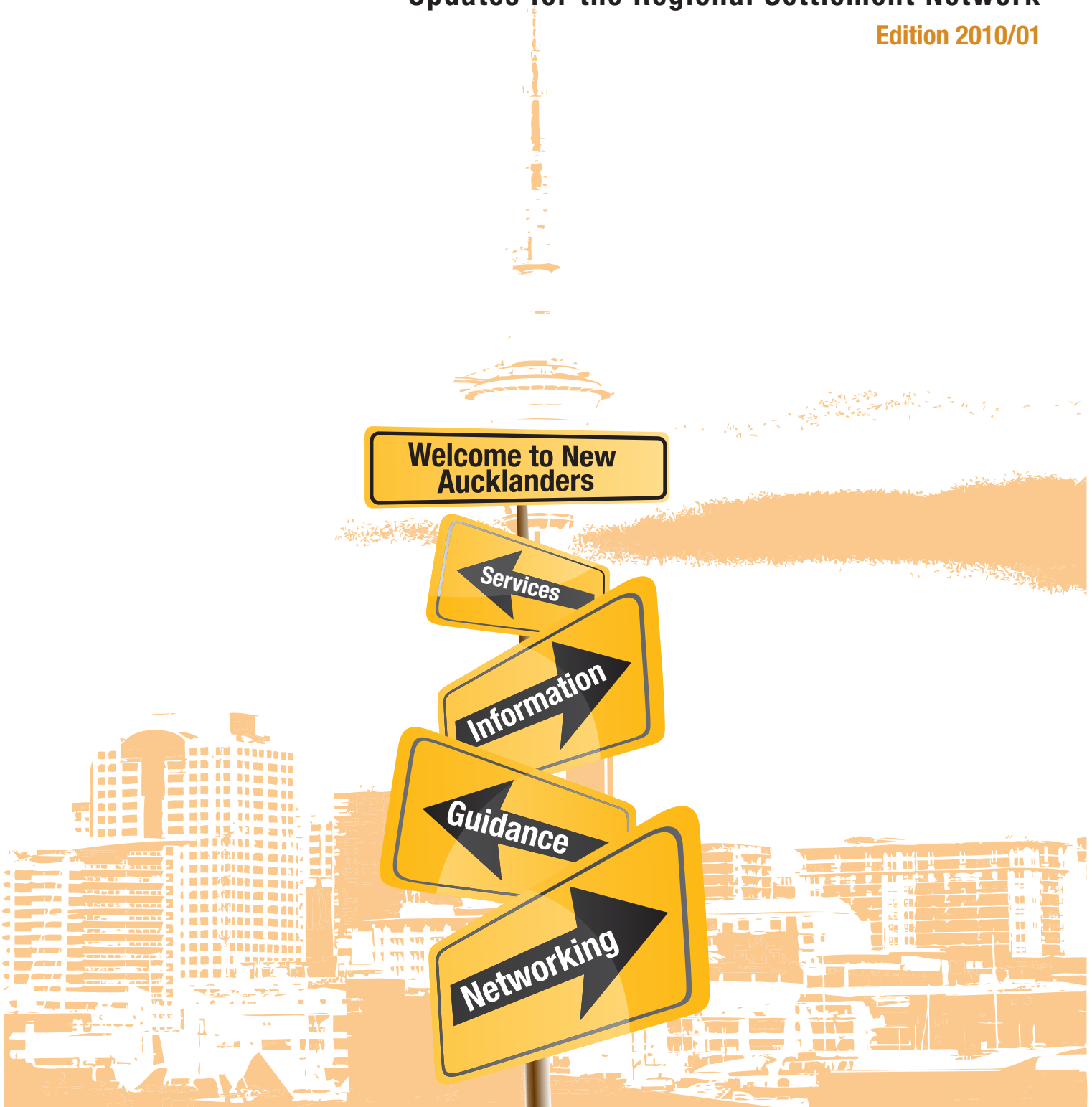


# Regional Settlement Newsletter

Updates for the Regional Settlement Network

Edition 2010/01



Auckland Regional Migrant Services  
Charitable Trust (ARMS)

Department of Labour  
TE TARI MAHI



SETTLEMENT SUPPORT  
NEW ZEALAND

*Connecting newcomers locally*

# Welcome to Service Providers and Key Stakeholders

The purpose of this Regional Settlement Services Newsletter is to provide useful updates to Auckland's service providers. Included will be information from and for service providers, useful feedback from newcomers, and examples of good practice and resources. We welcome your contributions for this Newsletter, be they articles, updates, queries and issues.

I hope this newsletter will provide useful signposts for how - together - we can create a welcoming, inclusive and integrated provision of services for Auckland's wide diversity of newcomers.



Dr Mary Dawson  
Executive Director ARMS

## Auckland - A Super Diverse City – Welcoming and Responsive

Each year, over 60% of New Zealand's new settlers choose Auckland as their new home, seeking to establish themselves as smoothly and successfully as possible and to realise their hopes and aspirations.

For that to happen, information and services available to newcomers must be accessible, relevant, understandable, and streamlined. To achieve that, the provision of settlement information and referral pathways need to be well coordinated and integrated. Newcomers need the right information, at the right time, delivered in the right way, responsive to their particular circumstances.

With 40% of our population born overseas, Auckland is now ranked 5th in the world table of "Super-Diverse Cities". Over half of NZ's overseas-born population live in Auckland, home to 32% of the country's total population. Almost 1 in 5 people (18.9 % or 234,222 people) in the Auckland Region identify with one or more Asian ethnic group(s). One in 5 people identify as Pacific Islander, with 8.1% of the Region's population actually born in the Pacific Islands. People from over 180 countries are now living in Auckland. (Taken from Stats NZ.)

### National Immigration Figures for 2008/09

- Of the 28,500 people receiving residence approvals in 2008/09, 85% held a temporary permit at some point, two-thirds of whom held a work permit.
- In 2008/09, compared with the previous year, there was an increase in skilled migrant approvals from people coming from South Africa, Philippines, Fiji and India.
- There was a significant increase in family sponsored migrant numbers, from those same source countries and also from Great Britain.
- Parent, sibling, adult children approvals from China have been on the increase over 2007/08 and 2008/09.
- Visitor numbers have fallen while student numbers remain strong.

# FOCUS ON..... Settlement Support NZ

Nationally funded and overseen by the Department of Labour, Settlement Support NZ (SSNZ) is all about assisting migrants, refugees, and their families and communities, to access relevant information and responsive services in their local area. This is also the focus of Goal 1 of the Auckland Regional Settlement Strategy.

## Regional Coordination of Settlement Support NZ

ARMS is funded by the Department of Labour for the administrative role of a set of regional coordination activities. These are:

- A **Regional Settlement Network** of service providers, meeting twice a year, to collaborate and enhance the provision of settlement and guidance to Auckland's newcomers.
- A **Regional Settlement Steering Group**, meeting 6 times a year, with responsibility for monitoring and promoting effective coordination of settlement information.
- A **Regional Newcomers' Forum**, meeting twice a year, so that the experiences of newcomers can inform the work of the Regional Settlement Steering Group.
- A **Regional Settlement Services Newsletter**, produced 3 times a year, to inform and update key stakeholders about new initiatives, good practice, and developments relevant to settlement support.
- A **Regional SSNZ Coordinators' Group**, meeting six times a year, supporting the SSNZ teams to work collaboratively, to identify regional needs, issues and solutions.



**Bevan Chuang**  
SSNZ Coordinator  
Auckland City

SSNZ Auckland City has hosted two Local Settlement Network meetings recently. One focused on personal and community safety. Ensuring that newcomers feel safe is one of the key objectives in the national Settlement Strategy. Newcomers were introduced to NZ Fire Services, NZ Police, Neighbourhood Support, Rights, Safety and Security for International Students, by presenters from Auckland City Council and the Human Rights Commission.

Volunteering in New Zealand was the focus of another Local Network meeting, assisting newcomers to understand the value of being a volunteer, including as a way of gaining New Zealand work experience. 15 service providers and over 30 newcomers participated, with very positive evaluations. SSNZ Auckland operates as a service of the ARMS Trust, and responds to by far the highest proportion of SSNZ client enquiries nationally.

Email: [bevanc@arms-mrc.org.nz](mailto:bevanc@arms-mrc.org.nz)  
Phone: (09) 625 3093

## Updates from Local SSNZ Coordinators

In Auckland, there are four well established local SSNZ initiatives, one for each current city. Each initiative runs a Local Settlement Network, supported by a Local Settlement Support Group, and administered by a SSNZ Coordinator.



**Cheng Goh**  
SSNZ Coordinator  
North Shore City

SSNZ North Shore is a service of Raeburn House. Our most recent Local Network meeting, "Migrants in the Workplace", focused on helping newcomers and community support workers to gain better insight and understanding about what Kiwi employers' views on employing migrants.

On the Shore, the second most frequent newcomer enquiry (after employment) relates to cultural – community matters. Many North Shore newcomers are keen to learn about local social and ethnic contacts, volunteering options, and about other cultures. In response to this, SSNZ North Shore has started two regular initiatives. "Neighbours in Our Community" are lunch-time gatherings that promote positive cultural awareness amongst newcomers and service providers. "Global Friends" is a friendship group for local Kiwis and newcomers, and meets fortnightly to share knowledge and experiences. Both meetings are held at the North Shore Multi-Agency Resource Information Centre, in Northcote.

Email: [cheng@raeburnhouse.org.nz](mailto:cheng@raeburnhouse.org.nz)  
Phone: 09 4809625



**Vimbai Mugadza**  
SSNZ Coordinator  
Manukau City

SSNZ Manukau's most recent Local Settlement Network (LSN) focused on immigration issues, with 58 people in attendance from the community and service providers.

Our excellent Settlement Network Support Group (SNSG) continues to meet bi-monthly to deliberate on settlement issues for newcomers and map out the best ways to address those. From January to date, the total number of first time clients accessing Manukau SSNZ was 209. All efforts are being made to reach newcomers from the Pacific nations.

SSNZ Manukau continues to run settlement information and orientation workshops for local newcomers, including IRD workshops, an NZ Education seminar, and a session on Maori history and culture. Workshop needs are identified through client evaluations of activities, their reasons for contact, the SNSG and LSN as well as from community networks within Manukau.

Email: [ssnz@arms-mrc.org.nz](mailto:ssnz@arms-mrc.org.nz)  
Phone: 09 263 5490



**Ayumi Shibata**  
SSNZ Coordinator  
Waitakere City

SSNZ Waitakere has worked hard on promoting its services to the Japanese and Chinese language media. Seminars organized in response to local requests have included "NZ Education System and New National Education Standards" facilitated by Ministry of Education.

SSNZ Waitakere holds monthly network meetings for local settlement service providers (New Out West) on topics of interest, such as "Employment Support in Waitakere", "Men's Health Promotion". For the next New Out West meeting (24th June), there will be a presentation about services available through the Waitakere District Court (Ministry of Justice).

New Out West is open to anyone who is interested in settlement information.

SSNZ Waitakere is supporting the newly launched "Waitakere Refugee Women's Network". The group meets every Monday at Ranui Community House.

Email: [ssnzwaitakere@waitakere.govt.nz](mailto:ssnzwaitakere@waitakere.govt.nz) (English Only)  
Email: [ssnzwaitakere@gmail.com](mailto:ssnzwaitakere@gmail.com) (Japanese/Chinese)  
Phone: 837 4273

# SSNZ Figures and Key Issues across Auckland

During the six months, July to December 2009, Auckland's SSNZ teams responded to over 60% of the SSNZ clients registered across the country (6,250). Of these, 34% came from the Oceania region, with 20% from Southern and Central Asia.

Typically, most clients had heard about SSNZ through friends and family, most contacts were face-to-face, and around 18% participated in the range of information and networking opportunities organised by SSNZ.

In this reporting period, the six main reasons for newcomers contacting Auckland's SSNZ Coordinators were:

- |                  |                       |
|------------------|-----------------------|
| i) Legal         | iv) Financial         |
| ii) Employment   | v) Cultural/community |
| iii) Immigration | vi) Learning English  |

These ratings have differed over time, but Employment, Immigration, Learning English, and Financial feature consistently in the top six. Financial and Legal issues have figured more highly in the last 18 months than previously.

## Settlement Support across the Tasman

Settlement support programmes were the focus of Dr Mary Dawson's recent trip to Sydney to visit migrant resource centres.

Australia has been a major destination for migrants and refugees for many decades. Of Western Sydney's population of 1.9 million, around 33% were born overseas. Many ethnic communities are well established but high numbers of newcomers continue to settle in the region.

Across Sydney's western suburbs, ten migrant resource centres (MRCs) provide a wide range of settlement programmes, usually targeted at the needs of specific communities. These are funded mainly by the Department of Immigration and Citizenship and the Department of Community Services. Programmes, usually delivered bi-lingually, include information provision, capacity building, strengthening family well-being through education, multicultural playgroups and social enterprise development – all with the aim of supporting the settlement and integration of communities. The common model for all MRCs is that of co-location of multiple agencies working collaboratively. Despite significant shifts in funding, the MRCs have continued to flourish through strong community engagement, collaboration and innovation.

Please contact Mary directly ([mary.dawson@arms-mrc.org.nz](mailto:mary.dawson@arms-mrc.org.nz)) if you would like a copy of her report.

## Great Resources, Websites and Good Practice

### Resources

ARMS has produced several compilations of NZ and Auckland data, drawn from official sources.

- Demographics of NZ (2009)
- Resettlement data and patterns for New Zealand and Auckland (2009)
- Population dynamics for New Zealand and Auckland (2009)

To order these, at \$15 per copy, please contact: [reception@arms-mrc.org.nz](mailto:reception@arms-mrc.org.nz)

### Reports

Family Resilience: The Settlement Experience for Asian Immigrant Families in New Zealand. Contact: [enquiries@nzfamilies.org.nz](mailto:enquiries@nzfamilies.org.nz)

New Faces, New Futures: New Zealand: Provides detailed information on the settlement outcomes of migrants over time. <http://dol.govt.nz/publications/research/lisnz>

### Websites

Cities of Diversity website ([www.citiesofmigration.com](http://www.citiesofmigration.com)) is a great source of innovative ideas related to successful settlement and integration – from the Super-Diverse cities of the world. Auckland is featured!

### Newsletter Contributions

Service providers are invited to profile reports, programmes and initiatives that demonstrate good practice and

contribute to the successful settlement of newcomers. Contributions must be no more than 150 words. Please send to: [Shomap@arms-mrc.org.nz](mailto:Shomap@arms-mrc.org.nz)