

homeland, often result in refugees requiring long-term, intensive levels of support to utilise appropriate health services.

MIGRANTS AND REFUGEES PERCEIVE MANY BARRIERS TO ACCESSING HEALTH CARE

Migrants and refugees feel their key health issues centre on barriers to accessing health care. A range of barriers have been identified including the following:

- Many people have little knowledge of New Zealand's health care system, services and entitlements. This, combined with language and / or literacy barriers and insufficient interpreting services, discourages them from using the primary health care system.
- Some health care providers do not understand cultural differences and their impact on migrants and refugees
- Some migrant and refugee communities have attitudes and behaviours to seeking health care that differ from commonly accepted norms. This includes stigmatisation of mental health in some cultures, using hospitals as first port of call over primary care provision for some communities, etc.
- Financial barriers, such as the cost of consultation fees, medicine and travel (in a region renown for its poor public transport systems) provides a significant barrier, especially so for refugees who arrive with minimal assets, have more complex health issues and concurrently utilise a wider range of health providers/services.

All of these issues apply to migrants and refugees alike but it should be noted they are amplified for refugees because their pre-migration and 'refugee' experiences may have resulted in higher and more complex health needs.

EXISTING FRAMEWORKS MUST BE BETTER UTILISED

In tandem with our international obligations, existing national policy frameworks clearly direct health care planners and providers to address the health needs of diverse cultural groups, including migrants and refugees. Furthermore, district health boards (DHBs) have a statutory responsibility for reducing health inequalities.

Although factors such as age, genetic inheritance and gender will create some inevitable differences in health outcomes, permitting avoidable outcome inequalities is counter to New Zealand health care policy framework. There is compelling evidence that many avoidable health inequalities are linked to low socio-economic status, ethnicity, and an inability to fully access health care services. Refugees' and migrants' personal situations put them at high risk of experiencing health inequalities. This therefore obliges regional health care providers to identify and meet the health needs of migrants and refugees residing in their area.

Although systems are already in place for addressing migrants' and refugees' health needs, these need to be more consistent in their delivery and provide the necessary

support for these communities to access health assessment and treatment services across the Auckland region.

LEVERAGING SUCCESSFUL HEALTH CARE MODELS

Despite the barriers to success, there is a significant amount of expertise on migrant and refugee health issues within public health and some DHBs, along with well-established models that could readily be adopted throughout the Auckland region.

The Waitemata DHB has developed an Asian Health Support Service that assists migrant and refugee communities to make effective use of the health system. It focuses on supporting a range of primary, secondary and tertiary health care providers to deliver culturally responsive services for migrants and refugees, and assists people to use these services by providing information and advice, advocacy, patient education, culturally specific services, and interpreter services.

The Auckland DHB has developed a trans-cultural service for clients from a refugee or migrant background who have a mental illness *and* other significant issues that impact on their ability to access or participate in the clinical mental health service. Encouraging all DHBs covering the Auckland region to adopt and expand this model will facilitate improved health care access by people from diverse language and cultural backgrounds.

RECOMMENDATIONS

This strategy makes 13 specific recommendations that support five broad policy proposals for achieving the Auckland Regional Settlement Strategy's health objectives: These policy proposals are as follows:

- The importance of early and initial health assessments means it is critical that resources are available to improve migrants' and refugees' access to primary health care services across the Auckland region.
- Improve the level and quality of communication with migrant and refugee communities, ensuring their diverse cultural, language and any other relevant pre-migration experiences are taken into account.
- Facilitate culturally appropriate service delivery by improving mainstream health providers' awareness and understanding of migrants' and refugees' needs.
- Actively support initiatives that will facilitate mainstream health care services to employ health and other professionals and support staff (such as interpreters) from migrant and refugee communities.
- Ensure relevant health data collection processes and health policies and strategies focus on migrants and refugees from diverse cultural and language backgrounds and, where appropriate, identify them as key target groups.

Health resources across the Auckland region will be used effectively and efficiently if health agencies work together on a more 'regional' as opposed to district level and build upon existing models of good practice. This will address barriers that migrants and refugees face in accessing health care services and ensure the health sector meets its statutory and humanitarian responsibilities towards these communities. The consequences of health agencies failing to work together to achieve this may result in money being wasted and opportunities missed.

THE BENEFITS OF ACHIEVING THE HEALTH AND SETTLEMENT OBJECTIVES

There are many personal, social and economic benefits inherent in achieving all three health and settlement objectives. From a personal perspective, removing barriers to improved health care will assist migrants and refugees to more rapidly achieve personal fulfilment through making meaningful social and economic contributions to New Zealand. By facilitating equitable access to health care services and ensuring Auckland's health care community understands migrants' and refugees' needs, there is less likelihood of social tensions arising from migrants' and refugees' perceptions of inequality. At an economic level, New Zealand's health care system will benefit from fewer migrants and refugees being unnecessarily 'pushed up' from low cost primary health care to higher cost secondary and tertiary care.

Settlement and Compulsory Education

Executive summary

OVERVIEW

Primary and secondary schools play an important role in resettlement by providing quality education, and engaging families and communities in helping their children to make realistic and sustained educational development choices.

THE DIFFERING TYPES OF NEED AMONG MIGRANT AND REFUGEE COMMUNITIES

In general migrants and their children are well educated and may also have varying degrees of proficiency in English language and literacy when they arrive in New Zealand. For the most part, children from migrant backgrounds require cultural and language support in order to integrate into the school system.

School students from refugee backgrounds with minimal and/or interrupted access to education prior to their arrival in New Zealand may find it difficult to learn English. They are also likely to need intensive support to establish appropriate learning and career pathways for the remainder of their compulsory schooling. It is important to involve their families in this process, yet caregivers may have not themselves had access to comprehensive education. As a result, they may have limited English language comprehension and / or be illiterate in their *own* language and/or English.

THE FRAMEWORK AND OBJECTIVES FOR SUPPORTING COMPULSORY EDUCATION FOR MIGRANTS AND REFUGEES

The Ministry of Education is responsible for providing education for students from migrants and refugees in the primary and secondary school sectors. It has three main objectives:

- excellence in teaching
- quality provision
- engagement of families and communities.

The Auckland Regional Settlement Strategy's objectives for achieving successful and sustainable compulsory education align completely with those of the Ministry.

RECOMMENDATIONS

For the most part, migrants and refugees are very positive about their children's schooling as it related to settlement. Three general issues have been identified as requiring further attention. The issues and their associated recommendations are as follows:

Managing cultural diversity in schools

- Make it compulsory for teaching students to complete intercultural and diversity training in pre-service teacher training.

- Continue supporting, encouraging and adequately resourcing schools so that they enable staff to undertake professional development that promotes diversity in the school.

Learning and career pathways for students

- Make community-based orientation programmes available to people arriving under family sponsorship if they are joining quota refugee families that are still grappling with their own settlement issues.
- Improve the co-ordination and communication between schools, the careers service and other contracted agencies in order to identify and channel high need school students into appropriate learning and career pathways.
- Learning and career pathway support programmes aimed at ‘high risk’ school students should include young people from refugee and ‘refugee-like migrant’ backgrounds who have had minimal or disrupted educational opportunities.
- Better assist families to be actively engaged in supporting their children to make and sustain realistic and positive educational choices by providing bilingual support and ensuring all resources are available in a range of mediums – video, audio and written.
- If the ONTRACC project pilot proves successful in working with children and young people with severe behaviour and/or mental health needs, then it should be continued and extended to other areas of Auckland.

Parental and family involvement in schools

- Make bilingual support readily available to schools, career services and other agencies.
- Increase the reach and uptake of current good practice education models by:
 - ensuring schools know how the Home-School Partnership scheme can help to involve migrants and refugees in their childrens’ education
 - applying the Selwyn College model of family educational provision to other schools
 - using schools as the community hub and developing a co-ordinated approach between schools, and the funders and providers of: adult ESOL, early childhood education, out of school care and homework centres
 - ensuring resources to support family involvement are available through a variety of mediums.

THE BENEFITS OF ACHIEVING THE COMPULSORY EDUCATION OBJECTIVES

Migrants and refugee communities want to make meaningful social and economic contributions to New Zealand. Enabling their children to actively and effectively participate in primary and secondary level education will help the children to achieve individual educational goals, and equip them to actively contribute to New Zealand society when they become adults.

Settlement and Local Government

Executive Summary

OVERVIEW

Local government plays an important role throughout the settlement process: however, its greatest contribution is made after migrants and refugees have addressed immediate settlement needs such as finding somewhere to live, seeking employment, improving English language abilities, etc. Local councils have much to offer in terms of representation, support and advocacy once migrants and refugees are ready to move from a 'survival' mode towards integrating into the local community.

Local government increasingly recognises how achieving positive settlement outcomes within their migrant and refugee communities plays a key long-term role in achieving their own (and central government's) economic, social, environmental and cultural goals.

The key role for local government in settlement is providing the support and services to migrants and refugees that assist them to feel *connected* with their neighbourhoods and local communities. This chapter will therefore discuss all issues and recommendations from this perspective.

LOCAL GOVERNMENT OBJECTIVES FOR ACHIEVING SUCCESSFUL AND SUSTAINABLE SETTLEMENT OUTCOMES

The Auckland Regional Settlement Strategy's objective is to facilitate migrants and refugees to more rapidly settle in New Zealand by assisting them to feel connected to their local communities. This will be achieved by:

- Identifying barriers and solutions at the local level
- assisting and supporting migrants and refugees to access appropriate local information, advice and resources
- assisting and supporting migrants and refugees to become connected with local communities
- promoting and facilitating cultural maintenance
- Encouraging migrants and refugees to participate in civic affairs.

THE DIFFERING TYPES OF NEED AMONG MIGRANT AND REFUGEE COMMUNITIES

Vastly different pre-migration experiences mean that refugees and migrants will require different levels of assistance and support to access and utilise local government services. For example, tertiary-educated English-speaking migrants may quickly become self-sufficient at using the services, while similarly qualified migrants from diverse language and racial backgrounds may face barriers created by host communities. These barriers may necessitate them to require more assistance and support to use the services than they might ordinarily need.

Refugees' higher need levels mean they will require significantly more long-term support and guidance, which is primarily the responsibility of central government. Local government involvement with this group usually occurs later in the settlement process.

THE FRAMEWORK TO SUPPORT FOR MIGRANTS AND REFUGEES

The Local Government Act 2002 places a responsibility on councils to identify desired community outcomes, the interests of future communities and how current policy will impact on future communities, including migrants and refugees. Councils within the Auckland region have recently completed, or are currently completing, their community outcomes process. All have endeavoured to have inclusive processes, although most have not specifically targeted 'ethnic' or migrant and refugee communities.

BARRIERS TO 'FEELING CONNECTED' WITH LOCAL COMMUNITIES

During the engagement process migrants and refugees did not specifically refer to councils' roles in creating or addressing barriers to integration at the neighbourhood and community levels. This was possibly due to a lack of awareness about the full extent of councils' roles. They did however talk of barriers to "being connected" that fall under local government areas of responsibility, such as:

- the failure to connect with local people in their neighbourhoods
- 'not knowing what we don't know' (e.g. protocols and norms around house and garden maintenance, rubbish collection, lighting garden fires etc.)
- a lack of awareness about the range of local resources that were available (e.g. libraries, parks, recreational and leisure facilities) and how to access these
- difficulties in accessing resources to promote cultural maintenance
- an insufficient ability to actively and meaningfully engage in, and influence, policy and decision-making processes that impact upon migrants and refugees .

RECOMMENDATIONS

There are 19 recommendations on how local government can support settlement. Local bodies are encouraged to develop policies that reflect and support local migrant and refugee communities' aspirations and priorities, and to ensure that policies align with Auckland Regional Settlement Strategy's and Local Government Act's community outcomes process (or LTCCP). These actions must be supported by central government agencies redressing gaps in service for refugees with higher and more complex needs by providing the required level of support for as long as is necessary.

It is also vital that migrants and refugees are included in community consultation on a range of general issues, such as community safety initiatives, urban planning projects, designing and developing parks, etc. This will require local and regional bodies to ensure that information is provided in a manner that is culturally appropriate.

Four recommendations focus on involving migrant and refugee communities in developing strategies to ensure council local and regional information is accessible and

relevant. This may require workforce development for council employees (e.g. in call centres and libraries) who communicate with migrant and refugee communities.

Councils are encouraged to improve their responsiveness and support for migrant and refugee communities by auditing and continuously improving current community facilities, funding mechanisms and local support systems. This will require councils to work in partnership with a range of central government agencies and to specify levels of service for migrants and refugees in funding arrangements with service providers. These actions will be further strengthened by councils promoting local employment opportunities for refugees and migrants, and by actively engaging local communities, including tangata whenua, in developing strategies to prepare for and appropriately welcome new arrivals settling in the area.

Councils play an important role in positively profiling ethnic and cultural diversity to the host community and encouraging integration at the local level. Council can support and promote a wide range of cultural events and activities (e.g through subsidised venues and grants) and also encourage migrants and refugees to participate in a wide range of community activities.

DRIVERS FOR LOCAL GOVERNMENT TO SUPPORT SETTLEMENT

Ensuring that migrants and refugees feel connected with their local communities, and improving their access to the full range of local body resources will have wide-ranging benefits.

In an era of increasing economic competition between New Zealand's regions, there are strong economic advantages to be gained by attracting and maximising migrants' economic participation in the local community through increased investment, new business opportunities and access to a wider pool of skills.

Assisting migrants and refugees to feel connected will assist them to better integrate into their host community, while retaining and feeling confident with their own distinct cultures. This will strengthen social cohesion in New Zealand society as a whole, resulting in stronger, safer and healthier communities.

Ensuring migrants and refugees are connected with the host community and accept its approach to environmental issues will help to reduce the negative effects that population growth can have on the environment.

Involving Migrants and Refugees in Policy Development and Service Delivery

Executive summary

OVERVIEW

Successful integration requires newcomers to retain their cultural identity while adapting to a host society's lifestyle. This in turn requires host communities to be welcoming and responsive towards newcomers, and for public institutions to meet the needs of a diverse population¹. Migrants and refugees want to support their own to communities to settle and integrate into New Zealand. They wish to do this by participating in the process of delivering settlement related services, and by contributing towards and influencing settlement related policies / strategies.

OBJECTIVES FOR ACHIEVING SUCCESSFUL AND SUSTAINABLE POLICY DEVELOPMENT AND SERVICE DELIVERY OUTCOMES

The Auckland Regional Settlement Strategy's objective is for migrants and refugees to successfully integrate into New Zealand. This can be achieved if government agencies support refugees and migrants to be involved in service delivery and policy development through a range of means including:

- assisting migrant and refugee communities to develop sustainable partnerships with government and other agencies
- ensuring migrants and refugees receive appropriate support and resourcing to develop and deliver community-based services
- encouraging mainstream agencies to be responsive when providing services to migrants and refugees
- facilitating a collective voice on shared issues.

THE FRAMEWORK TO SUPPORT MIGRANT AND REFUGEE INVOLVEMENT IN POLICY DEVELOPMENT AND SERVICE DELIVERY

The Government acknowledges that it is in its own interests to build active and effective relationships with community organisations.⁵ To this end, there are numerous central, local government, and non-governmental organisation frameworks and services in place to support migrant and refugee involvement in policy development and service delivery. To date, however, they have had limited effectiveness for the reasons discussed under 'barriers' below.

¹ Refugee Resettlement Part 1 Putting Principles into Practice

BARRIERS TO ENGAGING MIGRANT AND REFUGEE COMMUNITIES IN POLICY DEVELOPMENT

The Auckland region has New Zealand's highest proportion of migrants and refugees, meaning that settlement issues are more visible there than anywhere else. Consequently migrant and refugee communities recognise the importance of an 'Auckland voice' for addressing local issues and offering guidance for other parts of the country.

Migrants and refugees have identified the following barriers participating in service delivery and policy development:

- Insufficient knowledge of the New Zealand context.
- Insufficient support and resource to leverage the wealth of skill, knowledge and experience within their communities and develop their own community-based services.
- Insufficient sustainable funding for community based service delivery.
- Information requirements are duplicated among national and regional agencies, resulting in frustration within migrant and refugee communities at being expected to provide the same information many times.
- The lack of a sustained and cohesive relationship with Government and agencies makes it difficult to influence longer-term settlement planning.
- Community consultation processes are not always credible.
- Agencies engaging with migrant and refugee communities often fail to recognise, and capitalise on, expertise held by individuals within those communities.

HOW TO ENGAGE MIGRANTS AND REFUGEES IN SERVICE DELIVERY

Access to a range of settlement support services is vital if migrants and refugees are to successfully integrate into New Zealand. Although services are available through governmental and non-governmental agencies, migrants and refugees value the help received from within their own communities.

At an informal level, well-established community members provide valuable support either directly or through their own social and support networks. The high need levels among new (particularly refugee) arrivals and the informal nature of this support creates a high risk of burn out because those providing support are often unresourced and unsupported. Formalising this support first requires having a 'critical mass' of established community members identify a need for culturally responsive services.

Community-based programmes run by migrants and refugees have an implicit appreciation of the community's needs and are therefore well placed to reach people in marginalised communities. A range of barriers can impede community based support programmes, including language, cultural and host community barriers, insufficient knowledge of how to access appropriate networks and services, and some communities being too small to have the capacity and capability to deliver services. Potential funders

may also find it difficult to balance the needs, rights and demands of a range of diverse cultural groups, Maori as tangata whenua, and well-established Pacific Island groups.

In order to be able to create their own community services, migrant and refugee communities first require information about governance, and management structures and processes, and the necessary skills to improve governance and / or management expertise. They also require assistance to broker cross-cultural relationships.

Although many agencies are involved in community development, few target their services specifically at migrants and refugees. All agencies will be able to gain valuable insights from the *Community Based Social Services to Refugee and Migrant Communities* initiative. This whole-of-government initiative involves working with migrants and refugees to identify how best to support them to develop their community capacity and to deliver community-based services over a four-year period.

The Government acknowledges that the public service sector must be more aware of and responsive to migrants' and refugees needs' and improve their practice in this area. It is therefore vital that agencies involved in delivering settlement-related services all undertake ethnic responsiveness reviews, and develop action plans to address any shortcomings.

As a whole, central and local government organisations are New Zealand's largest employers. They therefore play a key role in assisting settlement and capacity building by ensuring their employees are skilled in working with people from different cultures, and by considering how they might employ and support employees from migrant and refugee backgrounds. It is important that government agencies avoid the temptation to engage in tokenism when employing people from migrant and refugee backgrounds, and to actively build the capacity of individuals, and ultimately their communities.

HOW TO ENGAGE MIGRANTS AND REFUGEES IN POLICY DEVELOPMENT

More meaningfully involving migrants and refugees in regional and national settlement strategy and policy processes will require improved co-ordination between agencies nationally and regionally. It will also require Government support to facilitate this approach.

Given that many settlement outcomes are shared, it is important for government to avoid engaging with only a small handful of communities during the policy development process. An inclusive approach, which involves community-approved migrant *and* refugee representatives, is required to gain collective agreement that can be represented as a 'shared voice' during policy and decision making processes.

RECOMMENDATIONS

Agencies must deliver culturally responsive services to migrants and refugees, which therefore requires them to review what they are doing well and identify what can be done better. In tandem, the government should review options for delivering culturally

responsive services, and facilitate the development of community based services run by and for migrants and refugees.

All agencies delivering settlement-related services should also ensure that their employees are equipped to be responsive to migrants and refugees, and identify opportunities to employ more migrants and refugees.

THE BENEFITS OF INVOLVING MIGRANTS AND REFUGEES IN POLICY DEVELOPMENT

Ensuring that mechanisms are in place to enable migrants and refugees to actively participate in long term settlement policy planning and service delivery will create an all-round win situation; for New Zealand as a whole, local communities, and migrants and refugees. It will achieve this by encouraging government and other agencies to work more effectively and efficiently with migrant and refugee communities, thus supporting community development and growth. Importantly it will ensure that expertise within immigrant communities is used to best effect in the short term, and further developed in the long term.

Settlement and Host Communities

Executive summary

OVERVIEW

World-wide migration patterns have changed significantly in the past fifty years, resulting in host communities coming into contact with large – and increasing - numbers of migrants and refugees from a diverse range of racial and cultural groups. The term ‘host communities’ refers to groups of people who are nationals of the country that receives migrants and refugees. The country’s mainstream culture reflects their social and economic dominance.

New Zealand is no exception to this trend and, in the past 15 years, its population has changed from being predominantly bi-cultural (i.e. Maori and European) to being visibly multi-cultural, with Maori having a special role as Treaty partners.

It has been predicted that New Zealand's reliance on migrants and refugees from ethnically diverse backgrounds will intensify during the early twenty-first century, as outflows of skilled New Zealanders to work overseas increases, and immigration from traditional European and Pacific sources remains fairly stable. This, and the mobility of a highly skilled workforce in an era of globalisation, will result in New Zealand's population exhibiting increasing diversity of culture and lifestyle.

Increased immigration by a range of ethnically diverse people will have an impact on New Zealand, and it is important to ensure this impact is a positive one by assisting migrants to settle in a timely manner that achieves positive outcomes for migrants and refugees and hosts communities alike. This will require New Zealand’s host communities to review their current expectations that migrants and refugees must adjust to them without expecting to make any mutual and reciprocal adjustments themselves.

OBJECTIVES FOR ACHIEVING SUCCESSFUL AND SUSTAINABLE HOST COMMUNITY OUTCOMES

The Auckland Regional Settlement Strategy’s objective is to assist migrants and refugees to successfully settle and make meaningful social and economic contributions to New Zealand by facilitating a mutually beneficial relationship between host communities and migrants and refugees. This will be achieved by:

- facilitating host community understanding and acceptance of the valuable economic, social and cultural contribution that can be made by migrants and refugees from a wide range of ethnic backgrounds
- decreasing the time it takes for migrants and refugees to make meaningful contributions to society by identifying what settlement support services are available as well as gaps requiring investment
- improving cross-cultural understanding to assist people to deal with, and respect, other people with different cultural values and behaviours

- encouraging host communities to understand and accept that positive settlement outcomes benefit New Zealand society as a whole, and that this will require mutual adjustments by host communities and by migrants and refugees
- reducing the levels of discrimination experienced by migrants and refugees from visibly ethnic backgrounds through objective and informed public discussion and debate
- valuing and actively promoting all ethnic and cultural identities.

THE FRAMEWORK FOR PROMOTING POSITIVE OPINIONS, ATTITUDES AND ACTIONS AMONG HOST COMMUNITIES

New Zealand's current statutory framework provides a strong foundation for facilitating positive attitudes towards migrants and refugees and reducing the barriers to positive settlement outcomes. We are a signatory to several international treaties that affirm the right to freedom from racial discrimination. In addition, the Treaty of Waitangi provides a framework for bi-cultural and inter-cultural relations in New Zealand. These statutory frameworks are supported by central and local government agencies.

HOST COMMUNITY OPINIONS, ATTITUDES AND ACTIONS, AND THEIR IMPACT ON SETTLEMENT

During the Auckland Regional Settlement Strategy's engagement process, migrants and refugees from all ethnic and cultural backgrounds talked of facing challenges in the settlement process. People from visibly ethnic backgrounds, however, experienced significant levels of additional issues in the form of increased and more pronounced barriers resulting from host community attitudes and non-acceptance.

A range of host community opinion formers and leaders can play a crucial role in reframing negative stereotypes that help to mould host communities' perceptions, attitudes and behaviours towards migrants and refugees. Key influencers are as follows:

Central government: As the advisers to, and implementers of, the national policy framework, central government has the primary responsibility for reframing host community opinions, attitudes and actions towards migrants and refugees. Governmental policymaking has made significant progress in acknowledging that New Zealand is a bi-cultural nation that is becoming increasingly multi-cultural, and policymakers clearly understand the extent to which diverse immigration benefits New Zealand's economy in particular. More needs to be done, however, to ensure that New Zealanders are also aware of this benefit.

Local government: As the primary local providers of services that support community development, local bodies play an important role in helping to create and facilitate a welcoming and inclusive climate for migrants and refugees. This can be done by supporting and celebrating a strong sense of cultural identity within all cultural groups, fostering diversity, and promoting a sense of belonging and local identity through a range of planning and activities that reflect the different cultures in the community

Non government organisations: Non-government and voluntary organisations provide important opportunities for host community members to engage with migrants and refugees as co-volunteers and in a range of other ways. These organisations should be recognised by government as agents for promoting cross-cultural understanding, and supported to continue to offer these opportunities.

Politicians and political parties: New Zealand is a democratic country and many different opinions are expressed. Negative political comments and media coverage about migrants and refugees may affect the host community's perception of people from different ethnicities. All community leaders, including politicians, are role models and should be encouraged to demonstrate positive interethnic attitudes and behaviours, and take firm actions to discourage discrimination and promote equality of opportunity.

The news media: The news media plays a vital role in defining the relationship between migrants and refugees and the host community. It does this by providing a point of contact between, and information source for, migrant and refugee and host communities. The news media influences attitudes towards, and relations with, all cultures through its reporting. The use of stereotypical language and negative portrayal of migrants and refugees reinforces – and even creates – negative host community perceptions and attitudes towards them. By profiling and endorsing positive governmental and political initiatives to accurately and objectively report on ethnic and cultural diversity issues, the news media can play a role in positively influencing host communities' opinions and attitudes.

RECOMMENDATIONS

Our bi-cultural nation's increasingly multicultural composition requires host and migrant communities to both make changes so that everyone feels a sense of shared national identity, while still respecting the different cultural and social groups. It will take time and effort before host communities, and migrants and refugees, attain this mutually beneficial relationship based on understanding and acceptance.

The first step towards achieving this vision should involve a long-term campaign to educate all New Zealanders about government immigration policy and its benefits. Local government should complement central government efforts by ensuring their own planning processes and activities promote positive host community interactions with migrants and refugees.

Politicians, as role models and community leaders, should be encouraged to demonstrate positive behaviours toward migrants and refugees, and take firm actions to promote equality.

The news media can, through accurate and objective reporting, promote positive attitudes towards all cultures. The news media should therefore create internal systems to promote an ethical, balanced, and accountable approach being taken to reporting on migrant and refugee issues.

THE BENEFITS OF ACHIEVING MUTUALLY BENEFICIAL RELATIONSHIPS BETWEEN HOST COMMUNITIES AND MIGRANTS AND REFUGEES

Good settlement is essential to achieving the Government's overarching economic, social, environmental and cultural goals, and for promoting social cohesion in New Zealand. Achieving host communities', and migrants' and refugees', mutual commitment to respecting each other will facilitate positive interaction between ethnically and culturally diverse communities, increase social cohesion within New Zealand, and promote equality.

If these issues are redressed, New Zealand as a whole, and the Auckland region in particular, will benefit from improved productivity, reduced costs and access to a wider knowledge pool. Furthermore, reframing opinions and attitudes will enhance all communities' mental and physical wellbeing, which will create positive social, cultural, economic and environmental outcomes.