



Funded Services to Migrants and Refugees in Auckland

March 2012

Auckland Council

ISBN 978-1-927169-56-8 (Print)

ISBN 978-1-927169-57-5 (PDF)

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EXECUTIVE SUMMARY

The aim of this project is twofold:

- to provide a snapshot of funded services that support the settlement of migrants and refugees in Auckland and
- to identify gaps and overlaps in such services.

To achieve this goal, more than 90 in-person or telephone interviews were conducted with individuals from organisations that receive funding from Central government, Auckland Council, philanthropic organisations and other sources. Stakeholder interviews were also conducted with individuals associated with philanthropic and funding organisations as well as with those knowledgeable about the migrant and refugee sectors. The research provides information about programmes and services offered but is not meant as an evaluation of their efficacy, nor is it an exhaustive list of organisations working in the sector.

The report is divided into eight major sections: Employment, Business, English Language Training and Education, Information, Advice and Support, Housing, Recreation and Leisure, Culture and Other Services. The overview and key findings presented here reflect a high-level perspective on the sector, which is covered in more detail within the body of the document.

OVERVIEW

The new Auckland Council has demonstrated its commitment to supporting newcomers. From strategy and policy to community

development and funding, teams have signalled their recognition of and dedication to the value of diversity. This dedication is demonstrated in the Draft Auckland Plan and through the establishment of the Ethnic and Pacific Peoples Advisory Panels, the cross cutting theme of supporting diverse economies in the Economic Development Strategy and the co-chairing of the Auckland Regional Settlement Strategy. It is also evident in Council's funding of a number of settlement support projects, cultural activities, and Auckland Libraries diversity initiatives.

Given its demonstrated commitment to diversity, Auckland Council is well-placed to play a leading role in supporting migrants and refugees by welcoming them upon arrival, participating in the co-ordination of services, providing leadership and acting as an advocate when necessary.

KEY FINDINGS

Refugees and migrants have very different settlement experiences. For the best settlement outcomes, these differences need to be carefully examined and addressed appropriately. However, there are fundamental commonalities: the need for meaningful employment, the need for English language skills, social support and outlets for recreation, leisure and cultural expression. This research highlights the findings that pertain to these common aspirations. They are addressed as follows:

THE SECTOR IS SEVERELY UNDERFUNDED

Insistence that more funding is necessary was widespread and came from every part of the migrant and refugee sector. They noted the impact of the recession, and organisations with established histories acknowledged their concern that the disappearance of funding may well cause them to close their doors. They, as well as others, cited the disparity between those needing assistance and the capacity available to provide those services. Another way in which the lack of funding manifests itself has been in the reduction of services. English language programmes, community education, information and advice services, counselling, health, recreation and leisure activities, family violence intervention, youth mentoring projects and job skills programmes, among others, were reported as being cutback or eliminated. As a result, it was felt that migrants and refugees are less able to settle successfully and that Auckland is losing an opportunity to gain value from a significant economic resource. One interviewee stated that the long-term lack of services has resulted in a lost generation of refugees to crime, early marriage, unemployment, drugs and illiteracy. The risk of an entrenchment of such issues – and their inherent social and economic cost – grows the longer services remain underfunded. At the other end of the migration spectrum, there were concerns that skilled migrants were not being retained in the country because the lack of funding prevents the development of programmes that would help them into meaningful employment.

ENGLISH LANGUAGE SKILLS UNDERPIN SUCCESSFUL SETTLEMENT

As prevalent as the assertion that the sector is grossly underfunded, is the conviction that migrants and refugees need more support in the acquisition of English language. Participants expressed this point of view regardless of the type of services provided by their organisation. Good English is critical for securing jobs, combating isolation, negotiating public services, obtaining and understanding health care, interacting with the school system and building positive relationships with mainstream society.

Barriers to acquiring English language are lack of transportation, lack of affordable or free instruction, time limits on access to instruction, lack of intermediate and advanced classes and reduced capacity due to funding cuts. Women migrants and refugees face additional burdens as their role as primary caregivers for children often precludes them from attending classes. Women refugees were also less likely to have had access to any type of schooling in their country of origin and therefore have low or no literacy skills. Playgroups set up by ethnic organisations have been an attempt to fill this gap as the groups benefit the mothers as well as the children in their acquisition of better English language skills.

THERE ARE SIGNIFICANT GAPS IN SERVICES FOR SKILLED MIGRANTS.

Currently the programmes and services available to them are ad hoc and often hard to find or access. This delays, or causes them to miss completely, opportunities for successful integration into the workforce. Mentoring programmes that match mainstream business

personnel with skilled migrants have been successful and have helped to promote a more open environment to skilled migrants in the workplace. Pre-arrival services mainly consist of websites that offer information about New Zealand and job listings or links to job-listing websites. Help with finding jobs once they are in the country tends to focus more on general preparation, such as CV-building or job interview strategies. Those interviewed who provide services to skilled migrants are concerned that this lack of attention to skilled migrants means New Zealand is losing an opportunity to create wealth. Unhappy skilled migrants are often either immigrating to Australia or returning home. Skilled migrants also need more help to build social networks so that they feel at home.

THE DEPENDANTS OF MIGRANTS AND REFUGEES OFTEN HAVE MORE DIFFICULTY SETTLING IN

Women, the elderly and youth are more likely to come to New Zealand as dependants of those who enter with or acquire permanent residency. They are therefore ineligible for services and resources reserved for those with permanent residency status. Lack of transport, financial hardship, lack of job skills and isolation compound their settling in issues. Individuals working in family support reported that women and children who suffer family violence have fewer alternatives for escaping it. The dearth of culturally appropriate refuges compounds the problem, as does the rise in unemployment that is contributing to stresses that foster family violence. Practical programmes, such as those that teach women to drive, have proven successful, as have those that teach sewing skills to women refugees. The high rate of youth unemployment accentuates the difficulties migrant and refugee

youth have with settling in. For refugee youth, their lack of schooling in their country of origin also affects settlement.

ORGANISATIONS NEED MORE COORDINATION TO AVOID OVERLAPS/GAPS IN SERVICES

The current funding environment promotes gaps and overlaps in services for refugees and migrants. Some interviewees acknowledged their frustration that different organisations provide the same services when better co-ordination across the sector could help them provide affiliated services. They stressed that the funding environment promotes a competition for resources. Groups must cater their initiatives to the funding available rather than addressing gaps in services present in their communities. Several people believed that the cultural insensitivity of mainstream organisations affects the ability of migrant and refugee organisations to work with them effectively. However, this was not seen as a universal problem. Some reported they worked well with mainstream agencies and maintained good contacts. Some lamented the loss of links to their legacy Council community advisors, with whom they had good relationships. They were also eager to establish connections with the new Council.

RECOMMENDATIONS

Before outlining the category-specific recommendations that have arisen out of this research, it is important to consider the sector as a whole and the ways in which the key issues elaborated above might be addressed.

While it is clear that there is an urgent need to attend to the issues outlined in this report if newcomers are to settle successfully, it is

less clear where leadership, responsibilities and the points of accountability should, or could, lie. Current structures appear to be insufficient to address these issues effectively.

There is general agreement that commitment, determined leadership and better coordination are required. Council is ideally placed to use its significant resources to drive the changes needed. Given that more than a third of Auckland's population is foreign-born, the issues discussed in this report do not reflect minority or marginal concerns. They need to be at the forefront of Council's agenda and addressed across its domains (not solely from within the Auckland Regional Settlement Strategy) with solutions achieved in collaboration with community stakeholders.

These solutions could centre on a dual approach:

1. Addressing the core funding issues (the underfunding of the sector and the competitive funding environment),
2. Having the Council consider how it will address many of the issues within the context of its own practices.

The core funding issues, which are articulated through fragmentation, service gaps and a lack of coordination, could be tackled in a holistic manner, perhaps through funding strategic brokering roles that sit within Council. In addition, a skilled migrant-led approach could be implemented to focus on the lack of continuity and scope in career services available to them. Finally, in terms of funding, immediately channelling resources to the most vulnerable (women, children, youth and older people) without access to the scope of services available to those with permanent residency status.

Within the context of Council's activities, a collaborative and formal approach might be applied that seeks to achieve the following:

- Coordinating and brokering solutions in the areas listed needing attention, such as early childhood, family violence, English language teaching, access to transport, parks and recreation, etc.
- Evaluating the role of Council's social housing in regards to migrants and refugees.
- Considering how community facilities can better support refugees and migrants, including connecting them with mainstream organisations.
- Evaluating the role and potential of Council events (and Council -supported events) to support settlement.

Within this overarching framework, the specific recommendations listed here might be addressed. They are divided into eight sections that correspond to the areas into which the research has been divided. They are repeated in the corresponding chapters where they are placed in context of an overview, list of services and analysis of the landscape of which they form a part.

EMPLOYMENT

The barriers to employment faced by refugees and migrants are threefold: a lack of available jobs, a lack of pathways into jobs and employer resistance to hiring them. To address these barriers, it is recommended that:

- Consultation between businesses and ethnic communities be encouraged in order to help refugees and migrants integrate successfully into the workforce.
- The development and expansion of mentoring programmes as they foster businesses' acceptance of a multicultural workforce.
- Co-ordination across central government, Council and private initiatives to streamline the job-seeking experience of skilled migrants. Such co-ordination to extend from the pre-arrival stage through to successful employment.
- Networks be developed amongst public and private sector agencies who are stakeholders in migrant employment initiatives.

BUSINESS

The approach to business development for migrants and refugees does not show great differentiation from that offered to mainstream business. While certain information (such as tax responsibilities) is valid across the board, a one-size-fits all agenda is hampering the contribution migrants and refugees could be making to the Auckland economy. Therefore, it is recommended that programmes be developed, or existing ones further supported that:

- Link migrant and refugee entrepreneurs with established business leaders through a mentoring relationship.
- Conduct business skills seminars and workshops in the first languages of migrants and refugees.
- Provide training and support for business initiatives for women that recognise their need for part-time employment.

- Consult on a community level with individual ethnic groups to determine how best to support them in establishing businesses suited to their experience.

ENGLISH LANGUAGE TRAINING AND EDUCATION

It cannot be overstated how important it is to support and encourage English language acquisition. Failing to do this severely limits the ability of migrants to contribute to the Auckland economy, fosters isolation and alienation and impedes successful settlement. Conversely, enhanced English language skills may promote a greater connection to the broader society. In recognition of the great need for more English language instruction from beginning to advanced levels, it is recommended that:

- Consultation be undertaken between the Tertiary Education Commission, the providers of English Language tuition, Council and other stakeholders to develop ways to expand the provision of free and low-cost English language classes across Auckland.
- In tandem with the above consultation, explore ways to expand access to free and low-cost English language classes to migrants and refugees who do not have permanent residency status.
- The significance of playgroups for mothers and children be recognised as a vehicle for English language acquisition and that more such groups be developed and existing ones supported.

- A network of English language providers be established and supported; the network to include public, private, community education, churches and other community group initiatives.

INFORMATION ADVICE AND SUPPORT

The provision of information, advice and support is compromised when it cannot be understood by its intended audiences. Therefore, the following recommendations are offered:

- Coordinate efforts across central government, Auckland Council and sector stakeholders to find solutions for the most significant language barriers that migrants and refugees face when accessing information about vital public services and employment.
- Help expand local initiatives that make use of multilingual volunteers to provide services to the migrant and refugee groups resident in their communities.

FAMILY SUPPORT

Effective family support requires significant co-ordination and co-operation amongst service providers themselves as well as the agencies that fund them. With this objective in mind, recommendations include:

- Encouraging the funding of more services across the board as the demand for them greatly outstrips capacity, with an emphasis on more culturally-appropriate services (including translation services).

- Encouraging the development of funded initiatives that originate in community needs and priorities rather than on programmes the Government has earmarked for funding.
- Prioritising the needs of migrant and refugee women, children, the elderly and youth as they are less likely to have permanent residency status and therefore more vulnerable and limited in their access to services.
- Fostering a network of family support providers that focuses on collaboration and the sharing of services.

HOUSING

Recommendations concerning housing centre on the provision of more and better housing. It is recommended that to achieve this:

- Stakeholders, including Housing NZ, Auckland Council and refugee and migrant community groups collaborate to identify and address housing needs.
- Waive the two-year residency requirement for migrants to be eligible for housing assistance.
- Fund housing assistance for asylum seekers.

RECREATION & LEISURE

The recommendations for recreation and leisure activities include:

- Developing ways to provide more funding to offset the costs of hiring facilities and to defray transportation costs for those on low-incomes.

- Sourcing more facilities for groups, including promoting links between mainstream and migrant/refugee groups that foster facility-sharing.

CULTURE

To further enhance the cultural landscape in ways significant to migrants and refugees, it is recommended that:

- Sectors' stakeholders collaborate at the community level to promote multicultural events for a broader range of ethnic groups.

INTRODUCTION

International research on immigration has demonstrated that migrants' early settlement experiences contribute significantly to their subsequent economic and social outcomes. These studies have demonstrated a strong correlation between early settlement factors relating to the social and economic integration of migrants and their longer-term employment success and general well-being.

The purpose of this project is to map the services provided to migrants and refugees in Auckland that support the settlement process. The results of the research are intended to inform the development of the Auckland Plan, the Economic Development Strategy and the Auckland Regional Settlement Strategy. In addition, it is meant to complement the Council's Community Asset Mapping of Settlement for Auckland (CAMSA) project that is looking at mapping both public capital and community (social) capital assets. While the two initiatives are different in scope and emphasis, they both are seeking to investigate aspects of community and government resources available for newcomers. Although there are many organisations that provide information, advice and services, the aim of this project is to provide a snapshot of funded services, along with any overlaps and gaps.

This includes looking at organisations funded by:

- Central Government
 - Ministry of Social Development
 - Ministry of Education
 - Tertiary Education Commission

- Department of Labour/ Immigration NZ
- Department of Internal Affairs (OEA) including COGS
- Auckland Council
- Charitable Trusts/Foundations
 - ASB Community Trust
 - Sky City Auckland Community Trust
 - Auckland Communities Foundation
 - Pub Charity
 - Lion Foundation
 - The Tindall Foundation

It also includes community organisations, such as those run by migrant and ethnic communities themselves. Funding information provided with organisation' descriptions may be for particular programmes and services, rather than for the organisation as a whole.

Many of those interviewed stressed the significant differences between the experiences of migrants and refugees during settlement.¹ By discussing the two groups together, it is not the intent to minimise these differences.

¹ As a further distinction, asylum seekers, as they are not quota refugees, are not entitled to a similar level of government support.

Instead, the intention is to foreground some of the factors that influence successful settlement regardless of immigration status.

METHOD

Organisations funded by central government, Auckland Council, philanthropic organisations, and other sources, such as businesses, were sourced through annual reports, the Contract Mapping website that shows contracts for MSD, TEC and the Ministry of Justice, and the OEA migrant/refugee community directory.

Key stakeholders, such as those from philanthropic organisations, working with funding organisations, or with knowledge of the migrant/refugee sector were interviewed by phone or face-to-face in order to get an overview of the sector, find out who to contact and in general how services were funded.

Once an organisation had been identified as providing information, services or support to newcomers, and having been funded, a key contact was phoned and then asked about the types of services or support they provided, where and to whom, and then asked about any gaps and double ups in services. If no contact could be found or interviewed within the project's timeframe, information was gathered from their website and/or other publications and included in the report.

Specifically interviewees were asked:

- About their organisation
- In which geographical area they offered their services
- Which groups they offered services to, and during which phases of settlement e.g. skilled migrants, migrants, refugees

- Sources of funding
- Whom they provided services to (e.g. ethnicity, nationality etc.)
- Whether they worked with particular population groups e.g. families, age groups etc.)
- Which services the organisation provided
- How the population made use of the services
- How many people used the service each year
- Whether there was a wait list for services (or whether the demand for services exceeded the capacity to deliver them)
- Whether there was a charge for services
- What in general they considered worked well for refugee and migrant groups
- What was not working well
- Whether there were any gaps and overlaps in service delivery.

More than 90 interviews were conducted. These included background interviews with philanthropic organisations and sector stakeholders as well as interviews with individuals within organisations funded to provide information, support or services to the migrant and refugee populations. In some organisations, more than one person was interviewed. This occurred when the organisation had multiple initiatives or provided services in more than one Auckland geographic area.

Background information was sourced from the internet about the programmes and their missions. This information, in addition to that gained during interviews, was used to develop the organisation descriptions. Every effort was made to verify the accuracy of this information. However, a few organisations were not able to reply within the deadline established for this report or they could not be reached for verification. Their descriptions are marked with an asterisk (*) to indicate that the information is based on the information gathered by the researchers and may not be up-to-date.

Note that the project does not cover health services as there are existing stock-takes of services in this area.² Nor does it cover services for Pasifika migrants or refugees. They sit in a unique place. Pasifika organisations contacted early in the project suggested that new migrants from the Pacific region often have strong and extended family and community ties in New Zealand and funded services for Pasifika tend not to focus on settlement. It was suggested that an inquiry into their settling in experience would sit better within a research space that emphasises a specific Pacific community focus.

LIMITATIONS

It is noted that this is a snapshot of funded services in the sector. Although every attempt was made to contact organisations, we

² See ADHB's Stocktake of Asian, refugee and migrant services, along with the Health Needs Assessment of MELAA and Asian Health.

could not find current contact details for some, some did not return calls, or could not talk to us within the time frame of the project.

It is also noted that this information has been largely gathered through interviews. Some of those interviewed could not, or chose not to, provide detailed information about their programmes or their funders. Website material used to fill in gaps or provide background information may be dated or no longer apply.

There are a wide range of organisations providing information and services to newcomers, and while best attempts have been made to contact organisations, this search is by no means exhaustive.

Perhaps the greatest limitation however, is that the funding of initiatives, programmes and organisations changes constantly. Organisations are constantly applying for funding to a wide range of funders for an even wider range of initiatives and projects. Many of the organisations we spoke to piece together funding from myriad funding sources. For example, the funding landscapes changed over the duration of the project as the results of new funding rounds were announced, making even a snapshot of funded services difficult. Often information included about funders applies to the organisation as a whole rather than to a particular programme.

OVERVIEWS, TABLES, RECOMMENDATIONS AND TYPOLOGIES

The services provided have been grouped into eight main subjects: employment, business, English language training and education, information, housing, recreation and leisure, culture and other

services. The overview section for each subject highlights information about organisations with funded programmes and services that benefit migrants/refugees, as well as those that offer support but may not have targeted programmes or services. The table following is intended as a brief summary of the programmes and services with specific funding.³

Some information is repeated under more than one subject heading as the organisation may have undertaken multiple initiatives. As each subject area may be studied separately (rather than linearly as part of the larger report) we felt the repetition was important for a more complete understanding of how organisations serve migrants and refugees.

The recommendations featured in the Overview and those included in each section have emerged out of the interviews conducted over the course of the research. We noted the recurrence of similar themes, concerns and ideas and used them to form our discussion. When something

Typologies have been included at the end of some sections. They are intended to provide a visual overview of how programmes and services are distributed.

³Note on 'Settlement Phases' that indicate timeframes in the tables: Immigration NZ uses *The Settlement Curve* to divide migrant settlement into three stages: pre arrival (before migrating to NZ), settlement (0-18 months) and settled/integrated (18-24 months).³ We have adopted these stages as they were useful for establishing whether services offered were time-dependent or could be accessed beyond 24 months. However, we have also added another stage, 'post-integration' (24 months+). This was necessary as organisations interviewed usually indicated they worked with clients regardless of how long they had been in the country, citing need rather than settlement phase as the determinant of service. This information also suggests that perhaps the 24-month endpoint for being settled/integrated is unrealistic, as the need for settlement support continues.

EMPLOYMENT

International literature indicates that obtaining employment appropriate to qualifications and skills, and confidence in using English, or the ability to access appropriate language support, are important factors in successful settlement. Immigration NZ suggests that the majority of migrants and refugees will have finding work as a goal. This includes both the principal applicants and their family members. The speed with which they integrate into the labour market by gaining employment which fits with their skills and qualifications is generally understood to be a significant indicator of progress with settlement.

Employment outcomes and income vary markedly between migrant groups. English-speaking skilled migrants are more likely to have satisfactory employment outcomes and settle well. In contrast, those from other cultural or language backgrounds are often amongst the most marginal groups in the labour market.⁴ The Tertiary Education Commission estimates that slightly more than half of newly arrived refugees (54percent) have no qualifications. Work and Income statistics show that, on average, refugees in Auckland remain on a benefit for three years before they move into fulltime work.⁵

⁴Growth Through Innovation: Sustainable Economic Growth for all New Zealanders, Ministry of Economic Development and the Treasury, 2005.

⁵<http://www.ssnz.govt.nz/publications/AucklandRegionalSettlementStrategy.pdf>

FUNDED SERVICES: OVERVIEW

IMMIGRATION NZ (INZ)

Funded by Department of Labour

Immigration NZ provides a number of services, many of which centre on either helping facilitate the settlement process for newcomers or on assisting employers with finding and recruiting skilled talents / migrants. On the Employers Hub section of the Immigration NZ website, employers may use Skillfinder to locate a registry of offshore migrants interested in working in NZ. They may also register to receive updates and a quarterly newsletter. Online information is available on its websites, <http://www.ssnz.govt.nz> and The New Zealand Now website, <http://www.newzealandnow.govt.nz/>. Both provide information about visa and employment. Immigration NZ also publishes *Linkz Magazine*, a quarterly publication of regional settlement information important to migrants and refugees. It is free for the first two years.

The Settlement Support New Zealand service has a team of Settlement Support co-ordinators and advisors in 18 locations across New Zealand, including four teams operating within Auckland. (Two are affiliated with ARMS in Auckland Central and Manukau, and two are affiliated with Auckland Council at Raeburn House on the North Shore and in Waitakere.)The service provides newcomers with information, relevant contacts and a guide to local networks, organisations and services that may help with the

newcomer's settlement in their new community. Information seminars around employment rights, employment searches, the NZ education system, NZ health system, ACC, budgeting and the tax (IRD) system in NZ are hosted to help empower newcomers with key information needed to facilitate their settlement. Immigration NZ also provides numerous publications for migrants about different aspects of working and living in New Zealand. They maintain contact centres throughout NZ, including Auckland.

Immigration NZ co-leads the Auckland Regional Settlement Strategy.

MIGRANT ACTION TRUST (MAT)

Funded by DIA, Four Winds Foundation, Lion Foundation, Ministry of Social Development, Puketapapa Local Board, SkyCity Community Trust, Tear Fund, Todd Foundation, United Way, Working Together

Migrant Action Trust provides support to migrants from their arrival to employment and integration. MAT's three main initiatives are Migrants Supporting Migrants, which centres on employment; Assimilation to Integration, which helps migrants achieve wellbeing and Community Group Support, which is a community development project that supports other ethnic organisations. In terms of employment, the Migrants Supporting Migrants programme provides support through the Employment and Life Skills Support Group, Job search (through Auckland Libraries) voluntary work experience, E-Job search support, CV and job interview assistance, advocacy and micro-enterprise development.

AUCKLAND CHAMBER OF COMMERCE

Not for profit membership organisation with employment initiatives funded by Department of Labour/Immigration NZ and Ministry of Social Development

Auckland Chamber of Commerce assists skilled new migrants with finding employment prior to and after settling in New Zealand. The website newkiwis.co.nz is a joint venture with the Department of Labour/Immigration NZ. The site links potential employees with the Chamber's network of businesses nationwide. Candidates can register their CVs as a 'Global' or 'Local' job seeker as well as access information on the site's Information Centre pages.

Once in the country, migrants in Auckland who hold some form of work permit and are actively seeking a job may attend the 'New Kiwi Career Success' 2.5-day course that covers job searching in NZ. Candidates offshore and outside Auckland may access the course content online through the New Kiwis website. Skilled migrants with permanent residency status who are on a benefit may take advantage of the Chamber's 'Skilled Migrant Programme'.

The programme seeks to match candidates with opportunities where they can gain NZ work experience or project work, build their networks and increase the possibility of entering fulltime employment. The Chamber also supports them in their job search. Staff involved in the New Kiwis initiative offer presentations to new migrants on job search skills through ARMS as well as offer one-to-one job search advice. The Chamber has a number of other employment initiatives to assist those returning to work, facing redundancy and youth/career starters, which migrants may access

AUCKLAND REGIONAL MIGRANT SERVICES (ARMS)

Funded in 2010 – 11 by Department of Labour/Immigration NZ, Ministry of Social Development (WINZ), ASB Community Trust, Auckland Council, Sky City Community Trust, Lottery Grants Board, Lion Foundation, Guardian Trust, Southern Trust, COGS

ARMS is a specialist migrant support agency, operating across Auckland. Its purpose is to facilitate and coordinate successful settlement support services throughout Auckland, with a key focus on the first three years of settlement for migrants and refugees. Its multicultural staff provides information services and workshops to over 4,500 newcomers per year across Auckland. ARMS maintains resource centres in Three Kings and Manukau, and a weekly 'hot-desk' in Highland Park. Multilingual Settlement Support coordinators and information officers are available to respond to enquiries in 10 different languages on the full range of settlement needs, including employment, English language, education, health, housing, Treaty education, and community group contacts. Clinics are run weekly to provide legal advice, financial advice, counselling, English assessments and referrals. Each Centre runs a range of settlement workshops for newcomers.

The ARMS Migrant Employment Assistance Programme provides relevant information and support to approximately 900 recent migrants each year, including generic job search workshops, specialist job search seminars, interviewing skills and other relevant up-skilling workshops. ARMS also runs monthly migrant employment assistance workshops on the North Shore and in Waitakere.

Its work place experience programme (often referred to as the ARMS Volunteer Scheme) provides volunteer positions which encourage learning and development of new skills, including the building of confidence and self-esteem in the NZ work place. The programme has generated 70% employment outcomes for participants within two months of finishing their involvement in it. There is also a work experience programme for a limited number of IT Level 6 international students. The Study and Support Group for Overseas Trained Refugee and Migrant Doctors gives support and advice for doctors seeking to register and work in NZ.

ARMS also manages Auckland's www.settlement.org.nz website which provides information and advice for newcomers to Auckland, and serves as an online hub for settlement organisations seeking to coordinate and share information.

In addition to its newcomer programmes, ARMS works and collaborates with a wide range of Auckland's service providers, through its workshops and settlement networks, to improve responsiveness to the needs of Auckland's newcomers and migrant communities. Responsibilities include the coordination of a Regional Settlement Network and a Regional Steering Group; production of a Regional Settlement newsletter for service providers; the ARMS Reach newsletter for communities; and a regular Newcomers' Survey/Forum. Staff input regularly to other community networks, forums, and working groups to raise awareness of issues of cultural diversity and newcomer barriers.

ARMS also engages in community collaboration and advocacy projects, assisting specific groups such as refugee mothers with

young children (Safari Multicultural Play Group) and overseas trained refugee doctors (OTRD Study Group).

CHINESE NEW SETTLERS SERVICES TRUST (CNSST)

Funded by Government funding, Non-government Grants, Donation, CNSST Social Enterprise

CNSST is a large organisation with several different initiatives aimed at improving the quality of life for new and settled migrants (predominantly Chinese but also Korean and other Asian ethnicities as well). Their services include those related to employment, social services, education and cultural activities. In regards to employment, CNSST seeks to act as a bridge between employers and job seekers by providing free recruitment services to employers and new migrants. They work with employers to advertise job vacancies and also help jobseekers with career advice, CV and interview tips and referrals to appropriate job programmes and training. They run a job placement and employment work experience programme as well as provide employment coaching and job experience through network/partnership with local business owners.

CAREERS NEW ZEALAND

Funded by Ministry of Education

Careers NZ is a mainstream services provider that offers comprehensive career planning that includes a website and contact line for Kiwis seeking help with their careers. While most of their services are not specifically targeted to migrants and refugees, they are pertinent to migrant and refugee jobseekers. They maintain a

jobs database as well as sections on how to get a job, education and training and career planning. The website also provides interactive tools for help with determining education and training needs, CV preparation and skill and job matching.

Auckland-based careers New Zealand advisors offer free career advice to migrants. They mostly deal with migrants who have permanent residency status but do see some refugees and international students. They see people one-on-one, by telephone and e-mail. In Auckland, Careers NZ work with ARMS to run workshops and seminars on getting jobs and writing CVs. They also train organisations to help with career services. They help approximately 350 migrants per year.

OMEGA

Funded by Auckland Council, larger corporations and businesses (specifically Auckland Council, Vodafone, gen-i, Genesis Energy, NZ Post, State, BNZ, ANZ)

OMEGA's focus is on matching skilled migrants with meaningful employment in the business sector. They provide mentoring and work experience programmes to skilled migrants post-arrival. Migrants must be eligible to work in New Zealand, degree-qualified with three years of non-New Zealand experience, be English language proficient and have been in New Zealand for less than two years to access services. The main industries supported are IT, banking and finance, HR, engineering, sales and marketing, and logistics. Around 200 skilled new migrants were placed in employment during this past year. Omega also seeks to influence

workplace culture so that businesses and organisations are more receptive to and enthusiastic about employing skilled migrants.

OTHER SERVICE PROVIDERS

Other service providers that provide employment support include:

AUCKLAND LIBRARIES

Funded by Auckland Council

At each of its 55 locations, Auckland Libraries provides members of the public with free access to computers and the internet. Libraries intends to extend free wi-fi from some to all libraries in the network. Auckland Libraries offer a range of learning programmes (e.g. using the worldwide web, handling digital content, computer skills taught in Chinese) and tailored one-on-one sessions, for example assisting people to open an email account, create a CV and use recruitment websites. Libraries staff members make their expertise available within libraries and at workshops in community settings. The Libraries Adviser - Migrant Information Services - works with other library staff and community-based organisations, such as the Citizens Advice Bureau, to make comprehensive settlement information available to new migrants.

Libraries are open and accessible community spaces; the wealth of information they hold enable Pacific peoples, migrants and refugees to source resources for economic and social participation. Different libraries have different initiatives based on the ethnic makeup of

their communities, the strengths of particular staff members and their relationships with stakeholders and communities. Botany Library, for example, runs 'Job Club', a workshop on CV writing tips and other job skills (this is not targeted just to migrants and refugees). A number of libraries within the network collaborate with community organisations such as Auckland Regional Migrants Services (ARMS) and Migrant Action Trust to deliver other support. For example, Auckland Libraries provides content and sometimes speakers for ARMS employment workshops. Migrant Action Trust hosts job seeking workshops in different libraries and also utilises learning centres and computer resources based in libraries.

Several libraries host job search workshops and learning sessions provided by external agencies such as Work and Income and Careers NZ.

CITIZEN ADVICE BUREAUS (CABS)

Funded by Auckland Council

CABs offer information, advice and referral services for everyone. Individual CABs may provide specialised support for different migrant and refugee groups depending on the volunteer-base available. For example, the New Lynn CAB offers a Chinese language service twice a week. CABs refer migrants to employment workshops such as those offered by ARMS. Volunteers may informally help with CV writing. The CAB website offers information on careers and employment though it is not targeted especially to migrants and refugees.

BANGLADESH ASSOCIATION NEW ZEALAND

Funded privately and by Auckland Council and ASB Community Trust

The Bangladesh Association is a non-profit voluntary community organisation. The organisation provides services to Bangladeshi migrants. However their main focus is on being a cultural organisation. Recently they have emphasised programmes for women and children, including assisting women in finding jobs. They have just set up an advisory group for international students as they often have problems finding employment.

NEW ZEALAND AFRICAN WELFARE SERVICE TRUST

Funded by NZ Lotteries, ASB Community Trust, COGS, Sky City Community Trust

The Trust assists African refugees and migrants and those of other nationalities with their integration into the wider community. The Trust offers a one-on-one tutorial on how to prepare a good CV and cover letter.

NZ SOMALI WOMEN'S ASSOCIATION

Funded by Ministry of Social Development, ASB Community Trust and Auckland Council

The group fosters the settling in process for migrant and refugee women - predominantly African but also increasingly women of other ethnicities. They focus on practical skills such as English classes, sewing classes, gaining drivers' licences and running playgroups. The group offers informal coaching for job-skill acquisition. Sewing classes produce garments for sale at the

Wesley Community Centre market day and other venues. By teaching practical skills (including reading) they are helping women access employment.

SELWYN COLLEGE: REFUGEE EDUCATION FOR ADULTS AND FAMILIES (REAF)

Funded by Ministry of Education and Charitable Trusts

REAF focuses on English language programmes for refugees; however they partner with such organisations as WINZ and HNZ to offer workshops and seminars on careers and housing.

AUCKLAND LATIN AMERICAN COMMUNITY INC (ALAC)

Funded by Ministry of Social Development

ALAC offers general support services at all stages of migration to Latin American migrants and refugees, including general employment support information and advice.

SHAKTI EDUCATION TRAINING & ADVISORY COMPANY (SETAC)

Funded by Trusts

Shakti Community Council is the national umbrella organisation for several different initiatives that provide refuge and related services for women and their children who are victims of family violence. In Auckland, Shakti, through its affiliated organisations, (Shakti Asian Women's Centre, Shakti Asian Women's Safehouses, Shakti Legal Advocacy & Family Social Services and Shakti Education Training & Advisory Company (SETAC), provides information, advocacy

and referral services to women primarily of Asian, African and Middle-Eastern nationalities and ethnic groups.

SETAC, which is part of Shakti Community Council, offers a 12-week Second Chance life-skills programme for Asian, African, and Middle-Eastern migrant and refugee women. Career development training is part of the Second Chance curriculum.

REFERRALS

Apart from SETAC, which receives referrals from the police, and the refugee early settlement services, most of the organisations are predominantly accessed through word of mouth, although some are found via websites. Almost all the services have demands upon their services that exceed their capacity.

The business organisations include programmes aimed at skilled migrants who are highly qualified, have permanent residence and relatively good language skills. Those working within ethnic communities do not restrict their services to those with permanent residency or work visas, even though some of the funders have asked them to do so. None of the organisations charge for services.

THE EMPLOYMENT LANDSCAPE

Organisations expressed concern over the discrimination that migrants and refugees face when seeking employment. Those that work with refugees noted the lack of jobs available full stop. They are adamant about the increasingly desperate situation refugees

are facing as the recession continues. They want to work but cannot find employment. Those that work with migrants, especially skilled migrants, expressed frustration over the lack of services to find them suitable employment commiserate with their experience.

Both the Auckland Chamber of Commerce and Omega have been pro-active in developing programmes that enable skilled migrants to succeed in finding meaningful employment. Such initiatives assist in the attraction and retention of skilled workers from overseas.

Yet many migrants and refugees are not participating in the economy, or are participating in ways that do not use their skills. One respondent suggested that getting skilled people unskilled jobs at Pak-n-Save should not be counted as fully successful outcomes.

Studies conducted overseas offer compelling evidence that a diverse workforce can heighten a business' competitive advantage as well as raise organizational efficiency, effectiveness and profitability.⁶ However, it is noted that businesses, particularly in this economic climate, tend to be unwilling to hire migrants who do not have New Zealand experience. Moreover, applicants need considerable social capital to get employment. The lack of labour market knowledge about who to contact, which organisations to approach and who to query about shaping a Kiwi CV affects their chances. One large employment agency does point out, however,

⁶ See Monga, M. (2008). HRM practices to manage multicultural workforce: do the recommended best practices work for small business? A case study. *European Journal of Management*, (8) 168.

that migrants coming in the past few years have become more savvy and realistic about job opportunities.

There appears to be no real systemic support for the migrant's journey into employment. Services are currently largely ad hoc and accessed by word of mouth. However, it was noted that Immigration NZ helps skilled migrants pre-arrival by informing them of ARMS' services when they are granted permanent residency.

Respondents felt that services need to be more accessible to new arrivals. Currently, to access them they must find the service on their own, and then face delays due to services being over-subscribed. Refugees in particular need much more help with gaining fundamental skills that make them attractive to employers.

An incipient danger in this lack of support is the decline of the migrant or refugee's appeal to potential employers. International studies indicate that unemployment hinders an individual's ability to keep current and update their skills.⁷ They become less likely to achieve new employment. As their abilities erode, their capacity for obtaining work commensurate with their training diminishes. As a result, the Auckland work force loses a valuable asset and the individual (and his or her family) suffers the emotional, physical and economic consequences of working below their capacity or not at all.

⁷Strandh, M. & Nordlund, M. (2008). Active Labour Market Policy and Unemployment Scarring: A Ten Year Swedish Panel Study. *Journal of Social Policy*, 37(3) 357-382.

Interviewees in the business sector who work with skilled migrants state that mentoring programmes, in addition to helping the job seeker, are also starting to change workplace culture as both the mentor and business are exposed to different cultures. They also note that volunteer programmes, in addition to building the migrant's capacity, help businesses to change how and who they hire. They are more open to multi-cultural hiring.

Respondents agree that there needs to be more funding in this area to make services accessible to new arrivals, reduce wait lists, and develop proactive pathways to employment. There need to be choices in pathways, as it is acknowledged that no one programme will fit every situation.

Organisations working in this area can provide statistics with regards to placements and outcomes, and believe that more funding is needed to assist migrants into employment. Their success is limited by their capacity.

RECOMMENDATIONS

The barriers that refugees and migrants face to employment are threefold: the lack of available jobs, lack of pathways into jobs and a resistance to hiring them by employers. To address these barriers, it is recommended that

- Consultation between businesses and ethnic communities be encouraged in order to help refugees and migrants integrate successfully into the workforce.

- The development and expansion of mentoring programmes as they foster businesses' acceptance of a multicultural workforce.
- Co-ordination across central government, Council and private initiatives to streamline the job-seeking experience of skilled migrants. Such co-ordination to extend from the pre-arrival stage through to successful employment.
- Networks be developed amongst public and private sector agencies who are stakeholders in migrant employment initiatives.

EMPLOYMENT TYPOLOGY

The employment typology demonstrates how programmes and services are distributed according to settlement phase, with most being provided after arrival. A few on-line services are available for migrants pre-arrival.

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Website	Immigration NZ	New Zealand Now	Website with information for newcomers about living and working in NZ.	New migrants	Department of Labour/Immigration NZ	Pre-arrival through post-integration
Online Employee Search for employers (On-line search tool for employers to find off-shore, pre-arrival jobseekers)	Immigration NZ	Skillfinder	Employers can connect with database of over 140,000 people who have registered their interest in coming to live and work temporarily or permanently in New Zealand. Applicants have provided details of their occupation, qualifications and work experience. Skillfinder also allows employers to check a migrant's immigration status.	Skilled new migrants All nationalities/ethnicities	Department of Labour/Immigration NZ	Pre-arrival
Job Search On-line course and database - off-shore, pre-arrival	Auckland Chamber of Commerce	New Kiwis Global	Linking NZ employers with skilled migrants who are currently living outside NZ but are committed to immigrating and working here. Providing on on-line Job Search Strategy course to migrants who are considering moving to New Zealand.	Skilled new migrants All nationalities/ethnicities	Not for profit membership organisation with employment initiatives funded by Department of Labour/Immigration NZ and Ministry of Social Development	Pre-arrival

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Job Search On-line course and database - on-shore, post-arrival	Auckland Chamber of Commerce	New Kiwis Local	Linking NZ employers with skilled migrants eligible to work and currently living in New Zealand.	Skilled new migrants All nationalities/ethnicities	Not for profit membership organisation with employment initiatives funded by Department of Labour/Immigration NZ and Ministry of Social Development	Settlement through post-integration
Job Search and supporting services On-line database	Chinese New Settlers Services Trust	CNSST Human Resource Centre	Linking employers who wish to hire Chinese migrants with potential employees. Offer career advice, CV and interview tips	Mainly Chinese migrants also Korean and other Asian	Government Funding, CNSST Social Enterprise	Settlement through post-integration
Job Search and supporting services Personalised support	Migrant Action Trust	Job search at the Auckland Libraries	Face-to-face job search support at selected libraries	Ethnic migrants	Department of Internal Affairs, et al(see listing)	Settlement through post-integration
Job Search Email alerts	Migrant Action Trust	Job Alert	Jobs are forwarded to job seekers registered on the Job Alert database.	Ethnic migrants	Department of Internal Affairs, et al (see listing)	Settlement through post-integration
Job Search Personalised support	Migrant Action Trust	e-job search Assistance	On-line assistance to migrants specifically on CV and cover letter writing. Phone assistance regarding job interviews is also offered.	Ethnic migrants	Department of Internal Affairs, et al (see listing)	

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Job search personalised support & resources	Auckland Libraries		Free internet, one-on-one support, CV writing, workshops with other community organisations, access to job-search materials.	All migrants and refugees	Auckland Council	Settlement through post-integration
Job search personalised support	ARMS and Career Services	Careers Advice	Provided at ARMS resource centres in Three Kings and Manukau, as well as once weekly in Highland Park and through seminars and workshops.	Migrants and refugees All nationalities/ethnicities	See listing	Settlement through post-integration
Employment seminars	ARMS	Specialist employment seminars	Specialist employment seminars for particular occupations (12 per year).	Migrants and refugees All nationalities/ethnicities	Ministry of Social Development	Settlement through post-integration
Career planning & advice	Careers New Zealand	Career Services	Work closely with ARMS, Chamber of Commerce to run workshops and seminars on getting jobs, doing CVs. Also train organisations to help with career services. See people one-one-on, telephone and email.	Main groups are Chinese, Indians followed by other Asians, South Africa, Eastern Europe and South America	Ministry. of Education	Settlement through post-integration
General career advice	Citizen Advice Bureaus	Career advice	Online career and job-seeking support through CAB website and local community CABs. CV skills writing, referrals to job and employment workshops.	Migrants and refugees All nationalities/ethnicities	Auckland Council	Settlement through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Employment assistance	ARMS	Employment Assistance Programme	Job search workshops, interviewing skills and other up-skilling workshops. Includes monthly migrant employment assistance workshops in North Shore and Waitakere.	Migrants and refugees All nationalities/ethnicities	See listing	Settlement through post-integration
Course Job seeking skills	Auckland Chamber of Commerce	New Kiwi Career Success programme	A 2.5 day course to provide recent migrants with the skills, knowledge and confidence to apply for a job. Access to on-going in-depth workshops and clinics while still job searching.	Recent migrants to New Zealand looking for work All nationalities/ethnicities	Not for profit membership organisation with employment initiatives funded by Dept. of Labour/Immigration NZ and Ministry of Social Development	Settlement through post-integration
Course Job seeking skills	Migrant Action Trust	Employment Life Skills Support Group (ELSG)	An 8-week course with life skills content and covers enhancement of job search skills, understanding the NZ employment market.	Ethnic migrants	Department of Internal Affairs, et al (see listing)	Settlement through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Course Job seeking skills	Botany Library	Job Club	1.5-hour workshop that covers CV and cover letter writing, job market information	Mainstream programme migrants & refugees can access	Auckland Council	Settlement through post-integration
Course	Shakti Education and Training Advisory Company (SETAC)	Second Chance	Comprehensive 12-week life skills training programme for women who are dependent on benefit- designed to enable self-reliance and employment. Women of Asian, African, Middle-Eastern ethnic groups	Refugee and migrant women of Asian, African and Middle Eastern descent	Individuals, donations-in-kind, Private Trusts	Settlement through post-integration
Career counselling	Migrant Action Trust	Individual Career Counselling	A one-to-one career type of counselling to help address issues such as unemployment or underemployment	Ethnic migrants	Department of Internal Affairs, et al (see listing)	Settlement through post-integration
Career counselling	Careers New Zealand	Career planning and advice	Work closely with ARMS, Chamber of Commerce, run workshops and seminars on getting jobs, doing CVs. Also train organisations to help with career services. See people one-one-on, telephone and email.	Main groups currently seeing are Chinese, Indians followed by other Asians, South Africa, Eastern Europe and South America but see all nationalities/ethnicities	Ministry of Education	Settlement through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Mentoring	Omega	The Mentoring Programme	Occupation-specific mentoring, matching skilled immigrants with business professionals who share the same skills and industry knowledge. Mentors provide advice, support, information and contacts	Skilled Migrants All nationalities/ethnicities	Auckland Council, large corporations/ business, set-up funds by Tindall Foundation	Settlement through post-integration
Professional support	Migrant Action Trust	Professional Migrants Group	As the need arises: information session seminars specific to professions or re-direction service to profession-specific support groups	Ethnic migrants	Department of Internal Affairs, et al (see listing)	Settlement through post-integration
Study and support group	ARMS		Study and Support Group for Overseas Trained Refugee and Migrant Doctors. Provides support, advice for doctors seeking to register and work in NZ	Refugee and migrant doctors All nationalities/ethnicities	Ministry of Social Development/COGS	Settlement through post-integration
Work experience	Migrant Action Trust	Voluntary Work Experience	Aims to overcome the "lack of Kiwi experience" barrier to employment.	Ethnic migrants	Department of Internal Affairs, et al (see listing)	Settlement through post-integration
Work Experience	Omega	TAP-In (Talent access Programme for Industry)	Designed to assist skilled migrants with the dilemma of having "No New Zealand experience". Provides three to six month paid internships, or volunteer terms of several weeks	Skilled Migrants All nationalities/ethnicities	Auckland Council, large corporations/ business, set-up funds by Tindall Foundation	Settlement through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Work experience	Auckland Chamber of Commerce	Skilled Migrant Programme	The Programme seeks to match candidates with opportunities where they can gain NZ work experience or project work, build their networks and increase the possibility of entering fulltime employment.	Skilled Migrants (Engineering, IT, technical, accounting/finance, sales and marketing and professional administration fields) in receipt of main benefit. All nationalities/ ethnicities	Not for profit membership organisation with employment initiatives funded by Department of Labour/Immigration NZ and Ministry of Social Development	Settlement through post-integration
Work experience	ARMS	Work Place Experience Programme : ARMS Volunteer Scheme	Volunteer work place experience programme with ARMS that encourages learning and the development of new skills, including building of confidence and self-esteem in the NZ work place.	Migrants and refugees All nationalities/ethnicities	Ministry of Social Development, COGS	Settlement through post-integration
Work experience	ARMS	Work Place Experience Programme: IT	Work place experience programme for a limited number of IT Level 6 international students	Migrants and refugees All nationalities/ethnicities	Ministry of Social Development, COGS	Settlement through post-integration
Work experience	Chinese New Settlers Services Trust	CNSST Human Resource Centre	Employers and new migrants can register for job experience	Mainly Chinese migrants also Korean and other Asian	Government Funding, CNSST Social Enterprise	Settlement through post-integration

FUNDED SERVICES TO MIGRANTS AND REFUGEES IN AUCKLAND: EMPLOYMENT

CATEGORY	PROVIDER	SETTLEMENT PHASES			
		PRE-ARRIVAL	SETTLEMENT 0-18 MONTHS	SETTLED/ INTEGRATED 18-24 MONTHS	POST-INTEGRATION 24+ MONTHS
LIVING / WORKING IN NZ	IMMIGRATION NZ	(ONLINE)			
EMPLOYER SEARCH FOR EMPLOYEES	IMMIGRATION NZ	(ONLINE)			
JOB SEARCH	AUCKLAND CHAMBER OF COMMERCE	(ONLINE)			
	CHINESE NEW SETTLERS SERVICES TRUST				
	MIGRANT ACTION TRUST				
	ARMS & CAREER SERVICES				
CAREER PLANNING & ADVICE	CAREERS NEW ZEALAND	(ONLINE)			
	CITIZEN ADVICE BUREAU				
	MIGRANT ACTION TRUST				
COURSES, WORKSHOPS & SEMINARS	ARMS				
	AUCKLAND CHAMBER OF COMMERCE				
	MIGRANT ACTION TRUST				
	BOTANY LIBRARY				
	SHAKTI EDUCATION AND TRAINING ADVISORY COMPANY (SETAC)				
MENTORING / PROFESSIONAL SUPPORT / STUDY GROUPS	OMEGA				
	ARMS				
	MIGRANT ACTION TRUST				

 = SERVICES PROVIDED DURING THIS SETTLEMENT PHASE

FUNDED SERVICES TO MIGRANTS AND REFUGEES IN AUCKLAND: EMPLOYMENT

		SETTLEMENT PHASES			
CATEGORY	PROVIDER	PRE-ARRIVAL	SETTLEMENT 0-18 MONTHS	SETTLED/ INTEGRATED 18-24 MONTHS	POST-INTEGRATION 24+ MONTHS
WORK EXPERIENCE	MIGRANT ACTION TRUST				
	ARMS				
	OMEGA				
	AUCKLAND CHAMBER OF COMMERCE				
	CHINESE NEW SETTLERS SERVICES TRUST				
ONCE IN EMPLOYMENT SUPPORT	MIGRANT ACTION TRUST				

 = SERVICES PROVIDED DURING THIS SETTLEMENT PHASE

BUSINESS

New Zealand invites people who wish to make a contribution to New Zealand's economy to apply to immigrate under the Migrant Investor Policy and Entrepreneur categories. The Government's business migration scheme is designed to boost economic performance by making New Zealand more attractive for business and entrepreneurial migrants.

FUNDED SERVICES: OVERVIEW

AUCKLAND CHAMBER OF COMMERCE

Funded through Business alliances and through Ministry of Social Development and Department of Labour/Immigration NZ initiatives.

The Auckland Chamber of Commerce is a not for profit membership organisation that assists businesses through lobbying and advocacy, business networking initiatives, publications, business information and advice and recruitment, training and mentoring. In addition to its other services, migrants may take advantage of the Chamber of Commerce's business start-up advice and support for those developing overseas export businesses.

MIGRANT ACTION TRUST (MAT)

Funded by Department of Internal Affairs, Four Winds Foundation, Lion Foundation, Ministry of Social Development, Puketapapa Local Board, SkyCity Community Trust, Tear Fund, Todd Foundation, United Way, Working Together

Migrant Action Trust provides support to migrants from their arrival to employment and integration. MAT's three main initiatives are Migrants Supporting Migrants, which centres on employment; Assimilation to Integration, which helps migrants achieve wellbeing and Community Group Support, which is a community development project that supports other ethnic organisations. One programme offers support for micro-enterprise, both for those seeking to develop a business and those with an established business. The Trust assists other ethnic community groups run the business side of their organisations through its Community Office and Resource Service. The service provides training, services and mentoring to help enlarge the capacity of the organisation and its volunteers.

NEW ZEALAND ETHNIC SOCIAL SERVICES TRUST (NZESS)*

Funded by Ministry of Social Development, Auckland Council, NZ Lotteries, COGS

The NZESS provides a range of services. Their clients tend to be of Middle Eastern heritage but are also from China, India and Iraq and some are Fijian Indian. Of relevance to business are their IRD workshops that cover topics important for setting up a business.

WOMEN'S EMPOWERMENT FOUNDATION

The Women's Empowerment Foundation provides support to women, children and men to build peace and harmony in their homes and lives. The main client base of the organisation is ethnic

women who face/faced domestic violence, many of them Muslim women. They help all women but their primary clientele are of African, Middle Eastern and Asian ethnicity. The organisation also provides support to children and youth to overcome the impact of violence. It promotes women and young people's health and nutrition by research, education and training. In terms of business, WEF has provided support for women to set up small businesses (but this project is currently under-funded).

OTHER SERVICE PROVIDERS

Other service providers that provide business support include:

AUCKLAND LATIN AMERICAN COMMUNITY INC (ALAC)

Funded by Ministry of Social Development

ALAC offers general support services at all stages of migration to Latin American migrants and refugees, including general business support information and advice.

KIWI LATINO

Funded by membership fees, possibly COGS

Kiwi Latino promotes the business interests of Latin American/Spanish speaking migrants in NZ through its website kiwilatino.co.nz. The aim of the organisation is to link together the Hispanic community – both business and individuals. The site promotes Spanish-speaking businesses and provides information about where to locate Hispanic products and services. The website

also provides information about Spanish and Latin American life and culture in New Zealand.

KOREAN WOMEN'S NETWORK*

Funded by NZ Lotteries and Ministry of Social Development

The Network helps Korean women on the North Shore settle in NZ. They provide classes and workshops on health, education, cultural issues and English. In 2010, the network offered an education session on how to set up a small business (although it is not certain if this will be offered in 2012).

CHINESE NEW SETTLERS SERVICES TRUST (CNSST)

Funded by Government and CNSST Social Enterprise

CNSST is a large organisation with several different initiatives aimed at improving the quality of life of new and settled migrants (predominantly Chinese but also Korean and other Asian ethnicities as well.) Their services include those related to employment, social services, education and cultural activities. In addition, Chinese New Settlers Services Trust provides support for those wishing to set up new businesses but who are unfamiliar with New Zealand law and legislation.

THE BUSINESS LANDSCAPE

There does not appear to be a great deal of funding to support the establishment of businesses by migrants or refugees. Very few organisations provide services to help migrants set up or run businesses. (However, for 2012 ARMS is planning new workshops

on business set-up.) Services tend to be limited in scope, e.g. an occasional workshop on NZ tax law. The Women's Empowerment Foundation used to provide micro-financing to women's business initiatives but this funding was also cut.

There are a range of immigration consultants that assist the migration process to New Zealand. These are businesses and access is fee-for-service. Similarly, banks, such as the National Bank and Westpac, have active Migrant Banking teams designed to assist migrants starting a business in New Zealand. These services are available prior to arrival, through expos and on-line services and during the settlement process.

Organisations such as the Chamber of Commerce provide business support, seminars, workshops and networking opportunities to migrants along with their membership. Although these are not specifically targeted towards migrants, membership provides access to these business networks and services.

Overall, support for new skilled migrants wanting to establish businesses tends to come from immigration organisations and the banking sector, although there is business support from business organisations, the IRD, lawyers, chartered accountants and other private sector organisations. Nevertheless, some interviewees noted that those establishing businesses in New Zealand may not have business networks, information on business opportunities, or a good understanding of New Zealand markets and consumer behaviour and may need support in this area. Some interviewees suggested that much of the information given to entrepreneurs focuses on lifestyle rather than economic or business support. One

interviewee asked that refugees – men and women – be remembered when business skills are taught as they can be quite entrepreneurial. Another stressed the need for part-time business opportunities for women to run from home with childcare responsibilities.

Migrant Action Trust, NZ Ethnic Social Services Trust and the Women's Employment Foundation offer some forms of business advice to those wishing to establish a business. The IRD and NZESS offer workshops on NZ tax obligations and administrative requirements.

Many of the ethnic community organisations provide advice and support to those establishing businesses, although this is not a directly funded activity.

RECOMMENDATIONS

The approach to business development for migrants and refugees does not show great differentiation from that offered to mainstream business initiatives. While certain information (such as tax responsibilities) is valid across the board, a one-size-fits all agenda is hampering the contribution migrants and refugees could be making to the Auckland economy. Therefore, it is recommended that programmes be developed, or existing ones further supported that:

- Link migrant and refugee entrepreneurs with established business leaders through a mentoring relationship.

- Conduct business skills seminars and workshops in the first languages of migrants and refugees.
- Provide training and support for business initiatives for women that recognise their need for part-time employment.
- Consult on a community level with individual ethnic groups to determine how best to support them in establishing businesses suited to their experience.

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Business advice	Migrant Action Trust	Micro Enterprise Development (MED)	One-on-one support for migrants wishing to be self-employed. Existing micro-enterprise is also supported in areas of business expansion, marketing, finance, accounting and taxation.	Ethnic migrants	Department of Internal Affairs, et al (see listing)	Settlement through post-integration
Business support and advice	Auckland Chamber of Commerce	Business support and advice	Assists businesses through lobbying and advocacy, business networking initiatives, publications, business information and advice and recruitment, training and mentoring.	Skilled Migrants All nationalities/ethnicities	Not for profit membership organisation with employment initiatives funded by Department of Labour/Immigration NZ and Ministry of Social Development	Settlement through post integration
Business Workshop	NZ Ethnic Social Services Trust (NZESS)	IRD Business workshops	Topics covered: Getting started; setting up a cashbook, how to complete GST/PAYE and income tax returns, claiming expenses, keeping wage records, assistance with overdue returns/tax and all business tax enquiries	Usually Middle Eastern but from China, India and Iraq and some are Fijian Indian.	Ministry of Social Development, Auckland Council, Lotteries, COGS	Settlement through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Business Workshop	IRD	IRD Tax seminars and workshops	Introduction to business, GST workshops, Employer workshops	Skilled migrants via the banks	Inland Revenue	Settlement through post-integration
Assistance to establish a business	Women's Empowerment Foundation	Small business	Provides support to set up small businesses for women's economic empowerment (currently this project is under-funded).	Women migrants, refugees. Mainly Muslim from Africa, Middle Eastern countries and Asia. Also provide supports for others in needs.		Settlement through post-integration
Assistance to establish a business	Auckland Chamber of Commerce	Export business advice	Migrants may take advantage of the Chamber of Commerce's business start-up advice and support for those developing overseas export businesses.	Skilled Migrants All nationalities/ethnicities	Not for profit membership organisation with employment initiatives funded by Department of Labour/Immigration NZ and Ministry of Social Development	Settlement through post-integration
Business support	Migrant Action Trust	Community Office and Resource Service	The service provides training, services and mentoring to help enlarge the capacity of ethnic community organisation and their volunteers.	Ethnic community organisations	Department of Internal Affairs, et al (see listing)	N/A

ENGLISH LANGUAGE TRAINING AND EDUCATION

Being proficient in English is essential for migrants and refugees. Proficiency improves job prospects and social interactions, facilitates the pathway into further education, builds cultural awareness and promotes a sense of wellbeing and belonging. It is the single most important skill that newcomers can cultivate. Conversely, New Zealand's commitment to improving the English language skills of migrants and refugees may be the single most important investment it makes, not only in their settling in process, but in their potential to contribute to Auckland's economy. The government's focus on prioritising English language skills for the workplace underscores the value of having a workforce confident in its spoken and written English.

Rather than seeking to furnish a comprehensive rendering of Auckland's English language training and education landscape (which is beyond the scope of this project) this section offers a look at some of the different ways in which organisations approach the teaching and learning of English and features institutions such as churches that are not ordinarily included in lists of ESOL providers. Also, one finding has been the concern manifested by migrant and refugee groups for children and youth in the promotion of their English language skills.

This section does provide a few examples of English language training as offered by institutions. However, for a detailed listing of the services provided, see the Tertiary Education Commission's

English for Migrants Course Information for the Auckland Region Guide: 2011.

FUNDED SERVICES: OVERVIEW

ALL SAINTS ANGLICAN CHURCH, HOWICK ENGLISH CONVERSATION PROGRAMME

Funded by church, donations

The Church offers weekly (during school terms) two-hour classes of up to thirty people in which native English speakers work voluntarily as tutors. There is no fixed curriculum, and classes are more conversational than structured. Students are encouraged to bring questions and lead the direction of conversations. The time can also be used to get help with translating or understanding documents. There is a focus on forming new relationships within the community. The tutors often provide on-going support in a range of areas beyond language lessons. Students are mainly Asian.

AUCKLAND REGIONAL MIGRANT SERVICES (ARMS)

Funded in 2010 – 11 by Department of Labour/Immigration NZ, Ministry of Social Development (WINZ), ASB Community Trust, Auckland Council, Sky City Community Trust, Lottery Grants Board, Lion Foundation, Guardian Trust, Southern Trust, COGS

ARMS is a specialist migrant support agency, operating across Auckland. Its overall purpose is to facilitate and coordinate successful settlement support services throughout Auckland, with

major responsibilities for the first two years of settlement for migrants and refugees. Its multicultural staff members provide information services and workshops to more than 4,500 newcomers per year across Auckland.

ARMS offers an English Language Advisory Service. This service provides newcomers with one-to-one consultation about their English language skills, providing assessment and advice, information about English language providers and courses, a language learning plan and ideas for self-study. As an adjunct to the Safari Multicultural Play Group, ARMS offers English language classes for refugee women. The other language-related service ARMS provides is a pronunciation course for skilled migrants. This course is designed to meet their needs as visa holders not eligible for many English courses. It helps them to up skill in a short timeframe.

AUT CENTRE FOR REFUGEE EDUCATION

Funded by Ministry of Education, AUT

AUT University's Centre for Refugee Education is located within the Mangere Refugee Reception complex. The centre provides an on-arrival six-week education programme for the approximately 750 quota refugees who come to New Zealand annually. The programme's initiatives include early childhood education, preparation for mainstream schooling for primary and secondary students and adult education.

ENGLISH LANGUAGE PARTNERS

Funded by Tertiary Education Commission, Lotteries, COGS, Auckland Council, fees, donations and grants

English Language Partners, the largest supplier of English language provision in New Zealand, is a national organisation with independent centres throughout NZ including in North, South, East and West Auckland. They provide English language training for migrants and refugees in classes with qualified teachers and a one-to-one programme that offers English language teaching in the home with a trained volunteer tutor, who may be bi-lingual. Last year in Auckland they had 3000 learners and 1000 tutors. Nationwide they engaged in 500,000 consultations/lessons. Some group lessons are charged at a small fee. Home visits are free. They emphasise 'Kiwi' English, which assists with smoother integration into the culture. For 2012, they are adding a focus on vocational learning in which the English taught is geared to specific occupational tasks.

MANUKAU INSTITUTE OF TECHNOLOGY (MIT) EDUCATION AND SOCIAL SCIENCES/EMPLOYMENT PROGRAMMES

Funded by Tertiary Education Commission, Ministry of Social Development

MIT's Employment Programmes are designed to help get people into work and include: Employment Skills English, Literacy and Numeracy for Employment, English for Employment and Preparation for Employment. They are not necessarily targeted to migrants and refugees but they make up a lot of the students. Also, people of Pasifika heritage are a primary focus of these programmes.

MANUKAU INSTITUTE OF TECHNOLOGY (MIT) WORKPLACE LITERACY AND NUMERACY

Funded by Tertiary Education Commission

MIT's Community Enterprise Unit offers Workplace Literacy and Numeracy customised programmes that provide English language, literacy and numeracy (LLN) core skills for employees at their worksite. LLN are skills that affect productivity and influence workers' ability to understand their job role. Each programme is tailored to up skill workers' abilities in the various forms of communication (oral and written) that they will encounter in the course of their job. The programme is available to all New Zealand citizens and permanent residents in employment.

MT ALBERT BAPTIST CHURCH

Funded by Donations

The Church is attended mainly by local people, including migrants, who often have limited access to transport. The Church runs volunteer English Language classes with a high number of, but not restricted to, Chinese attendees. Mt Albert Baptist also has a Chinese Fellowship group that meets on the last Saturday of the month where all are welcome. Other activities are Mainly Music - a fun music group for parents/caregivers to enjoy together with their young children. Mainly Music is run by volunteers from the church where children are introduced to music, and other creative activities. The Church's Toy Library maintains an extensive collection of toys, all sizes and for ages up to approximately seven years old. There is a small annual membership fee which helps in the purchase of new toys each year.

SELWYN COLLEGE: REFUGEE EDUCATION FOR ADULTS AND FAMILIES (REAF)

Funded by Ministry of Education

REAF offers ESOL classes and settlement support to refugees. Their programmes are targeted to learners from pre-literate to intermediate levels. They have an early-childhood centre for children of refugees. Most clients are women with young children. As a result, the children at the pre-school get early exposure to an NZ education. They are learning Kiwi ways and therefore not disadvantaged at school. Many of the women who come to REAF have had no education at all in their own countries.

TRAINSART

Funded through Ministry of Social Development and Tertiary Education Commission

Train Smart provides professional education services to youth, adults, migrants and refugees. It offers two programmes: English for Employment and Training for Work. English for Employment centres on simple language, literacy and numeracy issues likely to be encountered at work. Training for Work combines workplace skills such as using a computer, knowledge of health and safety and interview techniques with a strong focus on literacy and numeracy. Both programmes are open to migrants and refugees with permanent residency, who are on a benefit and have the necessary language level to meet the requirements of the course.

OTHER SERVICE PROVIDERS

The following service providers furnish ESOL and other education support.

AUCKLAND REFUGEE COUNCIL (ARCI)

Funded by ASB Community Trust, NZ Lotteries, Ministry of Social Development

The focus of ARCI is asylum seekers. Asylum seekers do not receive the same level of assistance as quota refugees. As a result, ARCI attempts to meet the gap in service provision until asylum seekers can gain residency. One of their services is the provision of temporary accommodation (a hostel setting) within central Auckland. At the hostel ARCI provide English lessons and assist and facilitate clients' meetings with various governments Departments such as WINZ, Housing New Zealand, IRD etc. ARCI network with a number of agencies to meet the needs of clients, especially those with babies and young children.

AUCKLAND LIBRARIES

Funded by Auckland Council

Auckland Libraries branches are hubs for multicultural programmes, services and resources, including community language collections available regionally and digital resources (e.g. Dragonsource and Press Display). In addition to providing ESOL print, audio-visual materials for self-study, some branch libraries offer Repeat Read Aloud, a free, six-week adult literacy and reading programme in which participants from diverse (mainly migrant and

refugee) backgrounds read one-on-one with volunteers. As community spaces, libraries are used by many people who meet there for informal learning. Programmes such as Wriggle and Rhyme may be targeted (in this case to 0-2 year olds and parents), but do offer a language learning opportunity to older family and caregivers.

BAITUL-ILM TRUST*

Funded by Lotteries and Ministry of Social Development

The Trust runs a play group for Muslim children. Mothers improve their English informally through interaction with each other and the play group leaders.

CHINESE NEW SETTLERS SERVICES TRUST

Funded by Government and CNSST Social Enterprise

CNSST is a large organisation with several different initiatives aimed at improving the quality of life of new and settled migrants (predominantly Chinese but also Korean and other Asian ethnicities as well.) Their services include those related to employment, social services, education and cultural activities. They provide school holiday programmes at their community education institutes.

ETHIOPIAN SPORT AND CULTURAL CLUB

Funded by Auckland Council, Ministry of Social Development, NZ Lotteries, Sky City Community Trust, ASB Community Trust, ALAC, NZ Community Trust/Mt Wellington Foundation

The Ethiopian Sport and Cultural Club seek to promote Ethiopian migrant and refugee integration into NZ society whilst maintaining

Ethiopian cultural connections. The club's English Language and education programmes centre on children and youth. They hold a twice-a-week play group in Mt Albert and after-school and school holiday programmes. Ethiopian children participate in both programmes and those from other African countries and other ethnic groups also attend.

KOREAN WOMEN'S NETWORK*

Funded by Lotteries and Ministry of Social Development

The Network helps Korean women on the North Shore settle in NZ. They provide classes and workshops on health, education, cultural issues and English. They also learn about cultural issues that are of importance to NZ.

NEW ZEALAND AFRICAN WELFARE SERVICE TRUST

Funded by NZ Lotteries, ASB Community Trust, COGS, Sky City Community Trust

The Trust assists African refugees and migrants and those of other nationalities with their integration into the wider community. The Trust offers story-time sessions and school support for parents: NZAWST social workers accompany parents to their children's school appointments where they act as intermediaries. They run a school holidays programme. They also assist children with their homework and organise school-based programmes that encourage team-building skills, social skills and self-esteem.

NEW ZEALAND ETHNIC SOCIAL SERVICES TRUST*

Funded by Ministry of Social Development, Auckland Council, NZ Lotteries, COGS

The NZESS provides a range of services. Their clients tend to be of Middle Eastern heritage but are also from China, India and Iraq and some are Fijian Indian. They offer English language classes for migrants and refugees who do not have permanent residency and therefore are not eligible to attend other funded classes.

NZ SOMALI WOMEN'S ASSOCIATION

Funded by Ministry of Social Development, ASB Community Trust and Auckland Council

The group fosters the settling in process for migrant and refugee women – predominantly African but also increasingly women of other ethnicities. They focus on practical skills such as English classes, sewing classes, gaining drivers' licences and running playgroups. The Association informally offers coaching for job-skill acquisition. Sewing classes produce garments for sale at the Wesley Community Centre market day and other venues. By teaching practical skills (including reading) they are helping women access employment.

REFUGEE SERVICES AOTEAROA

Funded by Ministry of Social Development, Department of Labour/Immigration NZ, COGS, NZ Lotteries

Refugee Services Aotearoa New Zealand (RS) provides social and practical support to 750 refugees per year who arrive through the UNHCR quota programme. RS's support is provided at the pre-arrival planning stages, at the Mangere Resettlement Centre and in

settlement locations around New Zealand. The outcomes of RS's work are economic participation, social participation, and good health and wellbeing. This support is provided through comprehensive social and practical services, which are implemented for a minimum of one year by professionally trained teams of social workers, cross cultural workers and caseworkers. Volunteers, trained through their NZQA-accredited programme, support the refugees and these teams during the first six months of each family's resettlement. RS's focus is on empowering refugees to become independent by supporting them in building on their existing strengths and enabling them to become fully contributing members of their new country. Each refugee family has its own Pathway to Settlement plan which has 'markers' to note their achievements during resettlement and this system tracks their progress toward social and economic participation.

While at the MRC refugee clients participate in a range of information sessions such as the Refugee Services Life Skills House programme, covering Orientation to New Zealand and health and safety issues. Refugee Services has also developed the Pathways Programme, our Comprehensive Resettlement Plan, to guide refugees through the initial stages of resettlement and into the longer term aspects of their settlement journeys. By focusing on the hopes and aspirations of each individual refugee, Pathways helps clients set goals and enables them to identify and celebrate their progress and achievements in two major areas: the Pathway to Settlement and the Pathway to Employment.

Refugee Services also provides information to the host community and other service providers about the refugee journey, and best practice for the support of former refugees.

POONGA - TAMIL COMMUNITY EDUCATION

Funded by Auckland Council, NZ Lotteries, Rose Charity, COGS

Poonga has five main groups that strengthen ties to Tamil culture as well as help with the settling in process: Play Group, Tamil School, Bridging School, Examination Board and the Parent and Adult Group. Play Group is based on the NZ Early Childhood Curriculum. The Tamil School teaches Tamil language and includes sports and cultural activities. The Bridging School links aspects of the New Zealand curriculum to the students of Poonga, including instruction in newspapers and media, the Treaty of Waitangi and human rights. The Examination Board measures proficiency in the Tamil language, while the Parent and Adult Group offers courses in first aid, health and parenting. Poonga is also involved in cultural activities such as the Harvest Festival (Pongal).

WOMEN'S EMPOWERMENT FOUNDATION

The Women's Empowerment Foundation provides support to women, children and men to build peace and harmony in their homes and lives. The main client base of the organisation is ethnic women who face/faced domestic violence. They help all women from different ethnic backgrounds but their primary clientele are from African, Middle Eastern and Asian ethnicity. Mothers can access a homework club for their children whose skills in mathematics, sciences and English are accelerated. This

programme targets mainly high school and intermediate students. Experienced teachers are also available to help children with homework that, because of language barriers, they cannot access at home.

THE EDUCATION LANDSCAPE

English language acquisition is a primary factor in successful settlement. Almost without exception, the organisations contacted expressed the importance of it for migrants and refugees and the significance of the barriers they face if English language acquisition is impeded.

In Auckland there are many different avenues by which migrants and refugees may gain English language skills: through universities and polytechnics, adult education providers, private institutions and secondary schools. The programmes themselves may be free or low-cost in courses subsidised by the government, but such courses are often over subscribed and finding a place can be difficult. Interviewees expressed the impact of the community education funding cuts to the learning of English. The impact was felt either directly through the loss of low-cost English classes or indirectly through the loss of interaction with native English speakers in other types of classes, such as cooking, crafts, or gardening.

Migrants and refugees who have permanent residency and are on a benefit have far more options for study than those without such status. Women face additional barriers to acquiring English

language skills as they have often entered the country as a dependent of their partner, do not have permanent residency and therefore must pay for tuition. Also, childcare obligations, the expense and lack of transport are serious impediments for both women and men.

The government's emphasis on up-skilling the literacy and numeracy of the workforce has brought about a shift in emphasis of programmes offered. More courses are being structured around English that might be encountered in the workplace (written as well as spoken) or needed for successful job interviewing and CV preparation. At the same time, funding for English language classes has been cut with service providers feeling the squeeze of shortened course lengths and changes in the rules that allow learners to repeat courses.

Institutions such as churches, the libraries, NGOs and community groups have filled some gaps in English language instruction by offering free or low-cost classes. As with many of the government-funded courses, demand exceeds capacity. Playgroups have also served to fill a gap in English language education. The mothers as well as their young children benefit from the contact with native English speakers.

Yet education for migrants and refugees is not limited to learning to speak and write in English. Interviewees expressed a deep need for maintaining a connection to their home communities. They sought to achieve this through formal and informal cultural and language education for themselves and their children. They also sought

opportunities for learning more about Kiwi culture, which aided their feelings of connection to New Zealand.

RECOMMENDATIONS

It cannot be overstated how important it is to support and encourage English language acquisition. Failing to do severely limits the ability of migrants and refugees to contribute to the Auckland economy, fosters isolation and alienation and impedes successful settlement. Conversely, enhanced English language skills promote a greater connection to the broader society. In recognition of the great need for more English language instruction from beginning to advanced levels, it is recommended that:

- Consultation be undertaken between the Tertiary Education Commission (TEC), the providers of English Language tuition, Auckland Council and other stakeholders in the sector to develop ways to expand the provision of free and low-cost English language classes across Auckland.
- In tandem with the above consultation, explore ways to expand access to free and low-cost English language classes to migrants and refugees who do not have permanent residency status.
- The significance of playgroups for mothers and children be recognised as a vehicle for English language acquisition and that more such groups be developed and existing ones supported.

- A network be established and supported of English language providers that includes public, private, community education, church and other community group initiatives that fosters collaboration and an exploration of the gaps and overlaps in services.

ENGLISH LANGUAGE TRAINING & EDUCATION TYPOLOGY

This typology demonstrates how English Language Training and Education is offered according to ethnic group and permanent residency status. Note that the training and education is not *limited* to the ethnic groups listed but that they are either the targeted group(s) or those who tend to take up the training. Also, the ethnic make-up of the groups can vary over time. This typology represents a snap shot of current programmes.

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Play Group	ARMS& Auckland Refugee Community Coalition (ARCC)	Safari Multicultural Playgroup/Adjunct English language classes	Playgroup Mothers are able to attend English language classes held alongside the playgroup.	Migrants and refugees – all nationalities & ethnic groups	ASB Community Trust	Settlement through post-integration
Play group	Ethiopian Sport and Cultural Club	Play group	Playgroup held twice a week in Mt Albert for under-fives year olds and their parents/caregivers.	Ethiopian parents and children (other African ethnicities participate at times as well)	Auckland Council, Ministry of Social Development, NZ Lotteries, et al (see listing)	Settlement through post-integration
Play group	Poonga - Tamil Community Education	Tamil Community Play group	Play group follows the NZ Early Childhood Curriculum and incorporates various outdoor activities to enhance the children's knowledge.	Tamil	Auckland Council, NZ Lotteries, Rose Charity, COGS	Settlement through post-integration
Play group for Muslim children and mothers	Baitul-Ilm Trust:	Play group	Play group designed for Muslim children and their mothers/caregivers. One outcome of the group was the improvement of the mothers' and children's English language skills.	Typically Middle Eastern, African or from the Indian subcontinent.	Ministry of Education	Settlement through post-integration
Preschool	New Zealand African Welfare Service Trust	Preschool Story time	Two-hour weekly story-time that incorporates music and dance. Promotes social interaction amongst children and fosters stress release for parents/caregivers.	African parents and children – refugees and migrants	NZ Lotteries, ASB Community Trust, COGS, Sky City	Settlement through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
After school and holiday programmes	Ethiopian Sport and Cultural Club	School Holiday/After school Programmes	After school and holiday programmes for children age 5-13. Older children may participate as volunteers. Some programmes address social issues the children face.	Ethiopian, other African school aged children	Auckland Council, Ministry of Social Development, NZ Lotteries, Sky City, ASB Community Trust, ALAC, NZ Community Trust, Mt Wellington Foundation	Settlement through post-integration
School holiday programmes	Chinese New Settlers Services Trust	School holiday programmes	The CNSST's community centres host programmes for youth that include a focus on the arts.	Mainly Chinese migrants also Korean and other Asian	Government Funding, CNSST Social Enterprise	Settlement through post-integration
School holiday programmes	New Zealand African Welfare Service Trust	School holiday programmes	The Trust runs free school holiday programmes at every school holidays to encourage African children with team building skills, swimming, social skills and self-esteem.	African children – refugees and migrants	NZ Lotteries, ASB Community Trust, COGS, Sky City Community Trust	Settlement through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Education support for Youth	Women's Empowerment Foundation	Homework Club	Homework club for youth with accelerated maths, sciences and English skills.	Mothers, high school and intermediate students – migrants and refugees (Mainly Muslim from Africa, Middle Eastern countries and Asia.		Settlement through post-integration
School	New Zealand African Welfare Service Trust	Kids School Appointments & Home Work Sessions	Assistance for parents for appointments at their child's school as well as homework assistance.	African parents and children – refugees and migrants	NZ Lotteries, ASB Community Trust, COGS, Sky City Community Trust	Settlement through post-integration
Induction	AUT Centre for Refugee Education	On-arrival Programme: Early Childhood Education, Primary & Secondary, Adult Education	As part of its on-arrival programme the Centre provides English language instruction for every refugee.	Refugees	Ministry of Education, AUT	Arrival

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Training for Work	TrainSmart	English for Employment	English for Employment, 30 hours a week, 26 weeks Referred by WINZ.	Refugees and migrants over 18; must have permanent residency and be on a benefit to be eligible	Tertiary Education Commission Foundation Focussed Training Opportunities (FFTO)	Usually settlement phase but available through post-integration
Training for Work	TrainSmart	WorkSmart	Training for Work (new for 2012) 13 weeks, 30 hours per week to get participants into work. For people almost ready to work. Focus on those clients who need to improve literacy and numeracy skills. Referred by Work and Income.	Medium risk beneficiaries. Refugees and migrants over 18, accepted if they have sufficient English language level to be work ready within 13 weeks. Must have permanent residency and be on a benefit to be eligible.	Ministry of Social Development Training for Work (TFW)	

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Training for Work	Manukau Institute of technology (MIT)	Employment Skills English	Help people access employment or engage in further training. Computer skills, time management, job experience, English/skills need on the job.	All registered beneficiaries including Pasifika migrants, migrants and refugees.	Tertiary Education Commission	Settlement through to post-integration
Training for Work	Manukau Institute of Technology(MIT)	Literacy and Numeracy for Employment	Geared toward teaching very specific skills necessary for getting a job such as reading job ads, using computers, understanding job contracts.	People with low levels of language / literacy skills in English including Pasifika migrants, migrants and refugees	Tertiary Education Commission	Settlement through to post-integration
Training for Work	Manukau Institute of Technology(MIT)	English for Employment	Geared for pre-literates and those with very low skills. May have little or no literacy in their own language.	Migrants and refugees of all nationalities.	Tertiary Education Commission	Settlement through to post-integration
Training for Work	Manukau Institute of Technology (MIT)	Preparation for Employment	Directly funded by Ministry of Social Development. Intensive job search, cold calling, interview skills, CV writing, work experience.	Job-ready beneficiaries, including migrants and refugees of all nationalities.	Ministry of Social Development	Settlement through to post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
English Language Assessment/Advice	ARMS	English Advisory Service	One-on-one consultation with English language advisor that provides advice and assessment, names of suitable English language providers and courses, personalised English learning plan and ideas for English self-study.	Migrants and refugees – all nationalities & ethnic groups	Ministry of Social Development, COGS	Settlement through to post-integration
English Language Pronunciation	ARMS	English Language Pronunciation Course for Skilled Migrants	Designed to meet skilled migrants' needs as visaholders who are not eligible for many English courses. A vehicle for improving English Language skills in a short time frame. Course focuses on building an awareness of individual pronunciation habits. It provides tools to recognise key pronunciation characteristics to enhance effective communication skills for the Kiwi-English environment.	Skilled migrants – all nationalities & ethnic groups	Ministry of Social Development, COGS	Settlement through to post-integration
English Language, Literacy and Numeracy	Manukau Institute of Technology (MIT)	Literacy and Numeracy in the Workplace	Training workers in Language, Literacy and Numeracy areas that they will most likely encounter on the job	Migrants/refugees already in work. All nationalities, usually varies by type of industry.	Tertiary Education Commission	Settlement through to post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
English Language	NZ Somali Women's Association	English Language Skills	Focuses on teaching and improving English language skills for new migrants	Somali women, along with African Indian, Pakistani women	Ministry of Social Development, ASB Community Trust, Auckland Council	Settlement through post-integration
English Language	Mt Albert Baptist Church	English Language Class	ESL classes with volunteer teachers	Mostly Asian women migrants	Donations	Settlement through post-integration
English Language	All Saints Anglican Church, Howick	English Conversation Programme	Weekly two-class hour class	China, Taiwan, Hong Kong, South Korea	Donations	Settlement through post-integration
English Language	English Language Partners	English language groups	Group learning, 2-4 hours per week often held in community centres. Offers opportunities to interact with local environment and become more integrated in the community.	Migrants and refugees – all nationalities & ethnic groups	Tertiary Education Commission, fees, COGS, NZ Lotteries, Auckland Council	Settlement through post-integration
English Language	English Language Partners	English for Employees	Free programme for migrants already in work. Purpose is to build confidence with English. Two – three hour per week sessions focus on language used in the workplace. Helps participants better understand Kiwi workplace culture. Practice in literacy and numeracy as well.	Migrants and refugees with permanent residency – all nationalities & ethnic groups	Tertiary Education Commission, Business	Settlement through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
English Language	English Language Partners	ESOL-Literacy	Free 10 hours per week programme with English speaking and bi-lingual tutors for learners who do not read or write well in their first language.	Migrants and refugees with permanent residency – all nationalities & ethnic groups	Tertiary Education Commission	Settlement through post-integration
English Language	English Language Partners	ESOL home tutoring	Home-based programme. Migrants/refugees learn English related to practical challenges they face in day-to-day life from volunteer tutors who also teach them about NZ culture. Many tutors are bi-lingual.	Migrants and refugees with permanent residency – all nationalities & ethnic groups	Tertiary Education Commission, COGS, NZ Lotteries, Auckland Council	Settlement through post-integration
English Language	English Language Partners	English for Migrants	One-to-one lessons in the home with a qualified ESOL teacher. Prepaid ESOL tuition.	Migrants – all nationalities & ethnic groups who have pre-purchased ESOL tuition	Migrants – pre-purchased ESOL tuition	Usually settlement phase but available through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
English Language	Selwyn College: Refugee Education for Adults and Families (REAF)	The REAF Programme (Practical ESOL & Resettlement Skills)	Daily ESOL classes (12.5 hours per week) geared for learners from pre-literate to intermediate levels. Incorporates resettlement skills into the curriculum.	Refugees with permanent residency status, limited enrolment for learners with visitors' visas	Ministry of Education, Charitable Trusts	Settlement through post-integration
English Language	New Zealand Ethnic Social Services Trust	English Language Class	Offers an English language course for those without permanent residency and therefore not eligible for government-funded programmes.	Usually Middle Eastern but from China, India and Iraq and some are Fijian Indian.	Ministry of Social Development, Auckland Council, NZ Lotteries, COGS	Settlement through post-integration
English Language	Auckland Libraries	Repeat Read Aloud	Free, library-based six-week English programme. One-to-one learning matching migrant/refugee with volunteer. Increases vocabulary, pronunciation, and listening skills through reading.	Migrants/ refugees and asylum seekers	Auckland Council	Settlement through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
English Language	Auckland Refugee Council	English instruction	Asylum seekers receive instruction in English when housed at ARCI's hostel.	Asylum seekers	ASB Community Trust, NZ Lotteries, Ministry of Social Development	Arrival
English Language Resources	Auckland Libraries	English Language Resources	Print, audio and video materials for self-guided learning of English.	Migrants/ refugees and asylum seekers	Auckland Council	Settlement through post-integration
Community Education	Korean Women's network	English Language	Run community education-type English language classes	Korean women	NZ Lotteries, Ministry of Social Development	Settlement through post-integration

FUNDED SERVICES TO MIGRANTS AND REFUGEES IN AUCKLAND: ENGLISH LANGUAGE TRAINING & INSTRUCTION

TYPE OF INITIATIVE	PROVIDER	AFRICAN	MIDDLE EASTERN	INDIAN, PAKISTAN, TAMIL, SRI LANKA OTHER SOUTH ASIAN	CHINESE, KOREAN, OTHER ASIAN	ALL	PERMANENT RESIDENCY REQUIRED
PLAY GROUP	ETHIOPIAN SPORT AND CULTURAL CLUB	■					
	ARMS & AUCKLAND REFUGEE COMMUNITY COALITION					■	
	TAMIL COMMUNITY EDUCATION			(TAMIL)			
	BAITUL-ILM TRUST (MUSLIM WOMEN)	■					
PRESCHOOL (PRESCHOOL STORY TIME)	NZ AFRICAN WELFARE SERVICE TRUST	■					
AFTER SCHOOL AND SCHOOL HOLIDAY PROGRAMMES	ETHIOPIAN SPORT AND CULTURAL CLUB	■					
	CHINESE NEW SETTLERS SERVICES TRUST				(MAINLY CHINESE)		
	NZ AFRICAN WELFARE SERVICE TRUST	■					
SCHOOL SUPPORT	WOMEN'S EMPOWERMENT FOUNDATION (HOMEWORK CLUB)	■					
	NZ AFRICAN WELFARE SERVICE TRUST (KIDS SCHOOL APPOINTMENTS & HOME WORK SESSIONS)	■					
REFUGEE INDUCTION	AUT CENTRE FOR REFUGEE EDUCATION					■	■

■ = SERVICES PROVIDED TO THESE GROUPS

FUNDED SERVICES TO MIGRANTS AND REFUGEES IN AUCKLAND: ENGLISH LANGUAGE TRAINING & INSTRUCTION

TYPE OF INITIATIVE	PROVIDER	AFRICAN	MIDDLE EASTERN	INDIAN, PAKISTAN, TAMIL, SRI LANKA OTHER SOUTH ASIAN	CHINESE, KOREAN, OTHER ASIAN	ALL	PERMANENT RESIDENCY REQUIRED
ENGLISH TRAINING FOR WORK	TRAINSMTART (ENGLISH FOR EMPLOYMENT)					■	■
	TRAINSMTART (WORKSMART)					■	■
	MANUKAU INSTITUTE OF TECHNOLOGY, SCHOOL OF EMPLOYMENT (EMPLOYMENT SKILLS ENGLISH)					■	■
	MANUKAU INSTITUTE OF TECHNOLOGY, SCHOOL OF EMPLOYMENT (LITERACY AND NUMERACY FOR EMPLOYMENT)					■	■
	MANUKAU INSTITUTE OF TECHNOLOGY, SCHOOL OF EMPLOYMENT (ENGLISH FOR EMPLOYMENT)					■	■
	MANUKAU INSTITUTE OF TECHNOLOGY, SCHOOL OF EMPLOYMENT (PREPARATION FOR EMPLOYMENT)					■	■
	MANUKAU INSTITUTE OF TECHNOLOGY, COMMUNITY ENTERPRISE UNIT (LITERACY AND NUMERACY IN THE WORKPLACE)					■	

■ = SERVICES PROVIDED TO THESE GROUPS

FUNDED SERVICES TO MIGRANTS AND REFUGEES IN AUCKLAND: ENGLISH LANGUAGE TRAINING & INSTRUCTION

TYPE OF INITIATIVE	PROVIDER	AFRICAN	MIDDLE EASTERN	INDIAN, PAKISTAN, TAMIL, SRI LANKA OTHER SOUTH ASIAN	CHINESE, KOREAN, OTHER ASIAN	ALL	PERMANENT RESIDENCY REQUIRED
ENGLISH LANGUAGE INSTRUCTION	NZ SOMALI WOMEN INC						
	MT ALBERT BAPTIST CHURCH				(MOSTLY CHINESE, OTHER ASIAN)		
	ALL SAINTS ANGLICAN CHURCH, HOWICK				(CHINESE, TAIWANESE, HONG KONG, SOUTH KOREAN)		
	ENGLISH LANGUAGE PARTNERS (ENGLISH LANGUAGE GROUPS)						
	ENGLISH LANGUAGE PARTNERS (ENGLISH FOR EMPLOYEES)						
	ENGLISH LANGUAGE PARTNERS (ESOL-LITERACY)						
	ENGLISH LANGUAGE PARTNERS (ESOL HOME TUTORING)						
	SELWYN COLLEGE: REFUGEE EDUCATION FOR ADULTS AND FAMILIES (REAF)						REFUGEES WITH PERMANENT RESIDENCY STATUS LIMITED ENROLMENT FOR LEARNERS WITH VISITORS' VISAS
	NZ ETHNIC SOCIAL SERVICES TRUST (COURSE TARGETED TO THOSE WITHOUT PR STATUS)						
	AUCKLAND LIBRARIES REPEAT READ ALOUD						

■ = SERVICES PROVIDED TO THESE GROUPS

FUNDED SERVICES TO MIGRANTS AND REFUGEES IN AUCKLAND: ENGLISH LANGUAGE TRAINING & INSTRUCTION

TYPE OF INITIATIVE	PROVIDER	AFRICAN	MIDDLE EASTERN	INDIAN, PAKISTAN, TAMIL, SRI LANKA OTHER SOUTH ASIAN	CHINESE, KOREAN, OTHER ASIAN	ALL	PERMANENT RESIDENCY REQUIRED
ENGLISH LANGUAGE RESOURCES	AUCKLAND LIBRARIES (MATERIALS FOR SELF STUDY)						
ENGLISH LANGUAGE ASSESSMENT / ADVICE	ARMS						
ENGLISH LANGUAGE PRONUNCIATION	ARMS						
COMMUNITY EDUCATION	KOREAN WOMEN'S NETWORK				(KOREAN WOMEN)		

 = SERVICES PROVIDED TO THESE GROUPS

INFORMATION, ADVICE, AND SUPPORT

The ease with which migrants and their families settle into life in their new home is important to their wellbeing and adjustment. A Department of Labour survey found that nearly half (48%) needed help, advice or information on aspects of life in New Zealand.⁸

Almost all organisations interviewed for this project give advice, information and support to refugees and new migrants. The first group listed in the overview section have specifically funded initiatives or offer social services. The second group provide information and advice but are more likely to do this as part of their general service.

FUNDED SERVICES: OVERVIEW

IMMIGRATION NZ (INZ)

Funded by Department of Labour

The Immigration NZ website provides information for new migrants. In addition to nuts and bolts material on the immigration process itself, the site offers specialised settlement support information via its Settlement Support NZ initiative (<http://www.ssnz.govt.nz>).

⁸http://www.dol.govt.nz/publications/research/lisnz/lisnz-main_10.asp

Through Settlement Support NZ, Immigration NZ provides migrants with localised information about programmes and services. In Auckland, Settlement Support co-ordinators are affiliated with ARMS and Auckland Council. Immigration NZ's New Zealand Now website, <http://www.newzealandnow.govt.nz/> provides information about living, working, studying and migration. Immigration NZ also provides numerous publications for migrants about different aspects of working and living in New Zealand. They publish *Linkz Magazine*, a quarterly publication of regional settlement information important to migrants and refugees. It is free for the first two years. They maintain contact centres throughout NZ, including Auckland.

OFFICE OF ETHNIC AFFAIRS (OEA)

Funded by Department of Internal Affairs

Similar to the Immigration NZ website, the OEA website offers information of value to new migrants. Resources available on the site include an extensive online community directory of programmes and services targeted to migrants and refugees, information about Language Line (OEA's telephone interpreting service), its advisory services, news and events and resources, which feature the monthly *Ethnic Whispers* e-newsletter. The OEA Advisory Service itself consists of ethnic advisors located in Auckland, Wellington, Hamilton and Christchurch who provide advice on diversity issues, lead best practice in ethnic sector development and act as a

catalyst for ethnic responsiveness across central and local government.

AUCKLAND REGIONAL MIGRANT SERVICES (ARMS)

Funded by Department of Labour/Immigration NZ, Tertiary Education Commission, Ministry of Social Development, Auckland Council, WINZ, Sky City Community Trust, Lottery, Lion Foundation, Southern Trust, COGS, JR McKenzie Trust

ARMS is a specialist migrant support agency, operating across Auckland. Its purpose is to facilitate and coordinate successful settlement support services throughout Auckland, with a key focus on the first three years of settlement for migrants and refugees. Its multicultural staff provides information services and workshops to over 4,500 newcomers per year across Auckland. ARMS maintains resource centres in Three Kings and Manukau, and a weekly 'hot-desk' in Highland Park. Multilingual Settlement Support co-ordinators and information officers are available to respond to enquiries in 10 different languages on the full range of settlement needs, including employment, English language, education, health, housing, Treaty education, and community group contacts. Clinics are run weekly to provide legal advice, financial advice, counselling, English assessments and referrals. Each Centre runs a range of settlement workshops for newcomers.

MIGRANT ACTION TRUST (MAT)

Funded by Department of Internal Affairs, Four Winds Foundation, Lion Foundation, Ministry of Social Development, Puketapapa Local Board, SkyCity Community Trust, Tear Fund, Todd Foundation, United Way, Working Together

MAT provides support to migrants from their arrival to employment and integration. MAT's three main initiatives are Migrants Supporting Migrants, which centres on employment; Assimilation to Integration, which helps migrants achieve wellbeing and Community Group Support, which is a community development project that supports other ethnic organisations.

REFUGEE SERVICES AOTEAROA

Funded by Ministry of Social Development, Department of Labour/Immigration NZ, COGS, NZ Lotteries

Refugee Services Aotearoa New Zealand (RS) provides social and practical support to 750 refugees per year who arrive through the UNHCR quota programme. RS's support is provided at the pre-arrival planning stages, at the Mangere Resettlement Centre and in settlement locations around New Zealand. The outcomes of RS's work are economic participation, social participation, and good health and wellbeing. This support is provided through comprehensive social and practical services, which are implemented for a minimum of one year by professionally trained teams of social workers, cross cultural workers and caseworkers. Volunteers, trained through their NZQA-accredited programme, support the refugees and these teams during the first six months of each family's resettlement. RS's focus is on empowering refugees to become independent by supporting them in building on their existing strengths and enabling them to become fully contributing members of their new country. Each refugee family has its own Pathway to Settlement plan which has 'markers' to note their

achievements during resettlement and this system tracks their progress toward social and economic participation.

While at the MRC refugee clients participate in a range of information sessions such as the Refugee Services Life Skills House programme, covering Orientation to New Zealand and health and safety issues. Refugee Services has also developed the Pathways Programme, our Comprehensive Resettlement Plan, to guide refugees through the initial stages of resettlement and into the longer term aspects of their settlement journeys. By focusing on the hopes and aspirations of each individual refugee, Pathways helps clients set goals and enables them to identify and celebrate their progress and achievements in two major areas: the Pathway to Settlement and the Pathway to Employment.

Refugee Services also provides information to the host community and other service providers about the refugee journey, and best practice for the support of former refugees.

SHAKTI COMMUNITY COUNCIL

Funded by Ministry of Social Development, Department of Labour/Immigration, NZ Trusts

Shakti Community Council is the national umbrella organisation for several different initiatives that provide refuge and related services for women and their children who are victims of family violence within ethnic communities. In Auckland, Shakti, through its affiliated organisations, (Shakti Asian Women's Centre, Shakti Asian Women's Safe houses, Shakti Legal Advocacy & Family Social Services and Shakti Education Training & Advisory Company (SETAC), provides information, advocacy and referral services to

women primarily of Asian, African and Middle-Eastern nationalities and ethnic groups. The Shakti Asian Women's Centre is a drop-in centre where women may access information and advice on a range of issues. The Centre may also be reached on 0800 SHAKTI, the organisation's 24-hour toll free crisis line.

OTHER SERVICE PROVIDERS

Other service providers that provide advice, information and support include:

ALL HAZARA AFGHAN ASSOCIATION OF NEW ZEALAND*

Funded by NZ Lotteries

The Association offers information, advice and referrals to its members and the wider community. It works mostly with children and the elderly and its focus is on education and English. Most members are of Hazara ethnic origin.

ASIAN MIGRANT NEWS

Funded by advertisers

This online English-language publication (www.migrantnews.co.nz) features issues of interest to newly arrived migrants. Asian Migrant News does not restrict its content to specific ethnic groups but looks at issues relevant to migrants that are not typically covered in mainstream newspapers. Online Visitors: 235,000 per year.

AUCKLAND CAMBODIAN YOUTH & RECREATION TRUST*

Funded by ASB Community Trust, COGS, Pub Charity, Sky City Community Trust

The Trust's purpose is to help Cambodian youth settle better in NZ as well as stay connected to Cambodian culture. It accomplishes this objective by offering sports (soccer), cultural, after school and heritage activities. It is also affiliated with Khmer Voice Radio that provides news and information to the Auckland Cambodian community.

AUCKLAND LATIN AMERICAN COMMUNITY INC (ALAC)

Funded by Ministry of Social Development

ALAC offers general support services at all stages of migration to Latin American migrants and refugees, including general employment support information and advice.

AUCKLAND LIBRARIES

Funded by Auckland Council

Auckland Libraries consists of physical libraries at 55 locations, four mobile libraries and resources and services delivered via the libraries website. In response to Auckland's diversity, Auckland Libraries works to provide library spaces, services and programmes relevant to the many communities and peoples of Auckland.

There are over 40 community language collections consisting of books, magazines, music and newspapers in languages other than English and Māori, digital resources such as *Dragonsource* and Library Press Display (international newspapers and magazines online), and a range of ESOL resources in a variety of formats.

Examples of programmes delivered in community languages are story times and computer classes in some Asian languages, Pacific story times, "ask me in Hindi" sessions to mark Diwali, author talks, literature and cultural knowledge workshops to mark Chinese and Lunar New Year, Samoan Language Week, Pasifika and World Refugee Day.

The Chinese Digital Community is an example of a collaborative community project(online) actively supported by Auckland Libraries. Auckland Libraries employs staff from many backgrounds, and several who speak the language of one or more migrant or refugee community. The libraries multicultural service development team collaborates across the library network to develop the responsiveness of Auckland Libraries to the particular needs of Pacific, migrant and refugee communities.

Wriggle and Rhyme (an active movement/pre-literacy programme for 0-2 year olds) is run every week by nearly every library in the network - it attracts many Pacific, migrant and refugee participants, frequently a child brought along by a grandparent.

Other programmes attended by Pacific peoples, migrants and refugees include story times for pre-school children, school visits, after-school homework programmes, school holiday and summer reading programmes, computer based learning and all the open-to-all activities taking place in a library. Evidence as to the level of participation by particular communities is anecdotal and locally known. An important function of libraries is to provide freely accessible community space for social contact, enabling civic familiarisation and interaction between host and settler

communities. Libraries are often co-located with CABs and two libraries have a CAB embedded in the library's public area. Community groups meet in many libraries, and one hosts a regular Plunket clinic.

AUCKLAND REFUGEE COUNCIL (ARCI)

Funded by ASB Community Trust, NZ Lotteries, Ministry of Social Development

The focus of ARCI is asylum seekers. Asylum seekers do not receive the same level of assistance as quota refugees. As a result, ARCI attempts to meet the gap in service provision until asylum seekers can gain residence, this includes offering information, advice and support. ARCI meet regularly with New Zealand Immigration and UNHCR to further the improvement of services to their clientele.

BAITUL-ILM TRUST*

Funded by Ministry of Education

Although it is primarily a playgroup for Muslim children, the group organiser noted that an important aspect of the service is the support it provides mothers who attend the group. Information and advice on a range of issues are provided informally. The mothers' English improves as a result of being in the group. Although the ethnicities of the women involved may vary, they are typically Middle Eastern, African or from the Indian subcontinent.

BANGLADESH ASSOCIATION NEW ZEALAND

Funded privately and by Auckland Council and ASB Community Trust

The Bangladesh Association is a non-profit voluntary community organisation. The organisation provides services to Bangladeshi migrants. However the main focus is on being a cultural organisation. It offers information, advice and support to new migrants, including international students, when approached. They also provide links on their website to immigration and education resources.

FATIMAH FOUNDATION

Ministry of Social Development

The Foundation helps Muslim families in crisis in culturally appropriate ways. The primary focus is on helping socially and economically disadvantaged Muslim women who are victims of violence, abuse and other crises. Fatimah provides information, advice and support in areas such as education and job searches in addition to its core social services.

KOREAN SOCIETY OF AUCKLAND

The Society offers support for Koreans living in Auckland. It provides information and referrals for immigration, legal, social, JP and health services as well as business advice. It publishes a Korean Guide Book every second year and organises social and cultural events such as Korean day and Korean Night.

NEW ZEALAND AFRICAN WELFARE SERVICE TRUST

Funded by NZ Lotteries, ASB Community Trust, COGS, Sky City Community Trust

The Trust assists African refugees and migrants and those of other nationalities with their integration into the wider community. In terms of information, advice and support, the Trust assists with confidential budgeting advice and the knowledge to manage financial dealings carefully. It also assists new Migrants and Refugees to locate different African Associations, Churches, Mosque and African Shops in New Zealand.

NEW ZEALAND ETHNIC SOCIAL SERVICES TRUST*

Funded by Ministry of Social Development, Auckland Council, NZ Lotteries, COGS

The NZESS provides a range of services. Their clients tend to be of Middle Eastern heritage but are also from China, India and Iraq and some are Fijian Indian. Their family team works with issues of family violence and child abuse and with clients and families who have been referred by the Ministry of Social Development, District Health Boards (DHBs) the courts and other NGOs. They run individualised parenting courses and educate newcomers about the courts. Their drop-in centre provides information, advice, referrals and support. They work with youth and offer an English language course for those without permanent residency and therefore not eligible for government-funded programmes. Their budgeting service (NZ Federation of Family Budgeting Services) has volunteer budget advisors who advise on budgeting issues such as how to manage bills, pay off debts quickly, and save money. The budget advisors may also talk to client creditors and help draft family

budgets. Referrals for budgeting services often come from Child, Youth and Family Services, WINZ and the DHBs as financial problems underlie other issues, such as family violence.

NZ SOMALI WOMEN'S ASSOCIATION

Funded by Ministry of Social Development, ASB Community Trust and Auckland Council

The group fosters the settling in process for migrant and refugee women – predominantly African but also increasingly women of other ethnicities. They focus on practical skills such as English classes, sewing classes, gaining drivers' licences and running playgroups. Informally the Association offers coaching for job-skill acquisition. Sewing classes produce garments for sale at the Wesley Community Centre market day and other venues. By teaching practical skills (including reading) they are helping women access employment. They also offer information, advocacy and support services.

PROBASEE BENGALI ASSOCIATION OF NEW ZEALAND

Funded by Auckland Council

While the purpose of the association is to uphold and promote the rich cultural heritage of Bengal and India, on an informal basis members of the executive committee answer queries from would-be migrants in India, pre-arrival.

SELWYN COLLEGE: REFUGEE EDUCATION FOR ADULTS AND FAMILIES (REAF)

Funded by Ministry of Education and Charitable Trusts

REAF focuses on English language programmes for refugees. Their most recent clientele are people of Burmese, Afghani, Sudanese, Chinese (Falun Gong), Iraqi, Syrian and Kosovoan heritage. They partner with such organisations as WINZ and HNZ to offer workshops and seminars on careers and housing. They also provide some resettlement support and advocacy.

SHANTI NIWAS

Funded by ADHB, NZ Lotteries, COGS, United Way

Shanti Niwas' primary purpose is to provide community-based support and advocacy services for senior citizens of Indian and South Asian origin in order to reduce their isolation and loneliness. They assist with the settling in process by delivering aged care services and activities, promoting health and healthy lifestyle awareness and education. They also help elders and families interface with welfare, health and immigration services. When necessary, Shanti Niwas intervenes in instances of elder abuse and neglect.

SOUTH AFRICA GOING TO NEW ZEALAND

Funded privately

This website for new settlers and pre-arrival South African migrants posts information about life in New Zealand. It offers information about many programmes, services and events of interest to migrants and has an online book shop on topics related to migration and settlement. It also provides a forum for South Africans pre and post-arrival to discuss settlement issues.

TAIWANESE WOMEN'S ASSOCIATION OF NEW ZEALAND*

Supported by Business

The Association supports Taiwanese women who want a closer community and more friends in New Zealand. It sponsors informal social events, but also offers seminars on more practical subjects such as information on NZ life and culture, NZ tax systems, law, insurance as well as crafting workshops and cooking classes.

UMMA TRUST

Funded by Ministry of Social Development, NZ Lotteries, ASB Community Trust and Sky City Community Trust also supported by Auckland Council

The primary focus of the Umma Trust is on the wellbeing of the refugee, migrant and Muslim communities. The Trust provides information and advice services as well as acting as advocates for community members in their interaction with mainstream service providers. Programmes and projects focus on positive parenting in the NZ context, community awareness on family violence, including social, housing and resettlement issues. Umma Trust facilitates a weekly session for women at May Road School that addresses issues of isolation, network building and independence and supports a young Muslim exercise session with other key stake holders.

THE INFORMATION AND SUPPORT LANDSCAPE

There is a clear and identified need for readily available information, advice and support to help the settlement process. Often new

migrants do not understand the cultural, employment, business or social landscape when they arrive, and require help in this area. It is noted that some information and advice common to the settlement process is available on websites, such as those hosted Immigration NZ, the Office of Ethnic Affairs (OEA) and ARMS. However, such information tends to be in English, therefore making it difficult to understand for non-English speakers who may also have difficulty navigating the websites.

The need for information delivery in more languages was a frequent finding during the interviews conducted. Translation services were also deemed highly important, with Language Line and the CAB Language Link being regarded as very helpful. Libraries are other sources for information. Multilingual staff members are vital for helping with filling in gaps in knowledge for migrants and refugees.

There appears to be funding for refugee services in the early arrival/settlement phase, however providers have noted that their settlement needs are considerably higher than those of new migrants, and there is insufficient longer-term funding to provide them with the information, advice and support that they need.

Some organisations, such as ARMS, Migrant Action Trust, Shakti Community Council and New Zealand Ethnic Social Services (NZESS), have programmes that offer advice and support services. Most organisations, however, do not appear to receive funding specifically for such services. Yet they do offer information, advice and support as part of their general service to members. Some interviewees indicated that advice and information is often sought through informal networks but is not always accurate.

RECOMMENDATIONS

The provision of information, advice and support is compromised when it cannot be understood by its intended audiences. Therefore, the following recommendations are offered:

- Coordinate efforts across central government, Auckland Council and sector stakeholders to find solutions for the most significant language barriers that migrants and refugees face when accessing information about vital public services and employment.
- Help expand local initiatives that make use of multi-lingual volunteers to provide services to the migrant and refugee groups resident in their communities.

FAMILY SUPPORT AND FAMILY VIOLENCE INITIATIVES

Migrants and refugees often arrive in New Zealand with, or to join, other family members. It is important to promote positive settlement outcomes not only for the applicant, but for other family members as well. There is some evidence that close family ties and how well the entire family adapt are important to a family's successful transition to a new country. The successful settlement of the whole family will help retain the family in New Zealand. Such a successful settlement is dependent on a wide range of factors, including work, children's educational opportunities, social connectedness, and possibilities for recreation. However, migration has the potential to add additional layers of issues and stresses to family life. Most of the initiatives targeted towards families are represented in the cultural and recreation sections of this report. This section covers aspects of family life requiring more intervention, such as youth support, parenting programmes and family violence initiatives.

FUNDED SERVICES: OVERVIEW

MIGRANT ACTION TRUST

Funded by Department of Internal Affairs, Four Winds Foundation, Lion Foundation, Ministry of Social Development, Puketapapa Local Board, SkyCity Community Trust, Tear Fund, Todd Foundation, United Way, Working Together

MAT provides support to migrants from their arrival to employment and integration. MAT's three main initiatives are Migrants

Supporting Migrants, which centres on employment; Assimilation to Integration, which helps migrants achieve wellbeing and Community Group Support, which is a community development project that supports other ethnic organisations. MAT's Assimilation to Integration (A2I) programme helped migrants through its conscious parenting classes. These sessions include orientation and small group meetings for new migrants to give them information about and awareness of New Zealand laws regarding parenting in a multi-cultural environment and NZ laws that apply to parenting and other family matters. They also have a youth programme, runs issues-based forums and seminars on the Treaty of Waitangi and Maori Culture.

REFUGEES AS SURVIVORS NEW ZEALAND (RASNZ)

Funded by Northern DHB Support Agency (NDSA), Counties Manukau DHB, ASB Community Trust, the United Nations Office of the Commissioner for Human Rights, the United Nations Fund for Victims of Torture, donors and corporate sponsorship

The aim of Refugees as Survivors New Zealand (RASNZ) is to provide refugees and people from refugee backgrounds with quality, culturally-responsive health services, thereby promoting positive resettlement in New Zealand. The primary focus is on mental health services, including assessment, treatment and follow-up to address pre and post-migration stress and to assist in the healing from experiences of trauma and torture.

RASNZ's programmes include health promotion, primary health, health education and prevention services to address the key needs of safety and wellbeing. In addition, RASNZ attends to all incoming United Nations quota refugees entering New Zealand at the Mangere Refugee Reception Centre. Its multidisciplinary clinical teams consists of nurses, clinical psychologists, psychiatrists, physiotherapists, occupational and body work therapists, plus 90 interpreters and cross-cultural workers.

Between 130 and 150 refugees arrive at the Centre every eight weeks, and the mission of the Mangere clinical team is to deliver comprehensive assessment, initial treatment, orientation, and resettlement planning input. RASNZ provides referral and specialist clinical consultation follow-up to DHB and PHO mainstream community health services across the country where refugees are settled.

RASNZ's other services also include national training and capacity-building in Cultural and Linguistic Diversity (CALD) competencies, youth services, community development, microfinance, research and evaluation and contributions to national and international research and evidence-based publications. In addition, the Refugee Youth Action Network (RYAN) coordinated by RASNZ, provides support, education and guidance in areas such as employment training, sports and recreation and alcohol and drugs awareness.

SETTLING IN, FAMILY & COMMUNITY SERVICES (FACS)

Funded by Ministry of Social Development

Settling In is a strengths-based community development initiative that works directly with migrants and refugees to help them connect with the people who live and work in their communities, identify their social issues and develop solutions to address these. Settling In Co-ordinators are based in Auckland and other centres around the country.

The four key components of Settling In are:

- Leading and co-ordinating interagency work.
- Delivering activities and programmes (focused on social needs and family issues).
- Providing small community grants.
- Providing a bridge between families and host communities (e.g. building community capability, brokering relationships and connecting people, educating mainstream agencies and the host community, working across portfolios, advocating on behalf of refugee and migrant communities).

Current Settling In activity in Auckland is focused on:

- Capability and capacity building - with a range of community groups.
- Early intervention – focusing on family violence including elder abuse.
- Positive parenting in the New Zealand context – tailored parenting support.
- Newcomers Network – the establishment of local networks to promote socialisation opportunities and connections (part of the national initiative, www.newcomers.co.nz).

- Women in isolation – strategies to reduce associated loneliness and lack of support.
- Youth development – strategies to strengthen and support refugee and migrant youth.

NEW ZEALAND AFRICAN WELFARE SERVICE TRUST

Funded by NZ Lotteries, ASB Community Trust, COGS, Sky City Community Trust

The Trust assists African refugees and migrants and those of other nationalities with their integration into the wider community. The Trust's social workers engage with African families about the effects of violence on their health and wellbeing. They conduct home visits, offer professional counselling, guidance and support on issues such as child abuse, neglect, marriage breakdown and family violence. Within the wider community the Trust promotes awareness of these stresses upon refugee/migrant life. The Trust also runs youth, parenting and pre-school programmes. The Trust assists African women by inviting doctors, registered nurses and other professionals to talk and answer any health related problems. It also facilitates the empowerment process for women with low self-esteem.

NEW ZEALAND ETHNIC SOCIAL SERVICES TRUST*

Funded by Ministry of Social Development, Auckland Council, NZ Lotteries, COGS

The NZESS provides a range of social services for clients that tend to be of Middle Eastern heritage, though their programmes are not limited to them. Their family team works with issues of family

violence and child abuse and with clients and families who have been referred by the Ministry of Social Development, District Health Boards (DHBs), the courts and other NGOs. They run individualised parenting courses and educate newcomers about the courts. Their affiliated budgeting service has volunteer budget advisors who advise on budgeting issues such as how to manage bills, pay off debts quickly, and save money. The budget advisors may also talk to client creditors and help draft family budgets. Referrals for budgeting services often come from Child and Family Services, WINZ and the DHBs as financial problems underlie other issues, such as family violence.

NEW ZEALAND SIKH WOMEN'S ASSOCIATION

Funded by ASB Community Trust, Sky City Community Trust, COGS

The New Zealand Sikh Women's Association empowers Southeast Asian women and families through education, social services and advocacy. Their primary focus is on addressing issues of family violence. Their services include family mediation, youth and senior citizen support, interpreter services, and legal and counselling services. Their community education programme includes topics such as family violence, health and budgeting for solo mothers, as well as learner driver licence classes. The Trust translates information on parenting and family violence from English into Hindi and Punjabi.

CHINESE NEW SETTLERS SERVICES TRUST (CNSST)

Funded by Government and CNSST Social Enterprise

CNSST is a large organisation with several different initiatives aimed at improving the quality of life of new and settled migrants. Their services include those related to employment, social services, education and cultural activities. In regards to family support and family violence initiatives, the Trust offers resources that include a monthly e-newsletter about the effects of family violence as well as its prevention, an anti-violence network and anti-family violence training with follow-up support. CNSST also provides free social services on a case-by-case basis, in workshops and through community education.

SHAKTI COMMUNITY COUNCIL

Funded by: Ministry of Social Development, Department of Labour/Immigration NZ, Trusts

Shakti Community Council is the national umbrella organisation for several different initiatives that provide refuge and related services for women and their children who are victims of family violence. In Auckland, Shakti, through its affiliated organisations, (Shakti Asian Women's Centre, Shakti Asian Women's Safehouses, Shakti Legal Advocacy & Family Social Services and Shakti Education Training & Advisory Company (SETAC), provides information, advocacy and referral services to women primarily of Asian, African and Middle-Eastern nationalities and ethnic groups. The Shakti Women's Safehouses provide crisis accommodation for women and their children who are victims of family violence. One safe house is designed for women who do not have PR status (due to being sponsored into the country through marriage) and therefore are not entitled to residency benefits. The other safe house accommodates

women with citizenship or permanent residency. Shakti also operates a free crisis line service. Shakti works with Child and Family Services and provides culturally appropriate counselling services in many languages.

Shakti Legal Advocacy & Family Social Services offers holistic settlement and social services for migrant families in the South Auckland region. Services provided include legal advocacy, and family support services; a youth unit for migrant youths; family violence awareness, prevention and intervention; child abuse prevention; and family conferencing.

PROBLEM GAMBLING FOUNDATION – ASIAN FAMILY SERVICES

Funded by Ministry of Health

In 2010, Asian Services, as part of the Problem Gambling Foundation of New Zealand, became Asian Family Services in order to offer a wider range of services to Chinese, Korean, Vietnamese and Thai migrants and refugees. They still offer treatment and support for problem gambling. Their free counselling service is available in person or over the telephone and available in Cantonese, Mandarin, Korean, Vietnamese, and Thai. By offering more services, Asian Family Services is seeking to address a broader range of stresses and mental health issues that affect families.

UMMA TRUST

Funded by Ministry of Social Development, Lottery Grants Board, ASB Community Trust and Sky City Community Trust also supported by Auckland Council

The primary focus of the Umma Trust is on the wellbeing of the refugee, migrant and Muslim communities. The Trust provides information and advice services as well as acting as advocates for community members in their interaction with mainstream service providers. Programmes and projects focus on positive parenting in the NZ context, community awareness on family violence, including social, housing and resettlement issues. Umma Trust facilitates a weekly session for women at May Road School that addresses issues of isolation, network building and independence and supports young Muslim exercise session with other key stake holders.

The Trust has an emergency Halal food bank. It holds health and nutrition workshops including gardening, cooking and educating families concerning how to live a healthy and active lifestyle. The Trust works collaboratively with others services to provide the best outcome for families, single parents, young people and children.

OTHER SERVICE PROVIDERS

Other organisations that provide family support include:

AUCKLAND REGIONAL MIGRANT SERVICES (ARMS)

Funded by Department of Labour/Immigration NZ, Tertiary Education Commission, Ministry of Social Development, Auckland

Council, WINZ, Sky City Community Trust, Lottery, Lion Foundation, Southern Trust, COGS, JR McKenzie Trust

ARMS is a specialist migrant support agency, operating across Auckland. Its purpose is to facilitate and coordinate successful settlement support services throughout Auckland, with a key focus on the first three years of settlement for migrants and refugees. Its multicultural staff provides information services and workshops to over 4,500 newcomers per year across Auckland. ARMS maintains resource centres in Three Kings and Manukau, and a weekly 'hot-desk' in Highland Park. Multilingual Settlement Support coordinators and information officers are available to respond to enquiries in 10 different languages on the full range of settlement needs, including employment, English language, education, health, housing, Treaty education, and community group contacts. Clinics are run weekly to provide legal advice, financial advice, counselling, English assessments and referrals. Each Centre runs a range of settlement workshops for newcomers.

In terms of family support, ARMS, in collaboration with the Auckland Refugee Community Coalition, runs the Safari Multicultural Playgroup in which 26 families participate. The Healthy Eating Healthy Action programme, which is funded by the Ministry of Health, and the Strategies for Kids - Information for Parents Programme (a SKIP programme funded by the Ministry of Social Development) run alongside this play group. Funding is also provided by the Whau and Puketapapa Local Boards.

BHARTIYA SAMAJ CHARITABLE TRUST

Funded by ASB Trust, NZ Lotteries, COGS.

Bhartiya Samaj's mission is to support and assist new migrants from India so that they settle well in New Zealand as well as to ensure that they have full access to mainstream social and health services. In addition, the Trust seeks to cater to the social, cultural and emotional needs of the Indian Community. Its roles include advocacy, including legal assistance. It also provides interpreting services and maintains separate initiatives (wings) that focus on senior citizens, women, youth and children. The Trust is seeking to set up a culturally appropriate rest home for South Asian communities and also to set up an Indian Community Centre.

FATIMAH FOUNDATION

Ministry of Social Development

The Fatimah Foundation helps Muslim families in crisis in culturally appropriate ways. Its primary focus is on helping socially and economically disadvantaged Muslim women who are victims of violence, abuse and other crises. The Foundation offers instruction in parenting skills. It provides critical and cultural support services, such as clothing and Halal food to refugees, as well as instruction on an Islamic perspective on social and cultural issues. Fatimah maintains a Halal food bank.

NEW ZEALAND AIDS FOUNDATION – AFRICAN COMMUNITIES PROJECT

Ministry of Health

The main objective of the African Communities Project is to raise awareness about HIV amongst the New Zealand-based African communities. In addition, the initiative supports ancillary services that include advocacy, as per the Ottawa Charter (1986) on issues like settlement, community development, immigration policies, employment and health and wellbeing. The NZ AIDS Foundation at times (though infrequently) receives email and phone requests from overseas HIV-positive individuals about immigration to New Zealand. They refer all such queries to immigration specialists.

NEW ZEALAND CHINESE YOUTH TRUST

Funded by NZ Lotteries, COGS, Chinese businesses

The Trust aims to equip youths of Chinese origin with the necessary social, leadership and life skills to become fully integrated and contributing members of New Zealand society. The Trust's programmes focus more on prevention than crisis intervention and encourage community involvement, skill development, self-esteem and a sense of belonging. Parental involvement is also encouraged. Examples of programmes the Trust is involved with include the Milford Sea Scout Troop, Young Chinese Safety Ambassador's Group and St John Youth Divisions.

NZ SOMALI WOMEN'S ASSOCIATION

Funded by Ministry of Social Development, ASB Community Trust and Auckland Council [Gardens4Health funded by Ministry of Health]

The group fosters the settling in process for migrant and refugee women - predominantly African but also increasingly women of

other ethnicities. They focus on practical skills such as English classes, sewing classes, gaining drivers' licences and running playgroups. The association participates in and promotes the Gardens4Health project among Somalis and other refugee groups. This project helps people learn to successfully grow their own food in Auckland conditions. As a result, they are growing a wide range of crops and eating more fresh vegetables, herbs and fruit. Savings are apparent in house hold budgets with home and allotment produce. The project promotes social cohesion and resourcefulness that results from working together for a common goal.

SHANTI NIWAS

Funded by ADHB, NZ Lotteries, COGS, United Way

Shanti Niwas' primary purpose is to provide community-based support and advocacy services for senior citizens of Indian and South Asian origin in order to reduce their isolation and loneliness. They assist with the settling in process by delivering aged care services and activities, promoting health and healthy lifestyle awareness and education. They also help elders and families interface with welfare, health and immigration services. When necessary, Shanti Niwas intervenes in instances of elder abuse and neglect.

WOMEN'S EMPOWERMENT FOUNDATION

The Women's Empowerment Foundation provides support to women, children and men to build peace and harmony in their homes and lives. The main client base of the organisation is ethnic women who face/faced domestic violence. They help all women but

their primary clientele are of African, Middle Eastern and Asian ethnicity. They provide advocacy services in the form of support for meetings with social workers, legal advocacy/support and referrals including immigration issues and support with school enrolment of victim children. The Foundation also provides support to victims to promote their health and nutrition and a culturally-appropriate safe house for Muslim women and children.

FAMILY SUPPORT LANDSCAPE

Apter, et al. (2012) reports on the higher rates of suicide amongst immigrants, compared to the host population.⁹ They conclude that such statistics are indicative of the stress and difficulties associated with the settling in process. As an example, one interviewee voiced extreme concern over the rate of suicide amongst Korean migrants and the need for improved support in the areas of counselling and other social services.

Many of the family support programmes mentioned include parenting programmes funded by the Ministry of Social Development through its SKIP initiative. It is noted, however, that the funding of initiatives changes with each funding round, and that

⁹Apter, et al. (2012). Attempted suicide among immigrants in European countries: an international perspective. *Social Psychiatry and Psychiatric Epidemiology*, 47(2), 241.

organisations sometimes apply for funds that align with the Government's priorities rather than their own. Another concern was that organisations are pitted against each other in the scramble for funds. Such an environment can generate an overlap in services, rather than networking and co-operation in the sector.

Several organisations are funded to provide youth mentoring programmes. Migrant Action Trust offers programmes for parents and for youth. Very few organisations are funded to provide services for the elderly, in particular the housebound, people who are lonely or isolated, or caregivers of those with disabilities.

The remaining funded organisations tend to provide family violence services. The organisations offering these services are concerned that this area of their work is underfunded and that these services, like many of the others, are short-term in length. They do not address long-term settling in issues, especially for refugees who have suffered trauma. Refugees tend to need a broader range of services and support for a much longer time period. Women, youth and the elderly without permanent residency status were judged to be particularly vulnerable as their access to services was often more limited.

Others noted the need for more culturally appropriate social services that respect migrant and refugee beliefs around family, spirituality or religion. Included in this is recognition for the need of culturally sensitive rest homes, with a few groups actively seeking ways to establish their own.

RECOMMENDATIONS

Effective family support requires significant co-ordination and co-operation amongst service providers themselves as well as the agencies that fund them. With this objective in mind, recommendations include

- Encouraging the funding of more services across the board as the demand for them greatly outstrips capacity, with an emphasis on more culturally-appropriate services (including translation services.)
- Encouraging the development of funded initiatives that originate in community needs and priorities rather than on programmes the Government has earmarked for funding.
- Prioritising the needs of migrant and refugee women, children, the elderly and youth as they are less likely to have permanent residency status and therefore more vulnerable and limited in their access to services.
- Fostering a network of family support providers that focuses on collaboration and the sharing of services.

FAMILY SUPPORT TYPOLOGY

This typology demonstrates how Family Support is distributed according to ethnic group. Note that the support is not *limited* to the ethnic groups listed but that they are either the targeted group(s) or those who tend to make use of the services. Also, the ethnic make-up of the groups can vary over time. This typology represents a snap shot of current programmes.

FUNDED SERVICES TO MIGRANTS AND REFUGEES IN AUCKLAND: FAMILY SUPPORT

TYPE OF INITIATIVE	PROVIDER	AFRICAN	MIDDLE EASTERN	INDIAN, PAKISTAN, TAMIL, SRI LANKA, OTHER SOUTH ASIAN	CHINESE, KOREAN, OTHER ASIAN	ALL
REFUGEE ASSESSMENT	REFUGEES AS SURVIVORS					
	SHAKTI ASIAN WOMENS' SAFEHOUSE					
SERVICES FOR CHILDREN & YOUTH	REFUGEES AS SURVIVORS NZ					
	ASIAN FAMILY SERVICES					
COUNSELLING	NZ SIKH WOMEN'S ASSOCIATION					
	NZ AFRICAN WELFARE SERVICE TRUST					
PARENTING PROGRAMMES	NZ ETHNIC SOCIAL SERVICES TRUST					
	UMMA TRUST					
	MIGRANT ACTION TRUST					
	ARMS					

■ = SERVICES PROVIDED TO THESE GROUPS

TYPE OF INITIATIVE	PROVIDER	AFRICAN	MIDDLE EASTERN	INDIAN, PAKISTAN, TAMIL, SRI LANKA, OTHER SOUTH ASIAN	CHINESE, KOREAN, OTHER ASIAN	ALL
FAMILY VIOLENCE INTERVENTION	SHAKTI LEGAL ADVOCACY & FAMILY SOCIAL SERVICES					
	NZ SIKH WOMENS ASSOCIATION					
	WOMEN'S EMPOWERMENT FOUNDATION					
	UMMA TRUST					
COMMUNITY FAMILY-CENTRED PROGRAMMES	CHINESE NEW SETTLERS SERVICES TRUST					
FAMILY BUDGETING SERVICES	NZ ETHNIC SOCIAL SERVICES TRUST					

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Refugee assessment – Mangere Centre	Refugees as Survivors NZ (RASNZ)		The Mangere Centre clinical team delivers comprehensive assessment, initial treatment, orientation, and refugee resettlement planning input.	Quota refugees	Northern DHB Support Agency (NDSA), et al (see listing)	Arrival
Services for children	Shakti Asian Womens' Safehouses		Case work for women and children, works with Child, Youth and Family Services (CYFs) and assists families in understanding and working against child abuse. Women of Asian, African, Middle-Eastern ethnic groups	Refugee and migrant women of Asian, African and Middle Eastern descent	Ministry of Social Development, Department of Labour/Immigration NZ, Trusts	Settlement through post-integration
Services for youth	Refugees as Survivors NZ (RASNZ)		Refugee Youth Action Network (RYAN) coordinated by RASNZ, provides support, education and guidance in areas such as employment training, sports and recreation and alcohol and drugs awareness.	Refugee youth and other youth	Northern DHB Support Agency (NDSA), et al (see listing)	Settlement through post-integration
Counselling	Asian Family Services (part of Problem Gambling Foundation)	Individual, family counselling (in person or over the phone)	Maintains a focus on problem gambling but has expanded services to cover other areas their migrant and refugee clients.	Chinese, Korean, Vietnamese, Thai migrants and refugees	Ministry of Health, Ministry of Social Development	Settlement through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Counselling & family mediation	New Zealand Sikh Women's Association		Culturally appropriate counselling and mediation.	Southeast Asian women and families	ASB Community Trust, Sky City, COGS	Settlement through post-integration
Parenting programmes	Migrant Action Trust	Conscious Parenting (ethnic specific)	Orientation and small group meetings for new migrants to provide information and awareness of New Zealand laws regarding parenting and other family laws as well parenting in a multi-cultural environment.	Ethnic migrants	Department of Internal Affairs, et al, (see listing)	Settlement through post-integration
Parenting Programmes	New Zealand African Welfare Service Trust	Positive parenting	Positive parenting programmes	African parents– refugees and migrants	NZ Lotteries, ASB Community Trust, COGS, Sky City	Settlement through post-integration
Parenting Programmes	NZ Ethnic Social Services Trust	Culturally appropriate parenting courses	Parenting courses that teach New Zealand laws, norms and expectations around parenting in a context of cultural awareness.	Usually Middle Eastern but from China, India and Iraq and some are Fijian Indian.	Ministry of Social Development, Auckland Council, NZ Lotteries, COGS	Settlement through post-integration
Parenting Programmes	Umma Trust	Positive parenting in NZ context	Positive parenting programmes with culturally appropriate emphasis.	Primarily refugee, migrant and Muslim communities	MSD NZ Lotteries, ASB Community Trust, Sky City, Auckland Council	Settlement through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Parenting education and skills programmes	ARMS	Healthy Eating Healthy Action and Strategies for Kids- Information for Parents programme (SKIP)	Held in conjunction with the Safari Multicultural Playgroup.	Migrants and refugees – all nationalities & ethnic groups	Ministry of Health, Ministry of Social Development, Whau&Puketapapa Local Boards	Settlement through post-integration
Family violence intervention	Shakti Legal Advocacy & Family Social Services		Counselling & Legal Advocacy services, family Settlement, Casework, Services for youth by youth Women of Asian, African, Middle-Eastern ethnic groups	Refugee and migrant families of Asian, African and Middle Eastern descent on benefit	Ministry of Social Development, Private Trusts	Settlement through post-integration
Family violence intervention	New Zealand Sikh Women's Association		Primary focus on addressing issues of family violence. The Trust translates information on parenting and family violence from English into Hindi and Punjabi	Southeast Asian women and families	ASB Community Trust, Sky City, COGS	Settlement through post-integration
Family violence intervention	Ummah Trust		Projects and programmes focus on community awareness about family violence.	Primarily refugee, migrant and Muslim communities	Ministry of Social Development, NZ Lotteries, ASB Community Trust, Sky City, Auckland Council	Settlement through post-integration

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Family violence intervention	Women's Empowerment Foundation		Emergency food supply, transportation and counselling services, support to WINZ, HNZ, doctors, lawyers, and Family and District Courts.	Women and children – migrants and refugees (Mainly Muslim from Africa, Middle Eastern countries and Asia.)		Settlement through post-integration
Community family-centred programmes	Chinese New Settlers Services Trust		Multiple community initiatives including: senior citizen mutual support network, parenting through separation, SKIP positive parenting programmes	Mainly Chinese migrants also Korean and other Asian	Government Funding, CNSST Social Enterprise	Settlement through post-integration
Family budgeting services	New Zealand Ethnic Social Services Trust		Volunteer budget advisors advise on how to manage bills, pay off debts quickly, and save money. The budget advisors may also talk to client creditors and help draft family budgets. Referrals for budgeting services often come from CYFs, WINZ and the DHBs as financial problems underlie other issues, such as family violence.	Usually Middle Eastern but from China, India and Iraq and some are Fijian Indian.	Ministry of Social Development, Auckland Council, NZ Lotteries, COGS	Settlement through post-integration

HOUSING

International literature suggests that migrants want safe, affordable accommodation in safe neighbourhoods, and that housing conditions have implications for migrants' sense of belonging, for their health and for their access to jobs and services.

A Department of Labour study in 2009 found that just over a quarter of migrants who looked for a place to live reported having one or more difficulties while doing so. Family parent, business, and family partner migrants were less likely to report having problems finding housing than other migrant groups.

The study found that the main difficulty finding suitable housing was the high cost of rent or mortgage, with over half (59 percent) of those who had problems finding housing giving this reason. Other significant problems migrants reported included the unsuitability of housing in the desired area (36 percent) and the poor quality of housing (28 percent).¹⁰ The Social Report produced by the Ministry of Social Development suggests that recent migrants may be more likely to live in crowded households.¹¹

FUNDED SERVICES: OVERVIEW

¹⁰<http://www.dol.govt.nz/publications/research/lisnz/index.asp#contents>

¹¹<http://socialreport.msd.govt.nz/economic-standard-living/household-crowding.html>

DEPARTMENT OF LABOUR - IMMIGRATION

The Department of Labour – Immigration is responsible for the selection and processing of New Zealand's yearly quota of approximately 750 UNHCR mandated refugees. It also facilitates the complex resettlement process. Quota refugees, who are given permanent residency upon their arrival, are housed for their first six weeks at the Mangere Refugee Resettlement Centre. They participate in a comprehensive orientation programme and receive health checks before being resettled throughout New Zealand in selected centres where appropriate support services are available.

Refugee resettlement involves the collaboration of central government, refugee communities and NGOs. Many government departments and agencies play a role in resettling refugees including the Ministries of Health, Education and Social Development, Work and Income New Zealand, Housing New Zealand Corporation, the Tertiary Education Commission, the New Zealand Qualifications Authority, Careers New Zealand, the New Zealand Police, the Office of Ethnic Affairs, the Department of Internal Affairs. Major NGO's involved with government are Refugee Services Aotearoa New Zealand, RAS (mental health providers) and English Language Partners. Some asylum seekers are also accommodated at the Mangere Refugee Resettlement Centre.

REFUGEE SERVICES AOTEAROA (RSA)

Funded by Ministry of Social Development, Department of Labour/Immigration NZ, COGS, NZ Lotteries

Refugee Services Aotearoa New Zealand (RS) provides social and practical support to 750 refugees per year who arrive through the UNHCR quota programme. RS's support is provided at the pre-arrival planning stages, at the Mangere Resettlement Centre and in settlement locations around New Zealand. The outcomes of RS's work are economic participation, social participation, and good health and wellbeing. This support is provided through comprehensive social and practical services, which are implemented for a minimum of one year by professionally trained teams of social workers, cross cultural workers and caseworkers. Volunteers, trained through their NZQA-accredited programme, support the refugees and these teams during the first six months of each family's resettlement. RS's focus is on empowering refugees to become independent by supporting them in building on their existing strengths and enabling them to become fully contributing members of their new country. Each refugee family has its own Pathway to Settlement plan which has 'markers' to note their achievements during resettlement and this system tracks their progress toward social and economic participation.

Refugee Services works in partnership with HNZA to coordinate housing needs, assessments and sign-ups. Where HNZA stock is unavailable, RS works with private landlords to source and secure appropriate and sustainable accommodation for newly arrived former refugees. RS is also currently exploring other potential partnerships in the community housing and Government tenancy

sector. Refugee Services also solicits donations from the public of good quality household goods for distribution to refugees as they set up their new households.

Every newly arrived refugee creates a Pathways to Settlement Plan, supported by RS staff, focusing on their hopes and aspirations in a range of different areas such as housing, self-sufficiency, health and wellbeing, and participation. This holistic approach recognises that housing will affect other areas of the client's resettlement such as wellbeing, as well as being influenced in turn by other aspects of the resettlement journey, such as where the client currently sits on the self-sufficiency continuum.

HOUSING NEW ZEALAND

Refugees are granted permanent residence when they arrive in New Zealand and are automatically eligible for Housing New Zealand housing. Housing New Zealand has a National Refugee Coordinator who coordinates its response to the quota refugee programme. Some Housing New Zealand regions are selected as resettlement areas, and take responsibility for finding homes for refugees from each of the six annual intakes.

The selection of resettlement areas is mainly dictated by RMS Refugee Resettlement, an organisation contracted by the Department of Labour to provide settlement services to refugees.

RMS considers many things when looking to resettle refugees, including:

- the location of support services where refugees may have family or friends
- whether they lived in rural or city areas before coming to New Zealand
- the location of services such as schools and hospitals
- community support such as ethnic clusters
- the location of mosques, temples and churches.

Housing New Zealand helps refugees access housing in the area they will be living in. Sometimes this means finding a Housing New Zealand rental home, and at other times it means helping refugees find private rental housing if there is not housing in their area.

Housing New Zealand works closely with many government and community organisations, including:

- Department of Labour
- Refugee Quota Branch and its Settlement Division
- Work and Income
- Auckland University of Technology
- Auckland District Health Board
- RMS Refugee Resettlement
- Auckland Regional Migrant Service (ARMS)
- Auckland Refugees as Survivors

Typically migrants are not automatically eligible for HNZ housing but must be living in NZ for two years and therefore eligible for government assistance. Individuals granted emergency benefits due to hardship may apply for HNZ housing.

AUCKLAND REGIONAL MIGRANT SERVICES (ARMS)

Funded by Department of Labour/Immigration NZ, Tertiary Education Commission, Auckland Council, WINZ, Sky City Community Trust, Lottery, Lion Foundation, Southern Trust, COGS, JR McKenzie Trust

ARMS maintains a focus on the first two years of settlement for migrants and refugees, providing services and answering inquiries to 3,500 newcomers per year in Auckland. In regards to housing, ARMS runs a workshop titled Home Ownership in NZ that offers advice on buying a home, which includes information on NZ property law, mortgages and building and maintaining a home. Settlement support co-ordinators at the two centres also offer support to migrants by providing information on the local housing market and other accommodation options.

AUCKLAND REFUGEE COUNCIL (ARCI)

Funded by ASB Community Trust, NZ Lotteries, Ministry of Social Development

The focus of ARCI is asylum seekers. Asylum seekers do not receive the same level of assistance as quota refugees. As a result, ARCI attempts to meet the gap in service provision until asylum seekers can gain residency. One of their services is the provision of temporary accommodation (a hostel setting) within central Auckland. At the hostel ARCI provide English lessons and assist and facilitate clients' meetings with various governments Departments such as WINZ, Housing New Zealand, IRD etc. Housing is free of charge for asylum seekers who do not yet have a

work visa. ARCI network with a number of agencies to meet the needs of clients, especially those with babies and young children.

SHAKTI COMMUNITY COUNCIL

Funded by: Ministry of Social Development, Department of Labour, Immigration, NZ, Trusts

Shakti Community Council is the national umbrella organisation for several different initiatives providing refuge and related services for ethnic women who are victims of family violence and their children. In Auckland, the initiatives are the Shakti Asian Women's Centre, Shakti Asian Women's Safehouses (2 refuges), the Shakti Legal Advocacy & Family Social Services Inc. and the Shakti Education Training & Advisory Company (SETAC). The Shakti Women's Safehouses provide crisis accommodation for women and their children who are victims of family violence. One safe house is designed for women who do not have PR status (due to being sponsored into the country through marriage) and therefore not entitled to residency benefits. The other safe house accommodates women with citizenship or permanent residency.

CHINESE NEW SETTLERS SERVICES TRUST (CNSST)

Funded by Government and Donations

CNSST is a large organisation with several different initiatives aimed at improving the quality of life of new and settled migrants (predominantly Chinese but also Korean and other Asian ethnicities as well.) Their services include those related to employment, social services, education and cultural activities. They host a seminar for first-time home buyers and offer housing support.

WOMEN'S EMPOWERMENT FOUNDATION

The Women's Empowerment Foundation provides support to women, children and men to build peace and harmony in their homes and lives. The main client base of the organisation is ethnic women who face/faced domestic violence. The organisation also provides supports to victims to promote their health and nutrition. They help all women but their primary clientele are of African, Middle Eastern and Asian ethnicity. WEF provides a culturally-appropriate safe house for Muslim women and children.

OTHER SERVICE PROVIDERS

AUCKLAND LATIN AMERICAN COMMUNITY INC (ALAC)

Funded by Ministry of Social Development

ALAC offers general support services at all stages of migration to Latin American migrants and refugees, including general accommodation support information and advice. They also provide emergency shelter.

BANGLADESH ASSOCIATION NEW ZEALAND

Funded privately and by Auckland Council and ASB Community Trust

The Bangladesh Association is a non-profit voluntary community organisation. The organisation provides services to Bangladeshi migrants. However their main focus is on being a cultural organisation. They do not have a specific programme set up to

assist with housing but help informally when new Bangladeshi migrants seek advice on housing and accommodation.

BHARTIYA SAMAJ CHARITABLE TRUST

Funded by ASB Community Trust, NZ Lotteries, COGS.

Bhartiya Samaj's mission is to support and assist new migrants from India so that they settle well in New Zealand as well as to ensure that they have full access to mainstream social and health services. In addition, the Trust seeks to cater to the social, cultural and emotional needs of the Indian Community. In terms of housing, its 'Migrant Wing' focuses on the settling in process for newcomers. It helps them find suitable accommodation after their arrival.

NZ SOMALI WOMEN'S ASSOCIATION

Funded by Ministry of Social Development, ASB Community Trust and Auckland Council

The group fosters the settling in process for migrant and refugee women - predominantly African but also increasingly women of other ethnicities. They focus on practical skills such as English classes, sewing classes, gaining drivers' licences and running playgroups. Informally the group helps women find accommodation.

SELWYN COLLEGE: REFUGEE EDUCATION FOR ADULTS AND FAMILIES (REAF)

Funded by Ministry of Education

REAF focuses on English language programmes for refugees. However, they partner with such organisations and WINZ and HNZ to offer workshops and seminars on careers and housing.

POONGA - TAMIL COMMUNITY EDUCATION

Funded by Auckland Council, NZ Lotteries, Rose Charity, COGS

Although its focus is more on providing Tamil education, the organisation informally provides information on housing for Tamil newcomers to help them settle into New Zealand Society.

THE HOUSING LANDSCAPE

There are few funded housing services or programmes available outside of HNZ's resettlement programme for quota refugees. Migrants must wait two years before being eligible for housing assistance unless they receive an emergency benefit. Asylum seekers without proper identification papers may be housed at the Mangere Refugee Centre). Others rely on the help of NGOs, such as ARCI. Migrant and refugee women are disadvantaged as they often enter the country as a dependent, without a work visa or permanent residency status making them ineligible for housing assistance. In instances of family violence, their options are limited.

Some interviewees remarked on the poor quality of HNZ housing, citing it as damp and cold or poorly maintained. The price of accommodation was also cited as a barrier to the settling in process.

Brokers are available to assist skilled migrants in finding accommodation. These are often arranged through companies' human resource departments. Interviewees, however, say that many skilled migrants look for accommodation once they arrive in New Zealand, and many come ahead of their families.

There is some information available to skilled migrants prior to arrival. Real Estate agents for example, attend international expos, and there is housing information on the Immigration New Zealand website. Several interviewees, however, noted that the information on the Immigration New Zealand site about housing costs in Auckland is unrealistic.

Although there are few funded programmes available to migrants, some organisations offer information and advice to their members. The Chinese New Settlers Trust and ARM Soffer courses to migrants on buying a home.

Interviewees identified a need for more accurate information on housing costs, a particular need for more housing for asylum seekers and a need for more culturally appropriate emergency housing, e.g. for Muslim women.

RECOMMENDATIONS

Recommendations concerning housing centre on the provision of more and better housing. It is recommended that to achieve this:

- Stakeholders, including Housing NZ, Auckland Council and refugee and migrant community groups collaborate to identify and address housing needs.
- Waive the two-year residency requirement for migrants to be eligible for housing assistance.
- Fund housing assistance for asylum seekers.

HOUSING TYPOLOGY

This typology demonstrates how housing services are targeted to migrants, refugees and asylum seekers.

FUNDED SERVICES TO MIGRANTS AND REFUGEES IN AUCKLAND: HOUSING

TYPE OF INITIATIVE	PROVIDER	REFUGEES	MIGRANTS	ASYLUM SEEKERS
TEMPORARY HOUSING (MANGERE REFUGEE CENTRE)	DEPT OF LABOUR-IMMIGRATION			SOME ASYLUM SEEKERS
HOUSING	HOUSING NZ		AFTER 2 YEARS	
REFUGE/EMERGENCY HOUSING	SHAKTI ASIAN WOMEN'S SAFEHOUSES			
	WOMEN'S EMPOWERMENT FOUNDATION			
	AUCKLAND REFUGEE COUNCIL			
HOME OWNERSHIP COURSE	ARMS			
	CHINESE NEW SETTLERS SERVICES TRUST			

■ = SERVICES PROVIDED TO THESE GROUPS

Funded services to Migrants and Refugees in Auckland: Housing

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Emergency accommodation	Auckland Refugee Council	Emergency accommodation	Provides emergency & short-term (hostel) housing to asylum seekers	Asylum seekers	ASB Community Trust, NZ Lotteries, Ministry of Social Development	Arrival
Emergency housing	Women's Empowerment Foundation	Emergency housing	Provides safe house accommodation assistance to ethnic women, children and youth who face family violence - culturally appropriate focus.	Migrants and refugees (Mainly Muslim from Africa, Middle Eastern countries and Asia.		Settlement through post-integration
Provides temporary housing	Dept of Labour-Immigration NZ	Temporary housing on arrival – Mangere Centre	Temporary housing on arrival.	Refugees	Department of Labour/Immigration NZ	Arrival
Provides housing	Housing New Zealand	Resettlement	HNZ helps refugee's access housing in the area they will be living in. Sometimes this means finding a Housing New Zealand rental home, and at other times it means helping refugees find private rental housing if they cannot supply housing in their area.	Refugees	Housing New Zealand	Refugees - Arrival New migrants - after two years, if eligible
Home ownership course	Chinese New Settlers Services Trust	First Home buyer course	Learn how to buy a first home in New Zealand, including getting a mortgage, building and maintaining a home	Mainly Chinese migrants also Korean and other Asian	Government support and donations	Settlement through post-integration

Funded services to Migrants and Refugees in Auckland: Housing

Type of Initiative	Provider	Name of Initiative	Description	Target	Funding Source	Settlement Phase
Home ownership course	ARMS	Home ownership in NZ workshop	Learn how to buy a first home in New Zealand, including getting a mortgage, building and maintaining a home. Find out what the current market is like. How to find the perfect home in New Zealand.	Migrants	See listing	Settlement through post integration
Refuge	Shakti Asian Women's Safe house (2)	Refuge for family violence	Refuge for women and children experiencing family violence. Culturally appropriate refuge accommodation for women of Asian, African, Middle-Eastern origins.	Ethnic women and children	CYF, individuals, donations-in-kind, Housing NZ	Settlement through post-integration
Refuge	Women's Empowerment Foundation	Emergency housing	Provides safe house accommodation assistance to ethnic women who face family violence. Focus on culturally appropriate for Muslim women.	Ethnic women and children		Settlement through post-integration

RECREATION AND LEISURE

Recreation and leisure are components of a balanced and healthy lifestyle. They play an important role in social wellbeing. Participation in leisure and recreation activities can also have social benefits. Some new migrants report feelings of isolation and loneliness. Recreation and leisure activities can create opportunities for socialisation and thereby contribute to social cohesion by allowing people to connect and network with others. They can also contribute to family bonding when families do things together.¹²

A number of private sector organisations have surveyed new migrants and found that the New Zealand lifestyle, in particular the recreation and leisure opportunities, are major influences on the decision to come to New Zealand. However, interviewees said that social isolation is a common experience during early settlement. For groups such as the elderly, those without work or basic English language skills, the sense of isolation can last much longer.

¹²<http://socialreport.msd.govt.nz/leisure-recreation/>

RECREATION AND LEISURE OPPORTUNITIES

The following organisations provide opportunities for migrants and refugees to take part in recreation and leisure activities.

AUCKLAND CAMBODIAN YOUTH & RECREATION TRUST*

Funded by ASB Community Trust, COGS, Pub Charity, Sky City Community Trust

The Trust's purpose is to help Cambodian youth to settle in NZ as well as stay connected to Cambodian culture. It accomplishes these objectives by offering sports (soccer), cultural, after school and heritage activities. It is also affiliated with Khmer Voice Radio that provides news and information to the Auckland Cambodian community.

AUCKLAND KHMER BUDDHIST ASSOCIATION

Funded by donations

The Association is a religious community organisation that focuses on Cambodian migrants and refugees but also includes people from other ethnic groups in Southeast Asia who have had similar experiences. They provide both private and community religious services and personal or private services including working with individuals or families. They also run recreational training programmes for the community, such as traditional boxing.

AUCKLAND LIBRARIES

Funded by Auckland Council

Libraries are among the many cultural institutions within Auckland that provide rich and meaningful opportunities for recreation, informal learning and discovery for people of all ages. Through programmes that are reflective of Auckland's diversity (e.g. Pasifika, Diwali, Matariki, Lunar New Year, Samoan language week, Maori language week), Libraries makes it possible for host and newcomer communities to learn about each other in safe community space. Pacific, migrant and refugee people have access through Auckland Libraries to a wealth of information that builds their capacity to participate in the civic and social life of Auckland and New Zealand.

CHINESE NEW SETTLERS SERVICES TRUST

Funded by Government Funding, Non-Government Grants and CNSST Social Enterprise

CNSST is a large organisation with several different initiatives aimed at improving the quality of life of new and settled migrants (predominantly Chinese but also Korean and other Asian ethnicities as well.) Their services include those related to employment, social services, education and cultural activities. CNSST runs weekend cultural programmes and activities for Asian children. They have courses for Chinese language, art and music as well as outdoor activities for local children and youth. They sponsor cultural entertainment activities for local people as well as Tai Chi exercise classes.

ANGLICAN TRUST FOR WOMEN AND CHILDREN (ATWC) - COOKING AND FRIENDSHIP

Funded by ATWC and Auckland Council - Local Board grant

Cooking and friendship is an initiative in which migrant and refugee women, as well as Kiwi women, come together to share cooking and cultural exchange. The women are invited to bring their children. Free childcare is provided. The meetings take place once a month with women from different countries or ethnicities teaching a cooking class about their cuisine. The second half of the meeting concerns a cultural presentation by the women who made the meal for the preceding month's class. Other activities in addition to the cultural sharing may include learning about healthy and low-cost recipes, learning about Kiwi slang, sharing challenges faced by newcomers and activities for mothers and children. Benefits of the class are that women make connections and improve their English language skills. Another benefit is stress-reduction, which has positive impacts on their children's safety and wellbeing.

ETHIOPIAN SPORT AND CULTURAL CLUB

Funded by Auckland Council, Ministry of Social Development, NZ Lotteries, Sky City Community Trust, ASB Community Trust

The Ethiopian Sport and Cultural Club seek to promote Ethiopian migrant and refugee integration into NZ society whilst maintaining Ethiopian cultural connections. The Club organises soccer events and other sports activities for enjoyment and for competition within the Ethiopian ethnic community and in the wider local community. Participants are Ethiopian; however those from other African countries and other ethnic groups also take part.

HARBOUR SPORTS-ACTIVE ASIAN*

Funded by Ministry of Health, Auckland Council, Sport & Recreation NZ, sportsground.co.nz, ORIX, South Auckland Motors, Blue Waters Community Trust

The Harbour Sports-Active Asian initiative is a response to the large Asian population on the North Shore, which is double the national Asian population average. The initiative's purpose is to engage with Chinese, Korean and other Asian ethnicities (particularly children) so that they become involved in sports. The programme is fairly new and has begun by targeting the Chinese population.

KOREAN WOMEN'S NETWORK*

Funded by Ministry of Social Development, NZ Lotteries

The Network helps Korean women on the North Shore settle in NZ. It helps with isolation, language barriers and cultural differences. The Network, which grew from 5 to 165 members in three years, provides classes and workshops on health, education, cultural issues and English. It provides recreation classes such as belly dancing, yoga, salsa, body balance and zumba.

MT ROSKILL WOMEN'S SWIMMING PROGRAMME

Funded by ProCare Health Ltd with support from Ministry of Social Development, Auckland Regional Public Health Services, Auckland District Health Board, Watersafe Auckland, and Auckland Council

This initiative is co-ordinated by ProCare Health Limited. It consists of a new Saturday night programme for girls 12-17 years of age and a Sunday night programme for women, which has been active for 7.5 years. Most women and girls involved are Muslim. More than

100 women participate in the Sunday programme at Cameron Pools, Mt Roskill. In addition to learning to swim, women can participate in aqua aerobics, lane swimming and water walking. The women can also use the spa and sauna (only after 7pm). The programmes help women and girls improve their health, combat isolation and make connections within the community. ProCare contracts the Auckland Somali Association to coordinate the Sunday programme and Umma Trust to coordinate the Saturday programme. ProCare's role is to provide structure, direction, administration and community development support.

ProCare's related initiatives include programmes that develop women's skills as trained community physical activity leaders and breastfeeding peer counsellors. Both initiatives involved funding from ADHB.

NZ CHINESE ASSOCIATION-AUCKLAND BRANCH

Funded by fundraising, membership subscriptions and sponsorship

The NZ Chinese Association is a national organisation with 13 local branches. It represents the interests, and works for the well-being of, both long-established citizens and new Chinese migrants. Throughout the year the Auckland branch undertakes several programmes, events and sporting activities. A major focus is participation in the national organisation's annual Easter Tournament, which features sports and cultural events, as well as the Youth Leadership Camp. The Auckland branch sponsors many activities for different age groups including groups for seniors as well as a bi-lingual language/music school for pre-schoolers and primary school children. It celebrates major Chinese festivals with dinners, holds an annual free Christmas barbecue for its financial

members and organizes the annual Banana Conference Series. The Conference Series is held in conjunction with the International Society for the Studies of Chinese Overseas (ISSCO).

NEW ZEALAND CHINESE YOUTH TRUST*

Funded by NZ Lotteries, COGS, Auckland Council, businesses

The Trust aims to equip youths of Chinese origin with the necessary social, leadership and life skills to become fully integrated and contributing members of New Zealand society. It aims to address the alienation felt by many young Chinese migrants who are prevented from involvement in the mainstream community due to language and cultural barriers. Through the Chinese Youth Developmental Programme, the Trust hopes to encourage the development of positive interests from a young age, to promote local community involvement, and to provide these youths with positive social and support networks to build self-esteem and a sense of belonging. The Trust runs leadership workshops to provide youths with the skills to form and lead a team. Other activities include seminars on sex education, environmental protection, and water and road safety.

NZ NEWCOMERS NETWORK - ALBANY BRANCH

Supported by Ministry of Social Development

The NZ Newcomers Network is a national initiative that invites all newcomers, Kiwis as well as migrants, to attend local groups that have been established in their area. In Albany, the network hosts a weekly coffee group at Albany House. The event fosters friendship

and the participation in shared activities such as walking, exercise and arts and crafts groups.

TAMIL SENIOR CITIZENS ASSOCIATION*

Funded by Auckland Council, NZ Lotteries, Mt Wellington Trust, ASB Community Trust, COGS

The association recognised the need to engage with Tamil senior citizens who often felt isolated, lonely and disengaged from NZ society. They hold twice-monthly meetings/get-togethers for seniors at community halls to spend time socialising and to attend talks and seminars. Many topics are health related. The association hold exercise classes once a month.

TAIWANESE WOMEN'S ASSOCIATION OF NEW ZEALAND*

Funded by Businesses Hantec Finance, The Edge, Good Health

This association is organised by Taiwanese women who wanted a closer community and more friends in New Zealand. It organises community and cultural games.

PROBASEE BENGALI ASSOCIATION OF NEW ZEALAND

Funded by Auckland Council

The purpose of the association is to uphold and promote the rich cultural heritage of Bengal and India. It achieves this through sponsoring many cultural and religious/social programmes throughout the year. The association emphasises youth in order to strengthen their understanding and appreciation for Bengali culture. The association holds an annual badminton tournament and

encourages all ages to participate in sports including cricket, badminton and table tennis.

AUCKLAND INDIAN SPORTS CLUB

Funded by Pub Charity, Lion Foundation

Men, women, youth and children (ages 5-13) participate in a number of club sports including cricket, hockey, netball and football.

WAITAKERE INDIAN ASSOCIATION

Funded by The Trust Charitable Foundation, Lion Foundation, Waitakere Licencing Trust, Portage Licencing Trust and Auckland Council

The Waitakere Indian Association sponsors events that promote awareness of and appreciation for Indian culture as well as activities that engage their membership with Indian culture. They run a Hindi language and cultural school that is affiliated with the Association, a Youth and Sports Group and a Senior Citizens Group. The Association is a partner in the Race Relations Diversity Action programme, observes Children's Day during its Festival of Colours and is involved in fundraising for disaster relief, such as the Canterbury Earthquake Appeal and for Fiji flood victims.

THE RECREATION AND LEISURE LANDSCAPE

Despite lifestyle being a major influence on many migrants' decision to immigrate to New Zealand, there is little funding directed towards recreation and leisure programmes for them. Some interviewees report that there are few opportunities for new migrants to get

together unless they belong to some of the larger ethnic minority or cultural communities that have social and cultural clubs. Transportation costs are issues for the elderly and for those who wish to provide services to them.

Some organisations, such as the Chinese New Settlers Services Trust, the Ethiopian Sport and Cultural Club, and the Cambodian Youth and Recreation Trust run recreation programmes for young people. The NZ Chinese Association – Auckland Branch has well-established sport programmes for youth and adults. The Harbour Sports-Active Asian project has been successful in its promotion of sports for Chinese young people and is in the process of extending its promotion to adults and ethnic groups.

A few of the groups, such as the Korean and Taiwanese Women's Networks, focus on mothers and the elderly, but not many. More activities have been requested for elderly, including social activities that aren't English language-based.

Some of the interviewees noted that despite the importance of social participation and connectedness to settlement outcomes, it is difficult to secure funding for recreational or leisure activities or events. Another barrier to such activities is the expense of renting facilities, such as community halls for indoor activities, and/or the unavailability of facilities due to demand exceeding supply. Interviewees from smaller ethnic or cultural groups have voiced the importance of having their own facilities to serve as a community and recreational hub but believe due to housing prices this is out of their reach.

RECOMMENDATIONS

The recommendations for recreation and leisure activities include:

- Developing ways to provide more funding to offset the costs of hiring facilities and to defray transportation costs for those on low-incomes.
- Sourcing more facilities for groups, including promoting links between mainstream and migrant/refugee groups that foster facility-sharing.

CULTURE

Cultural identity can contribute to wellbeing. Identifying with a particular culture gives people a sense of belonging. An established cultural identity has also been linked to positive outcomes in areas such as health and education. It provides access to social networks, which in turn provides support and shared values and aspirations. Social networks can help to break down barriers and build a sense of trust between people.

CULTURAL SUPPORT

AUCKLAND INDIAN ASSOCIATION*

Funded by business

The Association sponsors many cultural events, such as Diwali celebrations, that are held in its Mahatma Gandhi Centre. It hosts a Sunday school to teach children Gujarati and also provides lessons for adults. Other events held throughout the year include dance competitions, expos and concerts.

AUCKLAND KHMER BUDDHIST ASSOCIATION

Funded by donations

This religious community organisation focuses on Cambodian migrants and refugees, but also includes people from other ethnic groups in Southeast Asia who have had similar experiences. It provides both private and community religious services. Public

events and traditional cultural celebrations are run for the entire Cambodian community in Auckland and are unique to Cambodian culture.

AUCKLAND MULTICULTURAL SOCIETY

Funded by ASB Community Trust, COGS, Auckland Council, Lion Foundation, the Pumphouse, Takapuna (provides venue for Lakeside Multicultural Festival)

The Auckland Multicultural Society was established in 1978. Its mission statement, “each culture unites through understanding to strengthen New Zealand society” reflects its aim to foster cultural awareness and unity among Auckland’s ethnic groups. Its other aims include experiencing and learning about the customs and ways of life of the ethnic groups represented in the Society, as well as promoting an understanding and appreciation of them; working together in partnership to further the multicultural development of NZ; and working together on cultural, educational, social and sporting events that further the aims of the Society. The Society holds monthly meetings with member groups to discuss how to promote multiculturalism. It publishes a quarterly newsletter of community news, holds a mid-winter dinner and sponsors the Lakeside Multicultural Festival. The Society’s activities and events provide opportunities for making friends and for networking among cultural groups and community organisations.

BANGLADESH ASSOCIATION NEW ZEALAND

Funded privately and with funding from Auckland Council and ASB Community Trust

The Bangladesh Association is a non-profit voluntary community organisation. It promotes Bangladeshi culture through its celebration of Bangladesh national days, monthly gatherings, religious occasions and cultural competitions. The Association runs a Bengali community school called Bangla School for children for learning language, culture and other performing arts. It also publishes electronic and printed newsletters for the members of the community.

BHARTIYA SAMAJ CHARITABLE TRUST

Funded by ASB Trust, NZ Lotteries, COGS.

Bhartiya Samaj's mission is to support and assist new migrants from India so that they settle well in New Zealand as well as to ensure that they have full access to mainstream social and health services. In addition, the Trust seeks to cater to the social, cultural and emotional needs of the Indian Community. Bhartiya Samaj is involved in cultural activities and celebrations and offers classes in different Indian languages.

CHINESE NEW SETTLERS SERVICES TRUST

Funded by Government Funding, Non-Government Grants and CNSST Social Enterprise

CNSST is a large organisation with several different initiatives aimed at improving the quality of life of new and settled migrants (predominantly Chinese but also Korean and other Asian ethnicities

as well.) Many of its cultural programmes and activities take place at their nine different community education institutes. These include programmes for children, English language and NZ culture courses for newcomers, Chinese language, and art and music classes. It also provides some cultural activities for Koreans via its Asian Community Services Team.

HALO HALONZ

Funded by sponsors and exhibitors

Halo Halo is an annual Filipino food, cultural, travel and trade show that promotes networking and cultural pride among the Auckland Filipino community. Its intent is also to raise awareness of Filipino culture to the wider community. It is in its sixth year.

LOOK EAST

Funded by sponsors and exhibitors

Similar to Halo Halo NZ, Look East is a food, cultural, travel and trade show. Its focus is on the South East Asian community. It is in its third year.

KOREAN WOMEN'S NETWORK*

Funded by Lotteries and Ministry of Social Development

The Network helps Korean women on the North Shore settle in NZ. They provide classes and workshops on health, education, cultural issues and English. They also learn about cultural issues that are of importance to NZ.

MANUKAU INDIAN ASSOCIATION*

Funded by COGS, Pub Charity, Business/Corporate sponsors

The Association provides social and cultural events and activities for Indians (and others) in South Auckland as well as educational opportunities for Indian youth to learn Gujarati. The main cultural activities are the celebration of Indian festivals.

NZ TAMIL SENIOR CITIZENS ASSOCIATION*

Funded by Auckland Council, NZ Lotteries, Mt Wellington Trust, ASB Community Trust, COGS

The Association recognised the need to engage with Tamil senior citizens who often felt isolated, lonely and disengaged from NZ society. As part of their mandate, they promote the Tamil culture and language. One way they keep senior citizens engaged is by providing Tamil periodicals and books for them to read. They also have a radio station slot on Planet Radio that they use to disseminate community news.

PROBASEE BENGALI ASSOCIATION OF NEW ZEALAND

Funded by Auckland Council

The purpose of the Association is to showcase Bengali culture and heritage. It conducts cultural, religious-social and sports programmes. Its library houses a collection of Bengali books and films.

TAIWANESE WOMEN'S ASSOCIATION OF NEW ZEALAND*

Funded by Business

The Association supports Taiwanese women who wanted a closer community and more friends in New Zealand. Members volunteer at charity activities, stage Taiwanese cultural events, attend classes and seminars that help them integrate into NZ culture. They also seek to maintain a strong Taiwanese community and cultural identity. Participation is limited to Mandarin-speaking women as classes are in Mandarin.

POONGA - TAMIL COMMUNITY EDUCATION

Funded by Auckland Council, NZ Lotteries, Rose Charity, COGS

Poonga has five main groups that strengthen ties to Tamil culture as well as help with the settling in process in New Zealand: Play Group, Tamil School, Bridging School, Examination Board and the Parent and Adult Group. Play Group is based on the NZ Early Childhood Curriculum. The Tamil School teaches Tamil language and includes sports and cultural activities. The Bridging School links aspects of the New Zealand curriculum to the students of Poonga, including instruction in newspapers and media, the Treaty of Waitangi and human rights. The Examination Board measures proficiency in the Tamil language, while the Parent and Adult Group offers courses in first aid, health and parenting. Poonga is also involved in cultural activities such as the Harvest Festival (Pongal).

WAITAKERE INDIAN ASSOCIATION

Funded by TTCF, Lion Foundation, Waitakere Licencing Trust, Portage Licencing Trust and Auckland Council

The Waitakere Indian Association sponsors events that promote awareness of and appreciation for Indian culture as well as activities that engage their membership with Indian culture. They run a Hindi language and cultural school that is affiliated with the Association, a Youth and Sports Group and a Senior Citizens Group. The Association is a partner in the Race Relations Diversity Action programme, observes Children's Day during its Festival of Colours and is involved in fundraising for disaster relief, such as the Canterbury Earthquake Appeal and for Fiji flood victims.

THE CULTURAL LANDSCAPE

Auckland Council has recognised the cultural vitality of multiculturalism in its promotion of such events as Chinese and Korean New Year as well as Diwali. Behind this public face of diversity lies a wellspring of multiculturalism resident throughout Auckland's suburbs. Many organisations maintain an active cultural focus that provides their members with an important sense of belonging. They remain grounded in their heritage whilst connecting with Kiwi culture. They emphasise that many of their activities have been created to help their children retain their connection to the parents' original culture. Doing so strengthens the ties across generations, connecting young and old.

The Auckland Multicultural Society's purpose is to educate new migrants about multiculturalism in NZ as a way of increasing understanding between cultures and strengthening New Zealand society.

Some of the interviewees commented that having a strong cultural identity and an understanding of their culture and language assists migrants and their families with settling into New Zealand life. Some of the organisations receive funding for activities and classes. Many of these funded activities, however, are infrequent, or targeted towards a small part of the community. One interviewee stressed the need for heightened awareness of Muslims as a cultural group rather than just as a religious one.

Commercial research undertaken by some of the private sector organisations interviewed for this project suggests that skilled migrants often feel at home when they have made connections, links and friendships from people both from their home country who are living in New Zealand and Kiwis. In addition, the promotion of multiculturalism can ease racial tensions and promote the appreciation of diversity by the host community.

RECOMMENDATIONS

To further enhance the cultural landscape in ways significant to migrants and refugees, it is recommended that

- Sector stakeholders collaborate at the community level to seek means for expanding the promotion of multicultural events for a broader range of ethnic groups.

OTHER SUPPORT

ORGANISATIONS

Umbrella migrant and refugee organisations such as Change makers Refugee Forum, the National Refugee Network and the Federation of Islamic Associations of New Zealand support local Auckland initiatives through their focus on networking, policy and advocacy at the national level.

CHANGEMAKERS REFUGEE FORUM

Change Makers Refugee Forum is a rights-based NGO representing 14 refugee-background communities in Wellington. However, it has a national mandate in that it conducts, coordinates, and supports research that informs refugee resettlement policy and practice. Recent research has focused on family reunification, barriers to health and applying a human rights-based approach to resettlement processes.

NZ NATIONAL REFUGEE NETWORK

The NZ National Refugee Network (NZNRN) is the collective voice of former refugees in New Zealand. It works with Government and NGOs to achieve the full participation of former refugees in NZ society. Included in its priorities is a focus on resettlement issues critical to refugees: employment, immigration, housing, education and mental health.

THE FEDERATION OF ISLAMIC ASSOCIATIONS OF NEW ZEALAND (FIANZ)

FIANZ is a federation comprised of regional NZ Muslim Associations. Its purpose is to provide a unified voice for the NZ Muslim community. Its specific aims include upholding Islamic values while fostering successful integration into New Zealand society.

INITIATIVES

Locally, several organisations have initiatives that, while important, do not fit into the categories established for this report. This includes national initiatives, such as the Office of Ethnic Affairs' Language Line and the CAB's Language Link.

AUCKLAND REGIONAL MIGRANT SERVICES (ARMS)

Funded in 2010 – 11 by Department of Labour/Immigration NZ, Ministry of Social Development (WINZ), ASB Community Trust, Auckland Council, Sky City Community Trust, Lottery Grants Board, Lion Foundation, Guardian Trust, Southern Trust, COGS

ARMS conducts 10 Treaty of Waitangi education workshops for migrants per year. They are funded by Auckland Council and include a focus on what the Treaty means for migrants as new Kiwis as well as how to respond to questions about the Treaty in job interviews. ARMS' Regional Settlement Network, funded by the

Department of Labour/Immigration NZ, helps service providers to enhance their responsiveness to newcomer clients/customers. The agency's financial advice services include free financial advice consultations, personal financial planning and management, and seminars on IRD-related topics and Kiwisaver. Free legal advice consultations are also available on topics such as immigration, human rights, contracts and employment, family and criminal courts, trusts, etc. ARMS provides settlement support information in 10 different languages.

MIGRANT ACTION TRUST

Funded by Department of Internal Affairs, Four Winds Foundation, Lion Foundation, MSD, Puketapapa Local Board, SkyCity Community Trust, Tear Fund, Todd Foundation, United Way, Working Together

MAT provides a workshop about the Treaty of Waitangi and Māori culture. The Trust also offers an issues-based forum that concerns current issues affecting migrants and refugees.

CHINESE NEW SETTLERS SERVICES TRUST (CNSST)

Funded by Government funding, Non-government Grants, Donation, CNSST Social Enterprise

CNSST is a large organisation with several different initiatives aimed at improving the quality of life of new and settled migrants (predominantly Chinese but also Korean and other Asian ethnicities as well.) Their services include those related to employment, social services, education and cultural activities. CNSST's Road Safety

Project promotes road safety and offers a driver licensing course and media campaign. It also includes a NZ driving-culture seminar.

NEW ZEALAND AFRICAN WELFARE SERVICE TRUST

Funded by NZ Lotteries ASB Community Trust, COGS, Sky City Community Trust

The Trust assists African refugees and migrants, and those of other nationalities, with their integration into the wider community. The Trust runs safe driving courses that include learner's restricted and full licence instruction. Another initiative is an interpreter service, whereby interpreters affiliated with the Trust are registered with the Department of Labour and carry out interpreting work for African refugees and migrants.

NEW ZEALAND ETHNIC SOCIAL SERVICES TRUST

Funded by Ministry of Social Development, Auckland Council, NZ Lotteries, COGS

The NZESS provides a range of services for clients that tend to be predominantly of Middle Eastern heritage. They offer bi-lingual learner driving courses.

WOMEN'S EMPOWERMENT FOUNDATION

Being able to drive reduces women's isolation and dependence and promotes mobility which benefits themselves and their children. Accordingly, the Foundation runs a women's driver licensing programme designed to provide support for women and children who are victimised by family violence by providing practical training with a NZ qualified, experienced female driving instructor.

MIGRANT EXPO LTD

Funded by Auckland Council and business sponsorship

National in scope, Migrant Expo is a yearly initiative that highlights programmes, services and educational opportunities of importance to migrants and refugees. Service providers in the areas of settlement support, education, health and safety and immigration participate. There is a 'Job Zone' where migrants and refugees can gain information about financial services, investment and business opportunities as well as information on how to set up a business.

POLICE ETHNIC LIAISON OFFICERS

Funded by New Zealand Police

Multi-lingual liaison officers establish and build relationships with ethnic communities throughout Auckland. Their purpose is to foster trust and to encourage individuals to report crime, rather than remain silent as victims. They run community education projects according to community needs, such as on road and driver safety and how to avoid victimisation.

LANGUAGE LINE - OFFICE OF ETHNIC AFFAIRS

Funded by Department of Internal Affairs

Language Line is a national telephone interpreting service that offers clients of the participating agencies free interpreting in 43 different languages. Participating agencies can connect individuals (in person or by telephone) with Language Line interpreters. Language Line also offers the clients an opportunity to choose the gender of their interpreter.

LANGUAGE LINK – CAB

Funded by Immigration NZ

Language Link is a national service provided by the Citizens Advice Bureau NZ. It offers free, confidential and impartial information, advice, advocacy and support in 26 languages.

CONCLUSION

There are a wide range of services, initiatives and organisations in Auckland supporting the settlement of migrants and refugees. Prior to arrival, the best sources of information concerning settlement are found through websites, such as those offered by Immigration NZ, ARMS, and the Chamber of Commerce.

It appears that skilled and business are making use of this information, accessing information on New Zealand from the internet, other media sources, or from Immigration New Zealand. They are also acquiring support from non-funded sources, such as immigration advisers, brokers and banks, or at expos.

Most of the web-based information, however, is in English and focuses on the nuts and bolts of the immigration process.

On arrival, refugees are given initial settlement support, however there is limited funding for their on-going support needs, which can be significant. Many of the services that are currently funded, and much of the support, is provided by volunteers. Refugees face significant barriers to employment. Moreover the mental health and wellbeing of refugees is affected by past trauma and by having remaining family overseas. Reunification is an area that has not attracted funding attention.

Those working in this area say long term support is severely underfunded and severely stretched.

Despite recognition of the importance of employment and social connections, for both the principal applicant and their families, there is little systemic support for migrants on arrival, and low investment in initiatives that support settlement. Skilled migrants currently navigate the new environment themselves as few proactive services are funded.

The lack of local knowledge can mean that people miss out on the support and services that are available to them. Once they do find them, they face waiting lists, which means that services may not be accessed until later in the settlement process. Delays in utilising critical services, such as job training, career support or English language instruction, can adversely affect employment. The longer employment is delayed, the poorer one's job prospects become. Given the barriers to employment that migrants and refugees face, this is a significant hindrance to settlement.

As services are significantly underfunded across the sector, it is difficult for migrants and refugees to get the support they need. Exhausted service capacity is common. Stresses associated with being in an unfamiliar culture are taking their toll. Isolation, lack of community, family violence and high unemployment, especially among youth, contribute to alienation and a lack of integration into the wider community.

In terms of funding, it appears that many of the activities taking place in the sector are driven by the funding priorities of central and

local government rather than by the needs of migrant and refugee communities. Philanthropic organisations and trusts are seeking to address this issue by consulting more closely and thoughtfully with migrant and refugee communities. Government agencies such as the Ministry of Social Development, via the Settling In initiative, which takes a more holistic approach to supporting settlement, and Auckland Council are looking at ways to address this gap between funding policies and community needs.

There is uncertainty in the sector concerning the security of funding. Around one-quarter of the interviewees were unsure whether there will be changes in funding over the next year. Others wondered if their organisations would survive as funds have become so limited.

APPENDIX: INDEX OF ORGANISATIONS

All Hazara Afghan Association of New Zealand	Bangladesh Association NZ
All Saints Anglican Church-Howick	Bhartiya Samaj
ASB Community Trust	Cambodian Youth & Recreation Trust
Asian Family Services (Problem Gambling Foundation NZ)	Careers NZ
Asian Migrant News	Changemakers Refugee Forum
Auckland Cambodian Youth & Recreation Trust	Chinese New Settlers Services Trust
Auckland Chamber of Commerce	Citizens Advice Bureau (including Language Link)
Auckland Council	English Language Partners
Auckland District Health Board	Ethiopian Sport & Cultural Club
Auckland Indian Association	Fatimah Foundation
Auckland Indian Sports Club	Federation of Islamic Associations of New Zealand
Auckland Khmer Buddhist Association	Harbour Sports-Active Asian
Auckland Latin American Community Inc	Human Rights Commission
Auckland Libraries	Housing NZ
Auckland Multicultural Society	Immigration NZ (including NZ Settlement Support)
Auckland Refugee Council Inc	Inland Revenue
Auckland Regional Migrant Services	Kiwi Latino
AUT Centre for Refugee Education	Korean Society of Auckland
Baitulllm Trust	Korean Women's Network

Macro Auckland
Mangere Refugee Resettlement Centre
Manukau Indian Association
Manukau Institute of Technology, Education and Social Sciences/Employment Programmes
Manukau Institute of Technology, Community Enterprise Unit
Migrant Action Trust
Migrant Expo Ltd
Mt Albert Baptist Church
Mt Roskill Women's Swimming Programme
National Refugee Network
NZ AIDS Foundation – African Initiative
NZ African Welfare Service Trust
NZ Chinese Association-Auckland Branch
NZ Chinese Youth Trust
NZ Newcomers Network – Albany Branch
NZ Police - Police Ethnic Liaison Officers
NZ Sikh Women's Association
NZ Somali Women's Association
NZ Ethnic Social Services Trust
Office of Ethnic Affairs (including Language Line)

Omega
Poonga - Tamil Community Education
Probahsee Bengali Association of New Zealand
Refugee Services Aotearoa
Refugees as Survivors NZ (RASNZ)
Selwyn College Refugee Education for Adults and Families
Settling In, Family and Community Services (FACS)
Shakti Community Council
 Shakti Asian Women's Centre,
 Shakti Asian Women's Safehouses
 Shakti Education Training & Advisory Company
 Shakti Legal Advocacy & Family Social Services
Shanti Niwas
South Africa Going to New Zealand
Taiwanese Women's Association of New Zealand
Tamil Senior Citizens Association
Tindall Foundation
TrainSmart
Umma Trust
Waitakere Indian Association
Women's Empowerment Foundation