

WELLINGTON REGIONAL ACTION PLAN FOR REFUGEE HEALTH AND WELL-BEING



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on behalf of the Refugee Health and Well-being
Action Plan Inter-sectoral Working Group
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PREFACE

He manu e kai ana ki te miro, nona te ngahere

He manu e kai ana ki te matauranga, nona te ao

He manu e kai ana ki te Puaroha o Te Atua, nona te aonui

This whakatauki [proverb] expresses a desire to capture a wide, creative, expansive and participative view of life and the journey of life.

This present **ACTION PLAN** expresses these same sentiments.

Desirous to participate and achieve the common good of all, especially those who often have specific needs, I am delighted that a pathway is being made to assist the well-being of New Zealanders who come from refugee backgrounds.

Refugees come with an experience of life that is often different from the main-stream of New Zealand society. While this experience brings about certain needs, this same experience contributes to building an accepting and inclusive community that in turn builds up our common humanity in goodness.

This **ACTION PLAN** is the fruit of many generous people and organisations from various sectors of the community who have collaborated to support the task of creating services that will assist the whole Wellington regional community. I would like to express my gratitude to all who have enabled this pathway for the “*Wellington Regional Health and Well-being Action Plan*” to begin its journey. This journey will grow and develop as it steps forward together for the common good of all people. The first steps indicate so much good-will. Thank you.

On behalf of all New Zealanders who come from refugee backgrounds - Kia kaha,

Adam Awad

ChangeMakers Refugee Forum

Wellington

June 2006

INTRODUCTION


New Zealand has won considerable international respect and commendation from both the wider international community and the United Nations High Commissioner for Refugees (UNHCR), for its longstanding contribution to refugee resettlement. New Zealand has been accepting refugees¹ for resettlement since the end of the Second World War and the government's willingness to accept a proportion of the world's most vulnerable cases in more recent years has served as a testament to our country's well regarded humanitarian tradition.

Refugees have high health and well-being needs. They are casualties of a complex range of crises including civil war, brutal regimes and famine. Refugees are commonly at risk due to their ethnicity, political beliefs or religion and may have suffered persecution, torture, rape or abduction, or have witnessed killings. Many refugees arrive in New Zealand after perilous journeys and harrowing detention in refugee camps. They have little in the way of possessions and financial resources on arrival and often experience a debilitating sense of loss, grief, worry and guilt about the loved ones they have left behind. It is common for refugees to experience prejudice during their resettlement due to cultural differences, disease prevalence, low education levels and a perceived burdening of the welfare system.

Today the Wellington region² is home to a diverse group of refugee communities from Asia, the Middle East, Europe and Africa. Together they represent a kaleidoscope of culture, religion, language and ethnicity. The members of these communities continue to enrich the fabric of our society as they strive to become productive participants of their new communities.

1 The United Nations (1951) defines a refugee as *'any person who, owing to a well founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion is outside the country of his/her nationality and is unable, or owing to such fear, is unwilling to avail himself/herself of the protection of that country.'*

2 Wellington City, Hutt Valley and Porirua



Successful resettlement of refugees requires a greater degree of understanding by the host community of the backgrounds and the specific challenges refugees face in settling into their new homeland. With increasing numbers of refugees settling in the Wellington region, there is a need for agencies to develop and provide appropriate services that meet the needs of these communities, ensuring they have every opportunity for a full life and to contribute to New Zealand's future prosperity.

The Wellington Regional Health and Well-being Action Plan is a result of the shared concern of refugee communities, non government organisations (NGOs) and government agencies (central and local) in the Wellington region, for refugees living and settling in the region. The Action Plan contains approximately 70 collaborative actions that collectively aim to achieve significant improvements in the health and well-being of these communities. This is a high level plan aimed at giving an overview of the work and commitments of lead agencies.

Each of the lead agencies represented in this plan, will develop through their own business development mechanisms, more detailed implementation plans for the actions they have committed to realising. Although the Action Plan is refugee focused, many of the actions detailed will support the needs of both migrant and refugee communities.

The key question that brought us together:

“How can we ensure as a nation that we become richer through settlement of these refugee communities?”

My name is Hamdi Yusuf.

I used to live in the eastern part of Ethiopia, called Oromo.

The country looks like a Second World War bombsite. You cannot see any birds flying in the sky. The people are affected by drought and war. It is a dead country. Most people do not have enough food to eat and are often hungry. The government is a dictatorship.

No one would ever think this country could be a favourite or good place to live. My country is very noisy; kids screaming, people shouting, fighting in the streets and lying on the road drinking.

When my mother died her baby was still at her breast. All the streets were covered with dead bodies and these had many maggots. People are also dying of disease.

It was hard for me to tell you this. Every single night I hold my pillow tight and through the window I see the broken moon smile.

Finally people, I lost my mum and dad through the war in Ethiopia. Still I have a broken heart. I want to build a new life and make peace with everybody. I hope I can do it. My old country is not lucky to have peace and to have rights and responsibilities.

I never thought I would see the day when I would fly away. They told us, when I was six years old, we would fly to New Zealand. I was happy. I won't see the lonely, lonely sky covered by the bomb smoke again. Remember you are free! There is nothing more important than that! The children of Oromo are still screaming...

By Hamdi Yusuf

South Wellington Intermediate School 2005

Oromo Community

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New Zealand's Commitment to Refugee Resettlement

Nine countries currently host the majority of refugees who are settled annually under the UNHCR Programme for Resettlement: Australia, Canada, Denmark, Finland, the Netherlands, New Zealand, Norway, Sweden and the United States. The implementation of resettlement programmes in co-operation with UNHCR is underway in a number of other countries including Ireland and the United Kingdom.

New Zealand accepts three categories of refugees into the country: quota refugees, family reunion refugees and convention refugees.

Quota Refugees:

Quota refugees are people whom the UNHCR has mandated as refugees overseas. These people are selected for resettlement in New Zealand under the annual Refugee Quota Programme, which comprises three main categories:

- Women at risk
- Medical/disabled
- Needing protection

Refugees can be selected from anywhere in the world and this selection is determined on those requiring the greatest need for refuge and protection. On arrival in New Zealand Quota Refugees spend 6 weeks at the Mangere Refugee Resettlement Centre for orientation of the New Zealand way of life, health screening and treatment as required.

Family Reunion Refugees:

These refugees are relatives of refugees who have previously settled in New Zealand. The cost of their resettlement is met by their families and/or sponsors.

Convention Refugees:

Convention refugees are former asylum seekers whose refugee status has been recognised in New Zealand by domestic authorities. Convention refugees are not part of the quota system. They seek asylum at the border (usually an airport) or when their temporary visa or permit expires.

The definition of 'refugees' adopted throughout the sector varies across different agencies. This continues to create inconsistency and uncertainty regarding the entitlements and services available for refugees of different backgrounds.

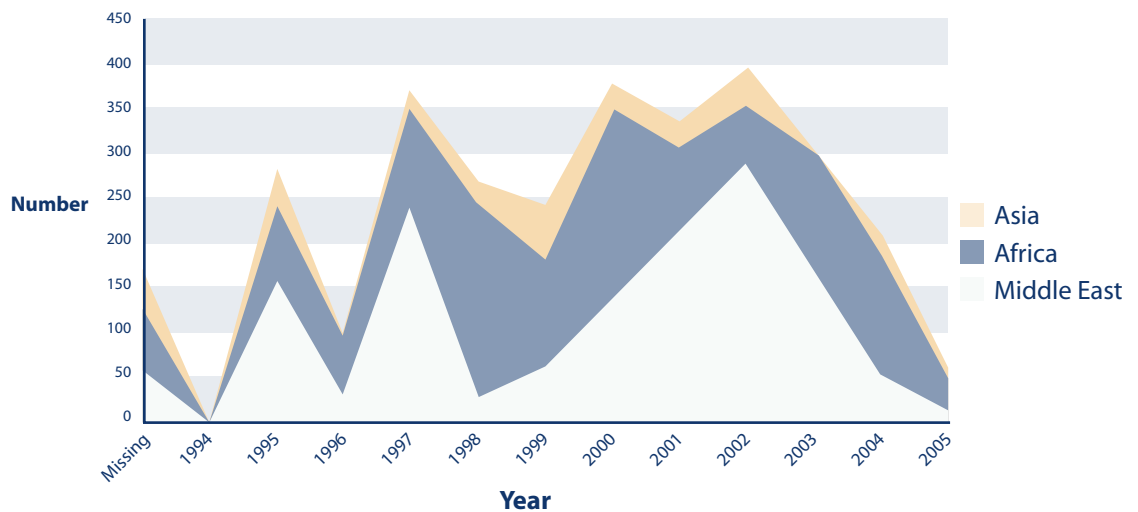
What does the Wellington Regional Refugee Population look like?

There is a lack of reliable data on refugee populations settling both initially and permanently in the Wellington region. For the purpose of this plan we have used data collated by Regional Public Health (RPH) in the central region for the period Jan 1996 – Feb 2005³. This data is collected when refugees first arrive in the region from the Mangere Refugee Resettlement Centre or directly to the region.

It is estimated that 2.1% of the Wellington regional population are refugees or are from refugee backgrounds. The approximate number of refugees to arrive in the Wellington region between 1994 and 2005 was 3050 including: 2119 quota refugees, 920 family reunion refugees and 11 convention refugees.

The region's refugee population represents a diverse range of ethnic groups. The majority of refugees have arrived from the Middle East (47%) and Africa (43%).

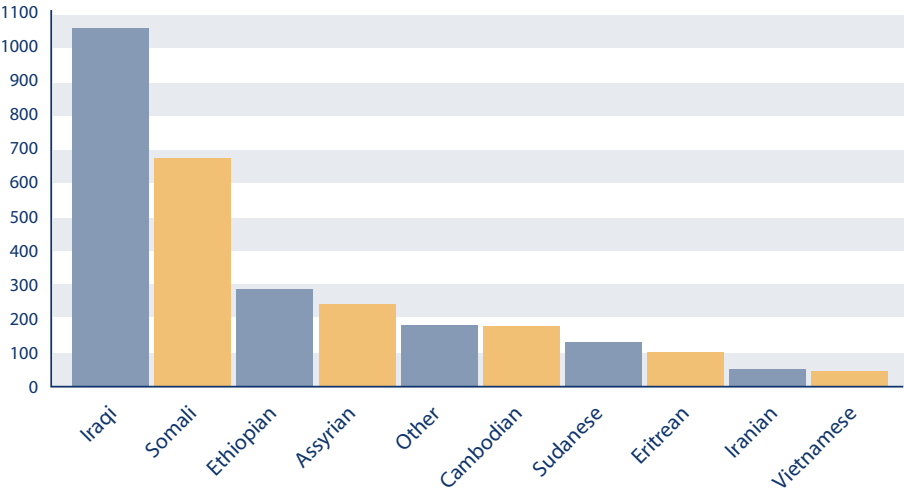
Origin of Central Refugee Arrivals 1994-2005



³ The central region includes Gisborne, Hawkes Bay, Manawatu, Wanganui, Wairarapa, and Wellington region. In recent years a small number of refugees have settled in Napier and Palmerston North only. The majority have settled in the Wellington region.

Data provided by RPH suggests at least 26 refugee communities settled in the region in the last nine years. The largest groups to arrive were Iraqis and Somalis.

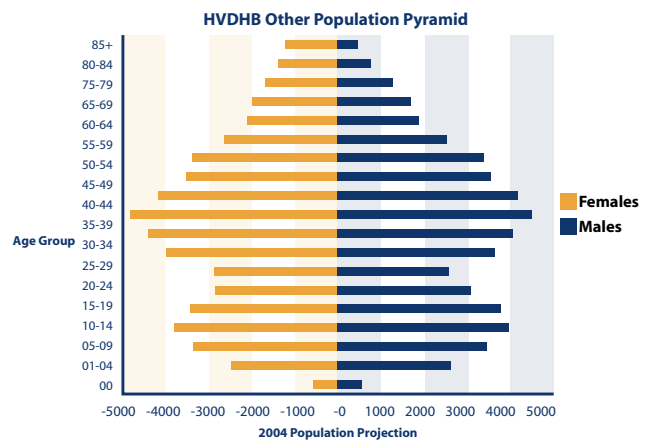
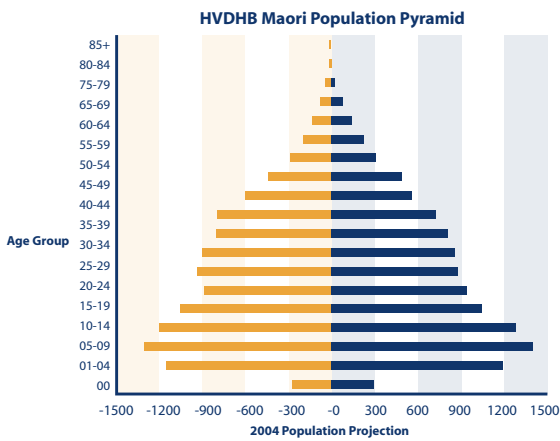
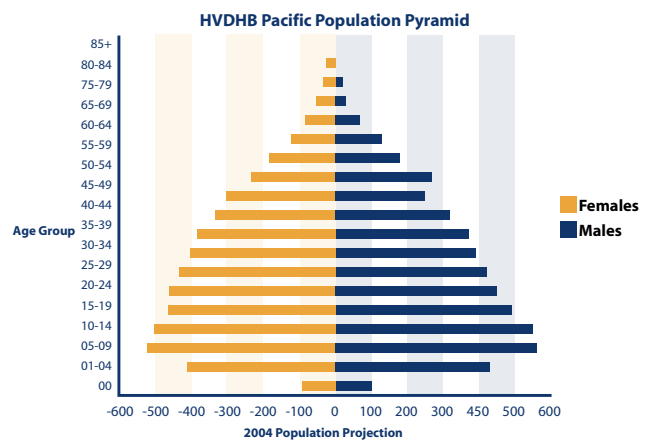
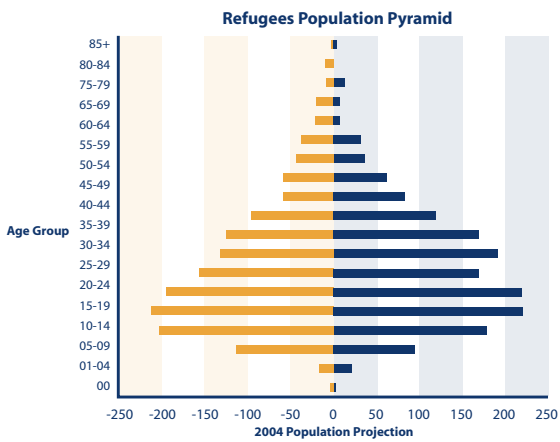
Numbers of Refugee Arrivals by Ethnicity Between January 1996 and February 2005



Ethnicities included in other:

- | | | |
|-------------|-------------|------------|
| Bangladeshi | Laotian | Sri Lankan |
| Bosnian | Liberian | Syrian |
| Chinese | Malaysian | Thai |
| Indonesian | Palestinian | Turkish |
| Kurdish | Rwandan | Yemeni |
| Kuwaiti | Serbian | |

The region's refugee population is young. 68% of refugees settling in the region are aged between 10 – 39 years. The largest age group is 20 - 29 years (26%), followed by 30-39 years (22%) and 10 - 19 years (20%). The population structure of the refugee population is younger than Pacific, Maori and other population groups.⁴



⁴ It is unclear whether the RPH database captures babies born in New Zealand. Figures may include some babies born here if born at Mangere soon after arrival or family reunification refugees born here before referral to RPH. The majority would be not born in NZ.

DEVELOPMENT OF THE ACTION PLAN

The Purpose of the Action Plan

In May 2005, a decision was made to develop an inter-sectoral Action Plan for Refugee Health and Well-being in the Wellington region, following the realisation by several key organisations that a wide group of community groups, NGOs and central and local government agencies were independently working on projects that focused on the health and well-being needs of refugees.

It has long been acknowledged that refugees have high health and well-being needs as a consequence of their complex backgrounds and experiences on arrival in New Zealand. Prior consultation surrounding these issues throughout New Zealand and the Wellington region, has failed to bring meaningful long-term solutions to many of these concerns. While many exciting projects are working well within the region, refugee communities, policy makers, funding and service providers in the government and non government sectors working in the region endorsed the need for an inter-sectoral collaborative approach in tackling these key issues and priorities.

This approach, whilst acknowledging the different perspectives and constraints of each of the refugee community, NGO and government sectors, has aimed through dialogue and collaboration to identify key areas for joint action to improve refugee health and well-being in the Wellington region.

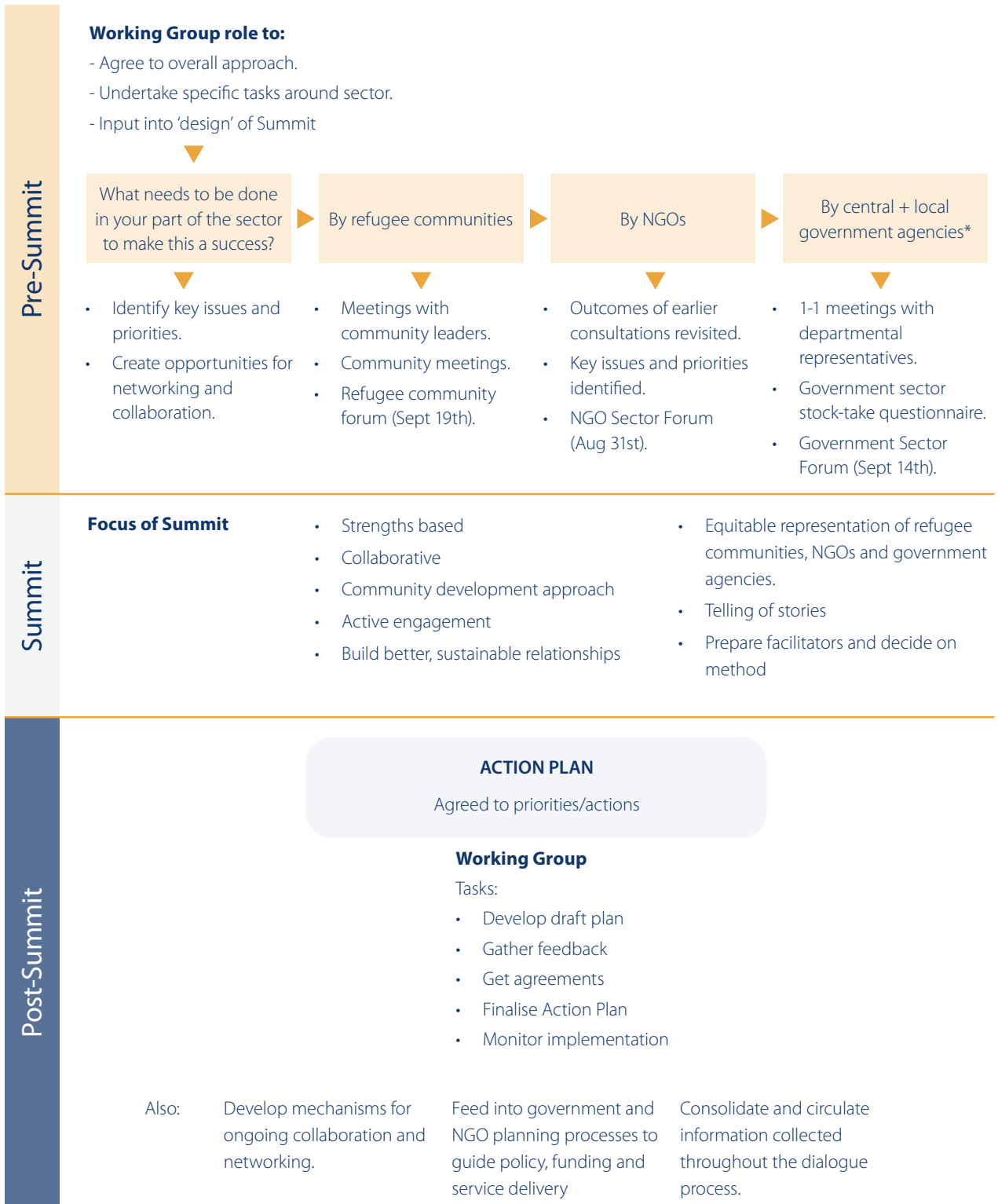
Development of the Action Plan

Development of this Action Plan was driven by the region's diverse refugee community. Men and women, youth, children and the elderly from the Assyrian, Ethiopian, Iraqi, Middle Eastern, Oromo, Somali, Sudanese and Rwandan refugee communities actively drove and participated in discussions regarding the key issues and priorities for refugees in the Wellington region. The dialogue that occurred across refugee communities focused on more recent settlers. As this is an ongoing process, it is envisaged that people from other refugee communities will be identified and included in future work.

Representatives from 28 future NGOs (see Appendix 1) and 26 central and local government agencies (see Appendix 2) have collaborated and committed significant time, resources and institutional knowledge to developing this plan. Coordination of the project has been undertaken by an inter-sectoral working group made up of members from each of the sector groups (see Appendix 3).

Development of the Action Plan incorporated several stages of dialogue. This process is illustrated in the diagram on the next page.

Regional Action Plan for Refugee Health and Well-being Process Diagram



* at a regional level

Three caucuses were formed to coordinate discussions within each of the refugee, NGO and government sectors prior to a regional inter-sectoral Summit held on October 3rd 2005.

The role of each caucus was to network and build relationships, gather information and feedback from their sector regarding refugee needs, priorities, challenges and how best to engage with each other. An over-riding theme echoed across the diverse group of participants and which drove discussions regarding priorities for refugees was:

“How can we ensure as a nation that we become richer through settlement of these refugee communities?”

Dialogue within the refugee community occurred predominantly in refugee communities which have most recently settled in the Wellington region. As development of the Action Plan is an ongoing process, it is envisaged that people from other refugee communities will be identified and included in the work. Although the focus of this Action Plan is to enhance the health and well-being of refugees, lead agencies recognise that a number of actions should and will include migrant settlers as appropriate.

A summary of the key themes to emerge from the pre-Summit discussions convened by refugee communities, NGOs and government agencies can be found in Appendix 4. A common theme that arose across each part of the sector during these discussions was that the human rights-based approach, rather than the welfare approach should underpin policy and service delivery, and be adopted by all those involved in delivering the actions laid out in this Action Plan⁵. A rights-based approach is defined by CARE a leading international humanitarian organisation as:

A rights-based approach deliberately and explicitly focuses on people achieving the minimum conditions for living with dignity. It does so by exposing the root causes of vulnerability and expanding the range of responses. It empowers people to claim and exercise their rights and fulfil their responsibilities. A rights-based approach recognises poor people as having inherent rights essential to livelihood security – rights that are validated by international standards and laws.

5 Recognition of the importance of adopting the rights-based approach in policy and service delivery has led to a commitment by the Human Rights Commission to produce and disseminate a written resource and run workshops for communities, NGOs and government agencies about a 'Rights Based Framework' for working (see page 20).

Key Principles

The following principles were developed and endorsed by the refugee communities engaged in this project. They have guided the development of the Action Plan and the collaborative approach adopted by the government agencies, NGOs and refugee communities involved.

Principle 1: Nothing about us is without us.

Refugee communities should be involved meaningfully and respectfully at all stages in policy development and in service delivery.

Principle 2: Focus on strengths not weaknesses.

Refugees bring to this country knowledge, experience and many skills. We have much to contribute to this country. This is the place where we live and we want to contribute. We have capacity that we want to build on to strengthen our own and host communities.

Principle 3: Human rights are the basis for policy development and implementation.

A human rights approach as opposed to a welfare approach should be the basis for policy development and service delivery.

Principle 4: A shared voice is a strong voice.

There is much in common across the refugee communities and the sector. While acknowledging differences and the importance of independence we recognise the importance of coming together and working together on common issues.

Strategies and Instruments

The Wellington Regional Refugee Health and Well-being Action Plan has been developed within the context of several government strategies and instruments. Whilst these are focused on the way in which public servants interact, it is believed that the process and content of the work has been consistent with both the spirit and intent of all of these. The strategies and instruments which have guided the development of the Action Plan include:

- New Zealand Settlement Strategy – *Department of Labour, 2004*
- Ethnic Perspectives - *Office of Ethnic Affairs, 2002*
- Statement of Government Intentions for an Improved Community-Government Relationship – *Ministry of Social Development, 2003*
- Mosaics – Key Findings and Good Practice Guide for Regional Co-ordination and Integrated Service Delivery – *Ministry of Social Development, 2003*

For a summary of each of these strategies and instruments see Appendix 5.

Implementation of the Action Plan

The Wellington Regional Refugee Health and Well-being Action Plan is a living document. It is the intention of collaborating agencies and communities that the action points stated in this document will be achieved by June 30th 2007. Several objectives do incorporate actions that will be achieved over a longer timeframe. Monitoring of the Action Plan will be undertaken by the Inter-sectoral Working Group.

Who Will Implement the Action Plan?

The Action Plan will be implemented by the lead agency identified against each stated action point within the plan, with the support of collaborating government agencies, NGOs and refugee communities. The lead agencies identified in the Action Plan have confirmed their commitment to achieving these outcomes by the stated completion dates. The potential partners identified in the Action Plan are in many instances only indicative. Community groups, policy and service providers are encouraged to contact the lead agency identified against any stated action if they wish to collaborate with and/or contribute to the action.

THE ACTION PLAN

The dialogue process leading to the development of this plan confirmed six key priority areas for action: community capacity building; living well; economic well-being; safety and security; housing; knowledge and skills.

The objectives, required actions and lead agencies, which will guide the desired outcomes of the Wellington Regional Refugee Health and Well-being Action Plan, are reflected in the following plan. The goal of each of the six key priority areas, are listed below.

- Goal 1 Community Capacity Building:**
To enhance the strength and capacity of refugee communities in the Wellington region.
- Goal 2 Living Well:**
To improve access to services, information, resources and understanding relating to the New Zealand health sector.
- Goal 3 Economic Well-being:**
To improve access to information and services that lead to financial independence, appropriate employment and small business opportunities.
- Goal 4 Safety and Security:**
To improve refugee community experience and 'perceptions' of safety and security in the Wellington region.
- Goal 5 Housing:**
To improve access to housing and the information about settlement for refugees in the Wellington region.
- Goal 6 Knowledge and Skills:**
To ensure there is effective transition into and from school for refugees in the Wellington region.

The Action Plan is an overview of many planned activities and commitments for the coming year. It is a source of information and hopefully inspiration for all those involved in working with refugees. It will be the responsibility of each lead agency to develop more detailed plans for each action identified. Monitoring of the plan will be undertaken by the Inter-sectoral Working Group. Each lead agency will build more detailed evaluations within their own planning processes.

1. COMMUNITY CAPACITY BUILDING

GOAL: To enhance the strength and capacity of refugee communities in the Wellington region.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 1:					
To ensure refugee communities in the Wellington region are well-connected and able to carry out the functions and tasks they want to on behalf of their communities.	The Refugee ChangeMakers Forum in conjunction with refugee communities in the region confirms the purpose and role of the Forum and identifies and puts in place the skills, knowledge, experience; structure and processes; key tasks e.g. database; and resources required to achieve the agreed to purposes of the Forum.	Purpose and role confirmed.	July 2006	ChangeMakers Forum	Victoria University RMS Refugee Resettlement Family and Community Services Wellington City Council
		Infrastructure agreed to and business plan finalised.	July 2006		
	Identify and secure resources to carry out the above action	Resources identified.	July 2006		
		Resources obtained.	July 2007		
	Develop and implement a governance workshop with associated mentoring programme.	Governance workshop and associated mentoring programme developed.	Dec 2006	Wellington Community Law Centre Volunteer Wellington	ChangeMakers Forum
		At least 1 workshop run and 80% satisfaction.	April 2007		
	Design and implement a programme fostering leadership within refugee communities, based on capacity building work done with ChangeMakers Forum.	Programme designed.	March 2007	ChangeMakers Forum	RMS Refugee Resettlement Wellington Community Law Centre Settlement Coordinators Territorial Local Authorities Office of Ethnic Affairs ChangeMakers Forum Ethnic Council's
		Programme implemented and 80% participant satisfaction.	June 2007		
	Design and implement a Financial Management and Fundraising Course.	At least one course implemented and 80% participant satisfaction	Dec 2006	Arts Access	ChangeMakers Forum Volunteer Wellington Family and Community Services Office of Ethnic Affairs

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
	Design and implement a media workshop for refugee community leaders.	Workshop run and 80% participation satisfaction.	Aug 2006	ChangeMakers Forum	Family and Community Services
	Initiated a sustained dialogue process with interested community members to explore 'how conflict in their home countries affects relationships in communities here and their ability to settle in New Zealand'.	At least one dialogue established and still running.	June 2007	Social and Civic Policy Institute	Refugee Communities ChangeMakers Forum
	Investigate all options for developing community space for refugee communities to enable them to undertake a variety of activities including education, cultural events, support/fellowship, information sharing.	Report produced with recommendations to be fed back to the ChangeMakers Forum.	Dec 2006	Wellington City Council	Victoria University ChangeMakers Forum Refugee communities
	Establish a framework for developing mother tongue language and culture classes in the Wellington region.	Project brief defined and funding sought to establish mother tongue language and culture classes.	Dec 2006	Office of Ethnic Affairs	Multicultural Learning and Support Services
	Identify and work with Assyrian youth and parents on inter-generational issues.	Workshop completed and information gathered, collated and further actions identified.	June 2007	EVOLVE	Assyrian Community Family and Community Services Office of Ethnic Affairs
	Develop appropriate resources/tools addressing inter-generational issues for communities.	Appropriate resources/tools developed.	June 2007	Family and Community Services	EVOLVE Refugee communities Office of Ethnic Affairs
	"Parenting in New Zealand" module developed and run for parents.	At least one course run.	June 2007	Family and Community Services	ChangeMakers Forum Relationship Services RMS Refugee Resettlement Department of Child, Youth and Family
	Support Muslim girls to participate in the Young New Zealander's Challenge.	At least ten Muslim girls receive Young New Zealander's Challenge bronze medals.	Dec 2006	Wellington Somali Council	Young New Zealander's Challenge
	Run Refugee Children's Holiday Programme to support refugee youth to find employment in existing community holiday programmes, provide outreach support and information to parents, and sponsor children from refugee backgrounds to attend these programmes.		Ongoing	Wellington Somali Council	Wellington City Council YMCA Wellington Boys' and Girls' Institute

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 2:					
To realise a Wellington regional host community that is positively and actively engaged with refugee communities.	Pilot project in two geographical communities focused on promoting dialogue/engagement between ethnic communities and the host community.	Two pilot projects underway.	June 2007	Human Rights Commission	Wellington City Council Refugee communities
Objective 3:					
To build a sector (refugee communities, NGOs, central and local government) which is well connected and where information flows and relationship building and discussion is actively promoted and valued.	Establish a formalised network which facilitates information sharing, quality discussion and relationships across the sector.	Network established.	July 2006	Family and Community Services	Regional Public Health ChangeMakers Forum
	Develop an interactive website which: <ul style="list-style-type: none"> contains all the information which has been and will be gathered in the future around refugee health and well-being receives and distributes information to the refugee health and wellbeing network provides an electronic discussion space for the refugee health and wellbeing network 	Agency to house and maintain the network is identified.	Aug 2006	Family and Community Services	Government and NGO Sector
		Funding obtained.	June 2006	RMS Refugee Resettlement	Family and Community Services Office of Ethnic Affairs ChangeMakers Forum Refugee communities NGOs
		Site up and running.	June 2007		
	Keep the sector informed of the Action Plan and other issues of interest via the distribution of a regular newsletter.	At least three newsletters distributed a year.	Sept 2006 March 2007 June 2007	Working Group	
	Hold regular inter-sectoral meetings (6 monthly) to monitor the Action Plan and related matters.	Two meetings held.	Sept 2006 March 2007	Working Group	
	Produce and disseminate a written resource about a 'Rights Based Framework' for working.	Resource produced.	July 2007	Human Rights Commission	
Run workshops for communities, NGOs and government agencies about a 'Rights Based Framework' for working.	At least two workshops run.	July 2007	Human Rights Commission		

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 4:					
To develop an inter-sectoral programme to provide new settlers with complete, appropriate and accessible orientation information and ongoing information provision to refugee communities.*	Identify agencies that wish to collaborate in providing orientation to new settlers to Wellington.	Relevant agencies have met and are collaborating.	Oct 2006	Settlement Coordinators	Refugee communities RMS Refugee Resettlement Refugee As Survivors Centre
	Identify and document the refugee communities' needs in regards to the content and dissemination of information about economic development, health, housing, safety and security, education and cultural well being.	Refugee information needs are clearly identified and documented.	June 2007	Settlement Coordinators	Ministry of Social Development Work and Income Benefit Integrity Services Housing New Zealand Corporation Police
	Identify and document how refugee communities would prefer to access information on an ongoing basis (community forums, radio, road shows, website language, visual, forums etc).	Refugee communication needs are clearly identified.	June 2007	Settlement Coordinators	Ministry of Education Regional Public Health Wellington City Council's Intercultural Relationships Coordinator
	Coordinate the development of and methods of disbursing information from collaborating agencies.	Information required is available in linguistically appropriate ways that suit needs of diverse communities.	June 2007	Settlement Coordinators	Public Health Organisation's District Health Boards Ministry of Economic Development
	Advocate with Immigration Service National Office and RMS Refugee Resettlement in Wellington to include a presentation at Mangere by a representative of the inter-sectoral programme to each refugee intake prior to settlement in Wellington.			Settlement Coordinators	Inland Revenue Department Territorial Local Authorities Office of Ethnic Affairs Human Rights Commission Wellington Community Law Centre Family and Community Services Tertiary Education Commission ESOL Assessment & Access Specialist Services Volunteer Wellington Victoria University Cross Cultural Studies Centre

* This programme will support the orientation needs of both refugee and migrant communities in the Wellington region.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
To develop an inter-sectoral programme to provide appropriate education, information and resources for providers of services for refugees.	Identify agencies that wish to collaborate in providing appropriate education, information and resources for service providers.	Relevant agencies have met and are collaborating.	Oct 2006	Office of Ethnic Affairs	Refugee communities RMS Refugee Resettlement Refugee As Survivors Centre Work and Income Housing New Zealand Corporation Police Ministry of Education Regional Public Health Public Health Organisation's District Health Boards Benefit Integrity Services (Ministry of Economic Development) Inland Revenue Department Territorial Local Authorities Office of Ethnic Affairs Human Rights Commission Wellington Community Law Centre Family and Community Services ESOL Assessment & Access Specialist Services Tertiary Education Commission Volunteer Wellington Victoria University Cross Cultural Studies Centre
	To develop information resources and training for service providers on such topics as: <ul style="list-style-type: none"> • Working with interpreters • Cross-cultural work issues 		Dec 2007	Office of Ethnic Affairs	

2. LIVING WELL

GOAL 1: Improve access to services, information, resources and understanding relating to the New Zealand health sector.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 1:					
To improve access to professional interpreting services.	Interpreting policies developed and implemented by health providers.	80% of providers of services to refugees have interpreting policies.	Dec 2006	Regional Public Health	Wellington Community Interpreting Service Primary Health Organisations District Health Boards
	Provision of training on interpreter use.	One training session held annually.	Dec 2006	Wellington Community Interpreting Service	NGO's DIA's Interpreting Services
	Promotion of training as interpreters.	Evidence of training promoted.	Ongoing		
		Increase in numbers of refugees completing training.	June 2007		
Objective 2:					
To provide appropriate education, information and resources for refugee communities and providers of services to refugees.	Support training and development of cross-cultural workers to run programmes for refugees using a variety of mediums e.g. music, drama, story telling.	Mental health (1) and sexual health (1) programmes developed, delivered and evaluated.	Dec 2006	Regional Public Health	ChangeMakers Forum, RMS Refugee Resettlement Primary Health Organisations EVOLVE Skylight Refugees As Survivors Centre
	Develop sexual health resources for ethnic youth.	Resources developed, distributed and evaluated. Agreed to activities completed and evaluated.	June 2007	EVOLVE	Aids Foundation Office of Ethnic Affairs Regional Public Health Family Planning District Health Boards

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 3:					
To support and enhance existing health services for refugees and address gaps.	Undertake a stock-take of current services.	Stocktake completed.	June 2007	Regional Public Health	
	Advocate for more responsive services (in particular for women and mental health).	Evidence of successful advocating.	June 2007	Regional Public Health	
	Improve Primary Health Organisation and District Health Board data collection to capture refugee status.	Review of database.	April 2007	Regional Public Health	Primary Health Organisations
		Meeting with District Health Boards regarding data collection processes.	July 2007	Regional Public Health	District Health Boards
		Future actions confirmed.	July 2007		
	Pilot the Travellers Programme for young refugees to assist them to learn skills to cope with change, loss and transition.	2 programmes run as pilots.	Dec 2006	Wellington Somali Council	
Employ a Somali community social worker	Somali community social worker.	Dec 2006	Skylight Wellington Somali Council	SECPHO Newtown Union Health	

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 4:					
To involve refugee communities in the planning and delivery of services.	Implementation of health promotion activities using a community development model.	4 health promotion activities are held annually.	Mar 2007	Regional Public Health	
	Ensure representation from refugee communities on the boards of Primary Health Organisations and District Health Boards.	Evidence of refugee representation on relevant Primary Health Organisations and District Health Boards.	Dec 2007	Regional Public Health	Primary Health Organisations District Health Boards ChangeMakers Forum
	Increase in the numbers of staff from refugee backgrounds working in Primary Health Organisations and District Health Boards.	Evidence of increased numbers of staff from refugee backgrounds working in Primary Health Organisations and District Health Boards.	Dec 2007	Regional Public Health	

GOAL 2: To improve cross-cultural understandings between host and refugee communities, NGOs and government agencies.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 1:					
To improve access to information relating to refugee health and well-being.	Compile regional service directory/ database for professionals (hardcopy and electronic).	Directory completed and distributed.	Dec 2006	Regional Public Health	Primary Health Organisations District Health Boards
Objective 2:					
To increase health provider's knowledge of refugee health, culture and human rights issues.	To have cross-cultural workers in health agencies working with refugees (with appropriate supervision, mentoring and career development opportunities).	Evidence of increase in the number of cross-cultural workers employed.	Dec 2006	Regional Public Health	Primary Health Organisations District Health Boards
	To provide career development opportunities for refugees in the health sector.	Evidence of initiatives that provide career development opportunities in the health sector.	June 2007	Regional Public Health	
Objective 3:					
To improve coordination and sharing of resources.	Promote concept of multi-disciplinary team (MDT) service delivery.	Evidence of MDT development and advocacy.	Sept 2006	Regional Public Health	Primary Health Organisations District Health Boards
		Increase in providers adopting this model of service delivery.	Dec 2007	Regional Public Health	Primary Health Organisations District Health Boards

3. ECONOMIC WELL-BEING

GOAL: To improve access to information and services that lead to financial independence, appropriate employment and small business opportunities.

Objective	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 1:					
To support refugees toward appropriate employment, training or education.	Pilot a programme that supports refugees who are Work and Income clients to make the successful transition toward employment, training or education opportunities.	Invite submissions for the purchase and provision of services.	July 2006	Work and Income	
		Provider contracted.	July 2006		
		Evaluations completed.	June 2007		
		Refugees in training, part or full-time work. Provision of In-Work support for 6 months.			
Objective 2:					
To promote recruitment of refugees who have transferable skills required to fill vacancies within Local Government.	Engage with Local Government bodies and promote a package of existing and other subsidies and support for employing refugees including: <ul style="list-style-type: none"> • Wage subsidies • In Work Support • Induction/Training • Cross-cultural training for Council staff 	Develop a strategy for supporting the employment of refugees within local government.	Dec 2006	Work and Income	Hutt City Council Porirua City Council Upper Hutt City Council Wellington City Council Department of Labour
		Territorial Local Authorities recruitment needs are clearly identified and address skills and labour shortages addressed.	Dec 2006		
		Package is developed and implemented.	June 2007		
		Refugees are in meaningful work and have met the TLA needs for staff.	June 2008		

Objective	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 3:					
Central Government leads by example in removing barriers to employment of refugees.	Scope and develop a strategy.	Strategy is developed and piloted by government agencies.	June 2007	Family and Community Services Work and Income	State Services Commission Office of Ethnic Affairs Department of Labour Human Rights Commission
Objective 4:					
To promote awareness of the financial and social benefits of employing refugees to employers.	Scope industry needs.	Provide input for the Regional Labour Market Strategy Workshops.	Sept 2006	Work and Income	Chambers of Commerce Employers Federation Positively Wellington Business Ministry of Economic Development Trade and Enterprise Human Rights Commission Department of Labour
	Promote available subsidies and support for employing refugees.	Industry needs are clearly defined.	Sept 2006		
	Engage with employer bodies in the region and promote awareness of financial and social benefits of employing refugees.	Develop an action plan for promoting refugee employment in the private sector.	Sept 2006		
		Link with Ministry of Social Development social marketing campaign. Consultation with employer bodies.	Dec 2006		
		There is an increase in the number of good news stories in the media about the benefits of diversity in employment.	Dec 2006 June 2007		

Objective	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 5:					
To promote refugee self employment and small business opportunities.	Identify potential entrepreneurs and business plans from within the refugee communities that are viable in the long term.	Business ideas identified within the refugee community.	June 2007	Community Enterprises Contracted Services (Work and Income)	Industry Training Organisations
					ChangeMakers Forum
					RMS Refugee Resettlement
					Tertiary Education Commission
					Department of Labour
	Support the initial development of enterprises and provide mentorship for 6 months in the first year of business start up.	Purchase and provision of 'Be Your Own Boss' courses for up to 12 refugees.	June 2007		
	Identify success stories in the refugee community and promote best practice.	4-6 refugees receive the support to develop their enterprise and have received ongoing support for the first 6 months of business.	June 2007		
		Information about obtaining loans and grants is accessible	June 2007		
		Refugees can obtain information and assistance in the process of applying for grants and loans e.g. Enterprise Allowance from Work and Income	June 2008		

4. SAFETY AND SECURITY

GOAL: To improve refugee community experience and 'perceptions' of safety and security in the Wellington region.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 1:					
To achieve knowledge and understanding within refugee communities and the wider community around safety and security issues	Undertake an inventory of safety and security initiatives currently in place nationally and regionally.	Inventory completed.	Aug 2006	Wellington City Council	Territorial Local Authorities Ministry of Justice Police
	Identify how refugee issues/concerns can be woven into existing programmes.	At least two actions identified and implemented.	June 2007	Family and Community Services	
	Scope issues and the influencing factors, which lead to domestic violence. Identify what is being done, key people and proposed actions.	Working group established of stakeholders. Scoping report completed.	Aug 2006	Family and Community Services	Refugees As Survivors Centre Refugee communities Police RMS Refugee Resettlement Department of Child, Youth and Family Work and Income
			Dec 2006		
	Run family violence training within the Somali community.	Family violence training course developed 1 training course completed	Nov 2006	Wellington Somali Council	Women's Refuge
Dec 2006			Wellington Somali Council		

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 2:					
To build knowledge on legal rights and obligations and strengthen relationships with the NZ Police.	Provide youth from refugee backgrounds with education about their rights and responsibilities under NZ law, in order to improve their relationship with the police and the law.	At least one workshop run for youth.	Aug 2007	EVOLVE	Wellington Community Law Centre Police
	Develop local formalised communication systems around regular (e.g. every 4 months) meetings between the Police and refugees/ community leaders/youth (proposal for 5 liaison meetings based on Police areas).	Formalised meetings established and at least 3 meetings held.	July 2007	Police	ChangeMakers Forum Refugee communities

5. HOUSING

GOAL: To improve access to affordable, appropriate and healthy housing for refugees in the Wellington region.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 1:					
To ensure refugees are aware of and are receiving full and correct benefit entitlement. This applies to beneficiary and non-beneficiary support for the refugee population in Wellington.	<p>Hold collaborative regional workshops and forums to share information about:</p> <ul style="list-style-type: none"> • Benefit entitlement • Alternative housing options • Budgeting services • Healthy housing • Other information as required <p>Workshops to be community based and ongoing.</p>	One workshop completed.	Oct 2006	Housing New Zealand	<p>Work and Income</p> <p>RMS Refugee Resettlement</p> <p>Refugee Communities</p>
Objective 2:					
To engage with communities to address issues of concern e.g. overcrowding and to involve them actively in setting regional housing priorities.	Meet with identified households to discuss options to reduce overcrowding.	Refugee households suffering from overcrowding identified.	Dec 2006	Housing New Zealand	<p>Refugee communities</p> <p>RMS Refugee Resettlement</p>
	Develop a Regional Refugee Housing Location Strategy which builds community connections and ensures refugee communities are developed across the wider Wellington region.	Options to reduce overcrowding identified.	April 2007	Housing New Zealand	<p>Wellington City Council</p> <p>Wellington Housing Trust</p> <p>Hutt City Council</p> <p>Refugee communities</p> <p>RMS Refugee Resettlement</p>
	Continue with window draft sealing and the Housing Energy Efficiency programme.	Regional Refugee Housing Location Strategy developed.	Ongoing	Housing New Zealand	
	Housing New Zealand to consider preferences when developing Annual Regional Asset Plan.	Evidence of refugee housing expenditure preferences within Housing New Zealand regional priorities.	From June 2007	Housing New Zealand	

I had a mixture of feelings when I arrived. I felt the peaceful environment. I felt confident but I was wondering what will happen – what will happen. It was a mystery environment.

My feeling was like, if you could say, Alice in Wonderland – everything was provided for us at Mangere. We were surrounded by friendly people providing services for us – education, health. It was a wonderful six weeks.

I really liked the flowers, the nature here. In the last few years in Iraq we never looked to these things because our minds were on the bombing and the Gulf War.

They came and took my husband away. I never saw him again.

During the war it was very dangerous. When we went anywhere when we were not together like when my children went to school I would say “la elaha ela Allah” and they would reply “Mohammed Rasol Allah”. We hoped that we would be safe and meet again.

By Hana Sabie

Iraqi Community

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6. KNOWLEDGE AND SKILLS

GOAL: To ensure that there is effective transition into and from school for refugees in the Wellington region.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 1:					
To scope current gaps in good practice across education sectors from early years to adults.	Produce a flowchart of what is currently available in: early childhood; primary; secondary and tertiary sectors.	Current good practice models, strategies and resources for ensuring effective orientation into and transition between sectors are identified.	Dec 2006	Ministry of Education	ChangeMakers Forum Refugee communities Ministry of Education
	Scope gaps and recommendations.	Gaps and recommendations from existing refugee youth and education research reports are collated.*	July 2006	Family and Community Services	

* These reports are:

Armstrong, L. and Collie, P. et al (2005), *Participatory Action Research with Assyrian Youth*, Wellington: Department of Geography, Victoria University.

King, M. and Newman, N. et al (2005), *African Youth and Well-being: Participatory Action Research Project*. Wellington: Department of Geography, Victoria University.

Victoria University of Wellington Research Team (2005), *Homework Club: Strengthening Refugee Youth Achievement*. Wellington: Department of Geography, Victoria University.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
Objective 2:					
To promote existing resources and models of good practice for effective transition among communities, parents, agencies, providers/schools.	Develop appropriate formats for presenting existing models and resources (incl. refugee study grants, school-based liaison community workers, interpreters at parent/teacher meetings, orientation sessions for parents/children, vocational advisors etc).	Information is delivered to a range of audiences (parents, students, community leaders, school teachers, tertiary staff, guidance counsellors, other support agencies etc) at least ten each year.	July 2007	Ministry of Education	Refugees As Survivors Centre Child and Youth team ESOL Assessment & Access Specialist Services (Tertiary Education Commission) Youth Transition Services (Work and Income)
		The information is accessible and understandable to the intended audience.	July 2007		
	Establish a mechanism for updating the information.	The information is regularly updated.	July 2007		
	Identify a school providing for a specific refugee community to develop capacity for good practice.	Good practice is promoted through building capacity in a school with a significant number of students from one refugee group.	Dec 2007	Ministry of Education	
Objective 3:					
To pilot specific actions which ensure effective transition into and from early childhood, compulsory and tertiary sectors.	Pilot buddy/mentor programmes for year 11/12/13 school students, students receiving refugee study grants for transition courses and students in their first year of tertiary study.	Buddy/mentor programmes piloted.	June 2007	ESOL Assessment & Access Specialist Services (Tertiary Education Commission)	Victoria University Student Trust NZ Federation of Graduate Women (Wellington branch) Wellington Somali Council Ministry of Education
	Establish the Study Centre 'new look' homework club.	A study centre for refugee background high school students is established using recommendations from refugee youth and education research reports.	July 2006	Wellington Somali Council	Wellington East Wellington High School Wellington College Ministry of Education
	Establish summer schools linking ESOL and curriculum (Mt Albert Model).	Summer schools established.	Dec 2006	Ministry of Education	Ministry of Education refugee/migrant advisors Victoria University College of Education Wellington Association of teachers of ESOL
	Establish a secondary/tertiary educator's network.	Secondary/tertiary educator's network established.	June 2007	Ministry of Education	Wellington Association of Teachers of ESOL – secondary clusters Wellington ESOL providers network

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
	Provide diagnostic assessment of child/young person's developmental needs.	Holistic assessments are carried out in early childhood, primary, secondary and tertiary.	Dec 2006	Refugees As Survivors Centre Child and Youth team ESOL Assessment & Access Specialist Services (Tertiary Education Commission)	Government Special Education
	Promote bilingual ESOL teaching grants and facilitate graduates into employment.		Dec 2006	Tertiary Education Commission	WELTEC
Objective 4					
To strengthen refugee families in the Upper Hutt area and help their children reach their potential.	Work with schools and refugee families in Upper Hutt to support families and schools help young people reach their potential.	Work plan is developed and agreed to by stakeholders and achieved.	June 2007	St Josephs School	Schools in the Upper Hutt area Refugee Communities Ministry of Education Family and Community Services

Appendix 1:

Non government organisations participating in the development and implementation of the Wellington Regional Refugee Health and Well-being Action Plan

1. Arts Access Aotearoa
2. ASSET
3. ESOL Assessment & Access Specialist Services
4. Evolve Youth Centre
5. Friends of New Settlers (Hutt Valley)
6. Hutt City Kindergartens
7. Mt Cook School
8. Multicultural Learning and Support Services (MCLaSS)
9. Multicultural Services Centre
10. Newtown Union Health
11. New Zealand Federation of Ethnic Councils
12. Plunket Society
13. Porirua Language Project
14. Porirua New Settlers Service (now part of RMS)
15. Presbyterian Support Services
16. Relationship Services
17. RMS Refugee Resettlement
18. Salvation Army Hope Centre
19. Skylight
20. Volunteer Wellington
21. Wellington City Mission
22. Wellington Community Interpreting Service
23. Wellington Community Law Centre
24. Wellington Kindergarten Association
25. Wellington Refugees as Survivors
26. Wellington Somali Council
27. Wesley Care
28. Whitireia Law Centre

Appendix 2:

Government agencies (central and local) participating in the development and implementation of the Wellington Regional Refugee Health and Well-being Action Plan

1. Capital and Coast District Health Board
2. Career Services
3. Department of Building and Housing
4. Department of Child, Youth & Family
5. Department of Internal Affairs
6. Department of Labour
7. Families Commission
8. Housing New Zealand Corporation
9. Human Rights Commission
10. Hutt City Council
11. Hutt Valley District Health Board
12. Ministry of Education
13. Ministry of Health
14. Ministry of Social Development
Work and Income
Office for Senior Citizens
Office for the Community and Voluntary Sector
Benefit Control
Family and Community Services
Debt Collection
Studylink
15. Ministry of Women's Affairs
16. New Zealand Police
17. New Zealand Qualifications Authority
18. Office of the Children's Commissioner
19. Office of Ethnic Affairs
20. Porirua City Council
21. Regional Public Health
22. Sport and Recreation New Zealand
23. State Services Commission
24. Tertiary Education Commission – Wellington Area Office
25. Upper Hutt City Council
26. Wellington City Council

Appendix 3:

The Working Group

The Working Group initially consisted of the following core group of people. Over time the membership of the Working Group grew as meetings were attended by a wider list of government, NGO and refugee community representatives.

Name	Organisation	Contact details
Boutros Nam	Wellington Sudanese Community	boutros.nam001@msd.govt.nz
George Uling	Wellington Sudanese Community	uling.kang@rms.org.nz
Sanjay Sewambar	Housing New Zealand	sanjay.sewambar@hnzc.co.nz
Graham Gibbs	Department of Internal Affairs	graham.gibbs@dia.govt.nz
Sheryn Elborn	N.Z. Federation of Ethnic Councils	executive@nzfec.org.nz
Anita Mansell	Hutt Ethnic Council	anita.mansell@xtra.co.nz
Rachel Ward	Wellington Somali Council	wellingtonsomali@xtra.co.nz
Adam Awad	Wellington Changemakers Forum	adam.awad@rms.org.nz
Hana Sabie	Wellington Iraqi Community	
Bice Awan	Skylight	ce@skylight.trust.org.nz
Athena Gavriel	Wgtn Mental Health Services and Hellenic Communities	athenas@paradise.net.nz
Craig Nicholson	Office of Ethnic Affairs	Craig.Nicholson@dia.govt.nz
Anne-Maree Delaney	Newtown Union Health Service (SECPHO)	refugeeteam@nuhs.org.nz
Sue Driver	Family and Community Services (MSD)	sue.driver002@msd.govt.nz
Koos Ali	Regional Public Health	Koos.Ali@huttvalleydhb.org.nz
Joy Wilson	Regional Public Health	Joy.Wilson@huttvalleydhb.org.nz

Appendix 4:

Key Themes from the pre-Summit Dialogue

This summary covers the key themes to emerge from the pre-Summit forums convened by refugee communities, NGOs and government agencies.

This summary consists of two parts:

- Factors to be considered when we think about what needs to be done.
- The 'big' issues as identified by the refugee communities

It was circulated to the participants of the refugee, NGO and government forums prior to the Summit.

There was much in common across the sector concerning the challenges to refugee resettlement. In addressing these challenges, we acknowledged that each part of the sector (refugee communities, NGOs and government) bring to this discussion different perspectives (or views of the world) influenced by where they "sit" and constraints such as policy directives or lack of resources, which influence how they can engage in the resolution of issues. This inter-sectoral approach, whilst acknowledging the different perspectives and constraints of each part of the sector, has aimed through dialogue and working together to find the common ground which can lead to actions.

The goal of the Summit was to identify key areas for joint action to improve refugee communities' well-being in the Wellington region.

Our work identified issues of concern for refugee communities. It has also identified many existing projects and processes which are positive, exciting and working well. In addition there is increasing acknowledgement both within communities and the wider sector that there is a wealth of talent, experience and knowledge which refugees bring to this, their new "home" and which can and should be utilised and taken account of when finding solutions.

The Refugee Camp

Lives

Far from his country

thinks

thinks

No one is protecting him

No one to support him

To educate

*What does it mean to be a
refugee?*

Another country

Hunger

Poverty

Surrounds him

Lives

Far from his country

Thinks

Thinks

He walks along the streets

No one to give him

Food

Water

Shelter

Allow him to go to school

let him go?

No change in the life

and no hope in the future

Lives

Far from his country

thinks

thinks

He has dreams

Hopes

He can't tell

He can't tell

Anything

In another country where

Surrounded by

darkness

Can't see a light,

His future

Lives

Far from his country

thinks

thinks

He is going from

Place to place

Everywhere

Insulted

During the

night

During the

day

Non-stop

By Samson Sahele

Ethiopian Community

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Commission and the author.**

Factors which affect the goals and action we choose to take

Key issues identified by refugee communities

	Refugee Communities	NGOs	Government (central and local)
Information	<p>Pre-settlement information about NZ is seen as being poor/limited. Sets high expectations.</p> <p>Post-settlement information – fragmented, not comprehensive and/or inaccessible both in physical terms and language used.</p> <p>Mangere Refugee Resettlement Centre – too much too soon.</p> <p>Info is needed on two levels:</p> <ul style="list-style-type: none"> • How NZ works (e.g. how health system & education system works). • What specific services are available locally? 	<p>Need for more accessible and up to date information on existing services and resources available to support settlement.</p> <p>Needs to be a focus on host communities to encourage understanding, acceptance and engagement with refugee communities.</p>	<p>Need for more accessible and up to date information on services, issues, policies, initiatives across the government sector and other parts of the refugee sector.</p> <p>Information to refugees needs to be realistic. Expectations of refugees often seem unrealistic.</p> <p>Government should take a more active role with host communities to encourage understanding, acceptance and engagement with refugee communities.</p>
Accessibility	Physically (e.g. availability and cost of transport), language (translations/interpreter services).	Recognition needed of the benefits of having services closely located to each other not only for the convenience of refugee communities but also for collaboration.	
Affordability	Cost is a barrier – health, education, housing etc.		Recognised by health providers as being a barrier to accessibility e.g. costs of interpreters. Better information is needed regarding entitlements.
Appropriateness	Culturally appropriate engagement -services, information e.g. translation, recognising religious rituals and different cultural practices and expectations.	Recognises the importance of cross-cultural training and skills in organisations.	Recognises the need for more cross-cultural training and employment and internships for refugees.
Recognising diversity of need in communities	Importance of recognising the needs of the different parts of the community – children, youth, women and elderly.		Govt is not so well informed about the needs of parts of communities e.g. youth, women, elderly.
Resourcing	Increasing interest in communities around capacity building and delivering services to their own communities.	<p>Demand for services exceeds available resources.</p> <p>Most NGOs feel they are under-funded.</p> <p>Funding gaps e.g. community development, funding for salaries.</p> <p>High compliance costs with funding.</p> <p>Supports capacity building in communities.</p>	<p>For central govt resourcing and focus determined by national offices and national policy and operational frameworks. Reduces ability to respond to local situation.</p> <p>Challenge of balancing competing needs/mainstream needs.</p>

	Refugee Communities	NGOs	Government (central and local)
Collaboration	<p>Aim to promote intra- and inter-community collaboration with govt agencies and NGOs to ensure refugee voice is heard and expertise/knowledge in communities accessed.</p> <p>Good information flows across sector is vital.</p>	<p>NGOs are close to communities, can “hear” needs and foster collaboration.</p> <p>Good information flows across sector is vital.</p>	<p>Focus on govt has been on all-of-government approaches. Govt still learning in this area, complicated by national and regional linkages which do not always match.</p> <p>“All of sector” is an extra dimension to consider.</p> <p>Good information flows across sector is vital.</p> <p>Clarity of roles and responsibilities across sector important.</p> <p>Govt should be led by “needs”.</p> <p>Need better collaboration between policy and operational parts of government.</p>
Policy	<p>Interested in being more engaged in policy development, particularly at the issue definition stage.</p> <p>Rights based approach rather than welfare approach should underpin policy and service delivery.</p>	<p>Rights based approach rather than welfare approach should underpin policy and service delivery.</p>	<p>Rights based approach rather than welfare approach should underpin policy and service delivery.</p> <p>Acknowledgement that understanding is still needed about how this approach works in practice.</p> <p>Need to be linked into networks.</p> <p>Sometimes disconnect between work done on the ground and policies being developed nationally.</p>
Research	<p>Interest in community based research.</p> <p>Noted gaps – youth, women, elderly.</p>	<p>Keen to have access to others research on needs and what works.</p>	<p>Where is research driven from?</p>

Key issues identified by refugee communities

Family reunification

- Family reunification was a major issue for all the communities.
- The strong message was that it is not possible to settle successfully without family. Concerns for family overseas, is a constant source of worry for many refugees.
- Issues were identified with both current government policies as well as with the implementation of the policy both here and overseas at the refugee camps.

As the issues raised relate to policy and implementation at a national rather than regional level, it was agreed that the concerns would be dealt with separately and not be included as part of the October 3rd Summit meeting.*

Knowledge and skills

Pre-School/Childcare

- Pre-school is important for building trust and transitioning children and parents into the New Zealand education system. Cross-cultural competence of staff and commitment is essential.
- Mothers are being prevented from undertaking ESOL classes because affordable childcare is not available. Current early childhood education regulations are a major obstacle.

Primary and Secondary Schools

- Some youth feel isolated, under valued and marginalised in school and teachers and schools do not always understand how best to meet their needs. Issues around language, lack of role models, parental education/attitude and traditional values have been identified.
- Refugee students often face significant literacy and numeracy difficulties that are going undetected and/or not dealt with within the current system of education.
- Language problems experienced by new students, is intensified for those who have had an extended background in refugee camps.
- Within some schools there is a lack of information and understanding about the cultural backgrounds of refugee students. As a consequence a gap is created between teacher and student.
- There is concern amongst some parents and community leaders about the perceived lack of support provided to students, parents and communities by Wellington schools generally.
- Interaction and support amongst refugee students is important for students in dealing with difficulties.
- Homework Centres are an important vehicle for 'catch up' education. They need more support from schools around Wellington.

Post Secondary School

- There are a number of barriers in gaining recognition of overseas qualifications and experience.
- Scholarships aimed at supporting young people from refugee backgrounds would help to overcome affordability barriers and be an added incentive to communities.
- There is a need for transitional training and support to move from secondary to tertiary educational opportunities.

General

- It is important that mother tongue languages and cultures are maintained.
 - Certain skills are important to settling in e.g. driving lessons for women.
-

Healthy lifestyle	<ul style="list-style-type: none"> • Communication issues include: <ul style="list-style-type: none"> - Lack of understanding of the New Zealand health system and consequently high expectations e.g. long waiting lists have been perceived by refugees as discriminatory. - Lack of interpreters - often people have to go back several times before health issue identified and children are used (inappropriately) to translate for parents. - More information needs to be translated into various languages, including public health system information. • Affordability for different services e.g. dentistry. • Mental health is a major issue yet cultural and environmental awareness skill base within the health system is limited and consequently appropriate services not easy to access. • Young people identified the need for information, opportunities for discussion, education, support etc around sexual and health issues.
Housing	<ul style="list-style-type: none"> • Appropriateness - overcrowding due to large families, accessibility (e.g. older people with stairs). • Poor insulation in houses – dampness, leading to high energy bills and/or poor health. • Affordability – ability to access private accommodation when public housing is in scarce supply or inappropriate.
Economic well-being	<ul style="list-style-type: none"> • Many families are finding it hard to manage financially and are often not aware of entitlements. • Need access to budget advice. • Work and Income procedures do not always recognise the barriers to employment for refugees e.g. generic letter sent to refugees regarding efforts at job seeking. • Refugee communities have relatively high unemployment. There are limited opportunities to use their skills and barriers include employer reluctance to employ people who are different. • Some in the communities are interested in establishing businesses and want support to explore options.
Community strength and capacity	<ul style="list-style-type: none"> • A need for greater understanding between youth growing up in New Zealand and their parents who have been brought up in their country of origin. Issues around strict rules, lack of trust, parental expectations. • A number of communities would like their own community centre (or dedicated physical space) to provide a focus for community capacity building. • There is support for the Multicultural Services Centre model which brings services together and provides a focus for the refugee community. • There needs to be opportunities to develop knowledge of NZ processes and systems, and for skill development e.g. governance, project planning.
Host community	<ul style="list-style-type: none"> • Lack of understanding and acceptance on the part of the host community is a recurring theme across all parts of the sector e.g. barriers to employment. In extreme cases this is demonstrated through racist verbal and physical attacks on persons and property. • Volunteers who assist refugees early on in settlement are valued by the refugee communities. • Deliberate actions around promoting understanding and acceptance in the host community need to be developed and implemented.
Safety and security	<ul style="list-style-type: none"> • Safety and security is an issue in some areas e.g. racist comments/attacks in some housing areas and schools. • Youth have a number of concerns in dealing with police and the law, including young people not knowing their rights.

Appendix 5:

Strategies and Instruments which guide central government agencies

1. New Zealand Settlement Strategy

Published by: Department of Labour, 2004

The aim of the New Zealand Settlement Strategy goals is to improve the settlement outcomes for migrants and refugees and their families.

These goals for refugees are:

- Obtain employment appropriate to refugees' skills and qualifications.
- Become confident using English in a New Zealand setting or be able to access appropriate language support.
- Access appropriate information and responsive services which are available to the wider community.
- Form supportive social networks and establish a sustainable community identity.
- Feel safe expressing their ethnic identity and be accepted by and become part of the wider host community.
- Participate in civic, community and social activities.

2. Ethnic Perspectives in Policy

Published by: Office of Ethnic Affairs, 2002

This is a framework developed by the Office of Ethnic Affairs that provides a guide for government agencies when they come to consider impacts of government policy and service delivery on the needs of ethnic communities.

Policy Values⁶

The purpose for the Office of Ethnic Affairs, based on the government's goals to guide public policy to achieve sustainable development and to grow strong communities, is:

"To create a climate so that ethnic people can fully participate in and contribute to all aspects of New Zealand life".

⁶ The work towards the action plan has recognised the intent of this document and included service delivery as part of the interpretation. Service delivery is in fact referred to in the document.

The government has endorsed the following values to support these goals and to inform policy development:

- Acceptance of ethnic diversity. Each ethnic community is celebrated as part of New Zealand society, and diversity in culture, language and religion is valued;
- Participation by the ethnic sector. Each ethnic community is supported, and enabled to contribute to all aspects of New Zealand life;
- Accessibility. Ethnicity, including language, should not be a barrier to obtaining information and services;
- Responsiveness. Ethnic groups are identified, and their needs recognised and provided for, in policy, programmes or services
- Equity. Ethnic groups are treated fairly and the outcomes for ethnic groups should be no less favourable than the New Zealand norm, for example, in health, welfare, education, employment, housing and justice.

These values are being achieved when ethnic people are seen, heard, accepted, and included in all aspects of New Zealand society. This will occur when:

- ethnic communities are strong and valued;
- ethnic people have a sense of belonging and acceptance;
- ethnic people are able to participate fully in all aspects of New Zealand life;
- government policy and services respond to the needs of ethnic people;
- ethnic people have equitable access to services.

Policies that embrace these values will be in line with both ethnic communities' needs and the government's key goals. For example:

- promoting acceptance, celebration and valuing of our diverse ethnic and cultural heritage, and more effective participation by ethnic people, will contribute to the goals to "strengthen our national identity, grow a more inclusive economy and develop stronger communities";
- ensuring ethnic people are able to access services, and to participate fully in all activities, will contribute to the goals to "reduce inequalities that currently divide our society, and offer a good future for all";
- promoting policies which remove barriers to employment, education and training will contribute to our goal of "improving the skills of all people in New Zealand";
- working more effectively in partnership with ethnic communities will contribute to our goals to "maintain trust in government, provide strong social services for all, and build strong, safe communities.

3. Statement of Government Intentions for an Improved Community-Government Relationship

Published by: Ministry of Social Development, 2003

The key parts of the Statement are as follows:

Vision

- Strong and respectful relationships between government and community, voluntary and iwi / Māori organisations.
- Government recognises that community, voluntary and iwi/Māori organisations play a unique and vital role in New Zealand society.
- An independent and vibrant community sector is essential to a healthy civil society. Government and the community sector depend on each other to achieve shared goals of social participation, social equity and strengthened communities.
- The Community and Voluntary Sector Working Party delivered a strong message that Government relationships with the community sector need to improve if these goals are to be realised.
- Government will be an active partner in building a relationship based on honesty, trust and integrity / tika and pono; compassion and caring / aroha and manaakitanga; and recognition of diversity.

Principles

Government is committed to developing relationships with community, voluntary and iwi/Māori organisations that:

- enable mutual interests to be achieved through co-operation;
- respect the independence of community, voluntary and iwi/Māori organisations;
- recognise and respect the principles of the Treaty of Waitangi;
- demonstrate effective two way communication;
- involve leadership within the community sector and from government ministers;
- acknowledge and support the positive role played by umbrella, national and strategic collective bodies;
- embrace innovation and creativity;
- respect and recognise cultural diversity;
- are founded on public accountability and appropriately flexible good practice.

Government commitments

Culture of government

- Government expects public servants to treat all New Zealanders with dignity and respect. This requires leadership from public service chief executives and senior managers to ensure that all staff have a good understanding of the values, governance arrangements and working realities of the community, voluntary and iwi/Māori organisations with whom they interact.

"Whole of government" approach

- Government recognises that community, voluntary and iwi/Māori organisations interact across the range of government ministries and departments. Government agencies will give priority to working together, breaking down 'silos' and establishing co-ordinated, inter-sectoral policies and programmes.

Treaty of Waitangi

- Government expects its departments and ministries to recognise and apply the principles of the Treaty of Waitangi. Public servants need to be well informed about, and responsive to, Treaty matters. Government agencies will continue to develop and improve public servants' understanding of the principles of the Treaty of Waitangi, its relevance to the agency in which they work and its application to their own roles.

Participation in decision-making


- Government values the contribution of community, voluntary and iwi/Māori organisations to good policy making and delivery of effective services. Government agencies and the community sector will work together to develop and improve consultation processes through sharing good practice, guidelines, workshops and training.

Government funding to community organisations

- Government acknowledges the valuable contribution made by community, voluntary and iwi/Māori organisations to the achievement of shared social, cultural, environmental and economic goals. Government agencies will, together with the community sector, undertake a programme of work to address concerns about funding arrangements, effectiveness, compliance costs and related matters.

Strengthening the community sector

- New Zealand's social, cultural, environmental and economic wellbeing requires a healthy and strong community sector. Government will work alongside community, voluntary and iwi/Māori organisations to support and strengthen the community sector.



4. Mosaics – Key Findings and Good Practice Guide for Regional Co-ordination and Integrated Service Delivery

Published by: Ministry of Social Development, 2003

This publication by Ministry of Social Development emerged from work undertaken in the Public Sector referred to as the Review of the Centre. The work was led by the State Services Commission.

The Assyrians of today are descendants of the ancient Assyrian people who built the mighty empires of Assyria and Babylonia.

The Assyrians rose to power and prosperity in Mesopotamia, which today consists mainly of modern Iraq. Assyrians played a major role in the foundation of the civilization of mankind. After the fall of the Assyrian and Babylonian empires Assyrians were reduced to a small nation living at the mercy of their overlords in the vastly scattered land in the Middle Eastern region.

Assyrians are Christians whose church dates back to the time of Christ.

In the first century they were among the first people to embrace Christianity. Due to the numerous atrocities, which befell them over the following centuries because of their religion and nationality, the Assyrians almost lost their identity as a nation. It was not until the middle of the 19th century, when Assyrians came into direct contact with the western world, that their existence attracted the attention of the outside world.

At this time the Assyrians were experiencing a cultural renaissance and played an instrumental role in building modern schools, colleges and technical institutions in Iran, Iraq and other parts of the Middle East during the 19th and 20th centuries. Caught between the two warring parties of World War I, Assyrians suffered a most destructive blow because of their religion and ethnicity.

Firstly, they fell victim to the wholesale massacre inflicted upon Christians (Assyrians and Armenians alike) under the Ottoman Empire. Hundreds of thousands of Assyrians living as a semi-independent people in the Hakkari Mountains in the south-eastern part of Turkey were driven out of their homeland and forced to join their brethren in the Urmia and Salamis districts in Iran. They were then encouraged to join the Allied Forces (British and Russian) in order to help them in the region.

On behalf of the Assyrians overseas today and for their families in New Zealand, we wish to express that our heart breaking concerns, the burden and mental anguish we have experienced has had a serious affect on our health and has become a consuming issue.

Many Assyrians came to New Zealand and settled in Wellington. In 1991, we established the Assyrian Association Incorporated. The Assyrian community has elected the Association's Executive Committee and has established our own church in Strathmore, Wellington. In spite of the severe circumstances and the burdens that have bowed us and compelled us to leave our homeland and settle in New Zealand, we have been successful in maintaining our culture and language in the New Zealand context.

By Welsin Toma

Assyrian Community

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