



JULY 2011

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SPA Division General Manager,
Stephen Dunstan.

Subscription/distribution

THE SPA UPDATE is for those whose work supports the settlement, protection and attraction of skilled migrants and other newcomers in New Zealand.

To subscribe, unsubscribe, or view and/or change your contact details, please email settlementinformation@dol.govt.nz with 'The SPA Report' in the subject line.

To give feedback, please email: chris.clarke@dol.govt.nz

INTRODUCTION

ISSUE: 4

Kia ora

Welcome to this July edition of the SPA Update.

This last financial year has certainly had its challenges and successes. Christchurch remains a focus for us. Where they have needed access to high end skills not available in New Zealand, such as engineers, we have worked closely with industry to assist them to access the people they need overseas.

The consequences for the refugee programme continue with no new resettlements into Christchurch for the foreseeable future.

In the refugee world we had a very successful World Refugee Day event at our Mangere Refugee Resettlement Centre on Sunday June 19th.

I was immensely impressed with the engagement of 14 different refugee background communities, contributing in such rich ways to the broader New Zealand community.

Recently we stepped up our support for employers of new migrants so they make the most of the diversity and talent they have employed, with the aim of retaining these people in their workplaces.

New Zealand needs the skills, global networks and new ways of working that these migrants bring.

For individual migrants we now contact them via email immediately after they receive residence, offering a range of settlement services to assist them to settle quickly and well.

By the end of September I hope to have this service made available to people being approved a temporary work visa, and to international students.

Part of the new approach is developing new online settlement services, with a separate area focusing on support for employers.

We are also celebrating the fact that the Recognised Seasonal Employer Scheme (supplying mainly Pacific workers for the horticulture and viticulture industries) recently won an IPANZ award for public sector excellence.

The scheme is an excellent demonstration of how government, industry and sending countries can all benefit by working together to achieve improved productivity and quality for growers, good development outcomes for Pacific nations, and economic growth.

Enjoy this newsletter!

Kind regards,
Stephen.

Welcome to New Zealand email to new visa holders

On Friday June 24 Immigration New Zealand sent its first ever direct emails to new visa holders providing information and links to the five key settlement services it funds to assist new migrants in their initial stages of settlement in New Zealand.

Until now, direct communications from Immigration New Zealand (INZ) to visa holders have been almost exclusively from Immigration branches, recognising the importance of maintaining clarity of communication with visa applicants through the application process.



However, as more attention is focused on the relevance of good settlement in ensuring the best immigration outcomes for both newcomers and New Zealand, the potential benefits of directly promoting these settlement services are receiving more recognition.

The first emails have been sent to new Permanent Resident holders only. Further emails will be introduced in stages, with messages appropriate for each of the many visa types INZ approves each year.

Initial response has been rapid and positive, with emails back to both the national office email and to regional SSNZ initiatives.

More statistics from subsequent mail-outs will be available soon, commencing a tracking database that should also assist in improving the message's impact and relevance over time.

For more information, contact: settlementinformation@dol.govt.nz

Trailblazers booklet celebrates entrepreneurial migrant women

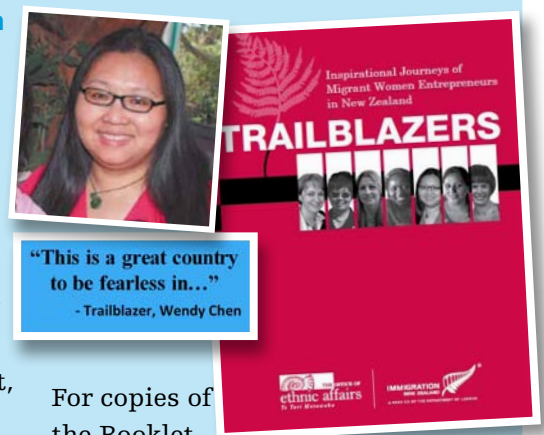
The Department of Labour and the Office of Ethnic Affairs are proud to have supported the production of a new booklet by the Department of Internal Affairs, focusing on the success of seven remarkable recent migrants to New Zealand.

Each has independently become a very successful businesswoman, with very positive results for themselves and their families, their communities and the country as a whole.

Funded by the Department of Labour through the Auckland

Regional Settlement Strategy, the stories tell of each woman's background (all very different) and some of the reasons for their success - which in many cases the women themselves put down to New Zealand's open and encouraging society.

In his introduction to the booklet, Immigration New Zealand DCE Nigel Bickle notes the many aspects of what we admire as elements of Kiwi character shown by the subjects - independence, hard work, and a willingness to think and act outside the square.



For copies of the Booklet, email:

michael.mendoza@dia.govt.nz
- and you can listen to an RNZ [National radio interview with two trailblazers here.](#)

Worker rights awareness for migrant workers

The Division and the Department's Labour Group have cooperated on a new factsheet which advises new migrants about their work rights in New Zealand, and provides contacts for further information.

The new factsheet will be included with all work visa approval letters from late July, and is also available on the Immigration New Zealand website in English and several other languages: www.immigration.govt.nz/workrights



Giving trees to the MRRC

SPA Update readers may be interested in supporting the tree donation project which is being run by Immigration New Zealand's Refugee Quota Branch (ROB) for the Mangere Refugee Reception Centre in Auckland. The reception centre sits next to large container storage area,

so new arrivals' main view of their new country is a high fence, required as it is a containment facility, and a long wall of containers.

ROB staff have been working to plant trees along this perimeter which will eventually provide a more welcoming aspect, however this is not a funded activity - so

they are asking people to 'donate a tree'.

One tree costs \$20. If you are interested in supporting the project, email: noon.parkar@dol.govt.nz for account details.

All donors will receive a 'Certificate of Appreciation' signed by our General Manager.

World Refugee Day open day at Mangere Refugee Resettlement Centre

Over 450 people including 14 former refugee communities from across New Zealand recognised World Refugee Day with an Open Day at the Mangere Refugee Resettlement Centre, on Sunday June 19.

The Open Day also marked the 60th anniversary of the signing of the Convention on the Status of Refugees, on which the international effort to assist refugees is based.

Despite some wet weather, visitors enjoyed a day full of cultural performances, displays and exhibitions on refugee history and resettlement, ethnic food and craft stalls. People were able to view the facilities and understand more about the six week programme the Centre delivers to all new UNHCR refugee arrivals.

The day began with a welcome from Tainui Kaumatua Sonny Rauwhero and speeches from SPA GM Stephen Dunstan, Ministerial representative Dr Jackie Blue, and Ellen Hanson of UNHCR Canberra.

The displays and stories from refugee communities highlighted their journeys to New Zealand, and their many contributions since their arrival.

The feeling of the day was best expressed when Wanda Ellis, a former Polish refugee who arrived at the original Pahiataua refugee camp at the end of the Second World War, spoke about her experiences.

Her conclusion that New Zealand was the most beautiful country in the world and New Zealanders the most welcoming people was greeted with spontaneous applause.



Images from the 2011 World Refugee Day open day: Poster (Top), performances and foodstalls (right), a section of the guests at the Opening event (below).



National Refugee forum looks to the Future

Over 160 delegates attended the annual National Refugee Resettlement Forum (NRRF) - the highlight event of the refugee resettlement sector calendar - hosted by SPA Division in Wellington early June.

This year's theme of "Future Voices - Future Choices" featured keynote speeches from IT Entrepreneur and former refugee Mitchell Pham and the Minister of Immigration, and moving presentations from young refugees from Myanmar, Djibouti and the Congo, reflecting on their achievements to date and their future here in New Zealand.

Other activities included panel discussions and presentations,

the launch of the fourth annual New Zealand Somali Graduate Journal - and a celebration of the 60th anniversary of the Refugee Convention (on June 1st) attended by the Governor General Sir Anand Satyanand.

To enable refugees to more easily achieve fulfilling, independent lives that will reduce their dependency on government support, the Settlement, Protection and Attraction Division is also currently leading the development of a new National Refugee Resettlement Strategy.

The engagement of both participating agencies and the country's former refugee communities is fundamental to this work, and the national forum provides a key meeting opportunity for all representatives each year.



Images from the 2011 NRRF and the Refugee Convention 60th Anniversary Celebrations, clockwise from above: Minister of Immigration Hon Dr Jonathan Coleman, delegates on a break, keynote Speaker Mitchell Pham, UNHCR Rick Towle with NZ Governor General Sir Anand Satyanand, A young performer at the Refugee Convention celebration, featured former refugee presenters; Zember Mu Lo Peh, Dan Mbelo and Momina Ali.



SETTLEMENT STRATEGY

Celebrating the achievements of the Wellington Regional Settlement Strategy.

The Wellington Regional Settlement Strategy looks to improve the settlement of new migrants to the Wellington region, and is jointly led by the region's five local councils and the Settlement Unit.

This June the Strategy Leaders

Group highlighted progress to date with a 2011 Update booklet, half-way through the Strategy's five year term.

The booklet promotes the achievements of some key settlement actions by more than fifty Strategy partners, with

examples of partnerships being established to retain skilled migrants in the Wellington region, and stories from employers and new migrants that demonstrate the benefits of well supported settlement.

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Wellington Regional Settlement Strategy. (Cont.)

Participants from business, local and central government, Iwi and community organisations also marked the region's first Volunteer Connect awards - given to ten new migrants who have distinguished themselves through their work in the Volunteer sector. (For the partners and spouses of skilled migrants, volunteering is often a direct pathway to getting a job.)

With good settlement awareness built across the region, the next phase of the Strategy's Action

Plan will have a stronger focus on supporting the region's economic growth, particularly through activities that support the region's workplaces where good settlement practice can directly influence economic benefit.

[Click here for a PDF of the new booklet.](#)



Images from the Wellington Regional Settlement Strategy 2011 Update event, clockwise from top right: The Update Booklet, Anne Hartley & Maurice Priestly, Volunteer Connect recipients Shikla Mahajan (L) & Shambhavi Manjrekar (R) with partners Rupesh and Amit, Anna Puentener & Jirayu Chotimongkol, Pauline Harper from Volunteer Wellington, and Kedron Parker with Rekha Jatav from the Strategy's Newcomers Advisory group.



New ESOL funding for newcomers

The Budget announcement in May of \$17.5m over four years for English as a second language courses for refugees and migrants is extremely positive news for the New Zealand Settlement Strategy, in that it increases provision for a key component of good settlement - access to learning English.

Interactions with both employer and migrant groups have consistently highlighted English language skills as the number

one prerequisite for getting a job in New Zealand, and almost 10% of inquiries received by SSNZ initiatives are from newcomers who want to improve their English.

The new funding will create an additional 700 places on intensive ESOL programmes for refugees and migrants with low levels of English, which will be free to participants.

It will also fund approximately

400 places for refugees and their family members to study towards an ESOL qualification in mainstream tertiary education without paying fees.

More details about the new funding will be announced by the TEC next year.

Nau mai, haere mai ngà tāngata hou o te ao (welcome to people from all over the world)

The welcoming programmes for new migrants pioneered through the Wellington Regional Settlement Strategy, which is led by SPA's Settlement Unit, are continuing to grow, and the idea has also been picked up by SSNZ initiatives throughout the country.

The latest event at Wellington City's Pipitea Marae was promoted through the local SSNZ network with this eye-catching image - and te Reo used as the heading.



It has been a great success for the Settlement Unit to work with the Department of Labour's Maori Strategy team, to bring this compelling idea to fruition. The feedback continues to be extremely positive, emphasising the importance of connecting with tangata whenua in reinforcing their decision to make Aotearoa New Zealand 'he Kainga hou' - a new home.

HMS Trust hosts NZ Diversity Forum

The Hamilton Multicultural Services Trust (HMS Trust) will continue its strong support of the NZ Human Rights Commission when it hosts the 2011 NZ Diversity Forum on 21-22 August at the Claudelands Convention Centre.

Last year HMS Trust, who are the lead provider for SSNZ in the Waikato region, was one of 13 national Diversity Award winners, recognising their outstanding

contribution to cultural diversity and race relations.

The theme for this 7th annual national forum is *People in Harmony* - building on the work on this theme already begun with Race Relations Day in March.

The forum is a unique national convention with an emphasis on practical action - more of a marketplace than a traditional conference - and many

organisations have activities that together make up the programme.

The Trust will also host the Cultural Night on Sunday evening at the Waikato Migrant Resource Centre which is just across the park from the Claudelands Events Centre, and will include the official launch of the NZ Ethnic Trust's *New to NZ book*, which you can read more about in resources.

SSNZ Rotorua Embraces Facebook

It's often said, "Nothing ventured, nothing gained". Inspired by the Auckland and Manawatu initiatives, Settlement Support Rotorua launched a Facebook page in May this year. SSNZ Rotorua's monthly newsletter regularly receives excellent feedback - but Facebook offers another way to easily update migrants and organisations with

information, news and events on a daily or even hourly basis, and improves accessibility by adding to the online options being provided. And the news is, so far so good - viewing figures have surpassed all expectations! So if you're looking for something to 'like' on Facebook, [click here!](#)



Support for migrants in Christchurch

The past six months have seen difficult times for Christchurch residents, and especially for new migrants there. In February the Christchurch SSNZ was knocked out of action at a time when its services were most needed by migrants.

Within 40 hours of the earthquake, Immigration's Settlement Unit had transferred the Christchurch SSNZ phone number and email to their Wellington office and over the next four weeks responded to almost 500 inquiries. Most inquiries in the first week were about visas and missing documentation, but by week four migrants needed help with finances, and future planning for study, accommodation and work.

Users were extremely appreciative of the service being offered and many of them thanked Immigration New Zealand, saying they felt that this gesture showed New Zealand really cared for its people.

SSNZ in Christchurch is once again operating and Immigration New Zealand is now providing funds for the cost of interpreters needed for counselling sessions for migrants who have limited English.

Relationship Services has been contracted by the Ministry of Social Development to provide trauma counselling for Christchurch people following the September and February earthquakes.

The counselling assists people to manage their stress reactions and normalise their lives.

While there has been significant uptake from the Christchurch community there has been limited response to the service from migrant communities.

Relationship Services is now partnering with Immigration New Zealand and the Office of Ethnic Affairs "Language Line" to provide interpreters for the migrant counselling.

As a result more migrants are using the Government's free counselling services for Christchurch residents. If you need such counselling services, or know of someone who does, the number to call is 0800 RELATE - 0800 735 283.

Migrant story: Settlement Support, and having a baby in New Zealand

In a recent article about this life-changing settlement experience by recent migrant Dawn Pugh there is a great example of the kind of value SSNZ delivers each day throughout New Zealand.

"... Despite having no family support in New Zealand we have been overwhelmed by the friendship and support offered to us by the people of Whangarei. I am grateful for the mum's group which is available through Settlement Support.



This has provided us with knowledge and practical support, with members making us meals for those first few days when three became four. Living in New Zealand is a very positive family life experience for us."

SSNZ Staff movements around the nation

Immigration New Zealand funds 18 local SSNZ initiatives and several other specific programmes so not surprisingly staff changes are a regular occurrence.

In the last few months we have seen several changes in offices around the regions.

Auckland - welcoming back Monica Sharma as manager for SSNZ Waitakere, and new manager Carole Blacklock for SSNZ North Shore.

Rotorua - a sad farewell to Grant Kilby who has been a very effective SSNZ manager for us there. Hi and welcome to new manager, Chris Heywood.

Wellington - will miss the support of SSNZ manager Steve Bill, who has contributed a lot to development of SSNZ at a national and local level and also to the successful 'PAWRS' (Plan of Action for Wellington Regional Settlement) activity recognised at the Wharenui o te Poneke in June.

No pressure at all of course for new SSNZ Wellington manager, Grenville Hendricks!

Nelson - is pleased to welcome Marg Parfitt to her new role with the Nelson City Council managing the Social Development team, including overseeing the SSNZ contract for the region.

Napier - we welcome both new SSNZ manager Natasha Carswell, and new Settlement Support coordinator Renske Speekenbrink.

RSE policy wins IPANZ Award

The whole Department of Labour was proud to see the Recognised Seasonal Employer (RSE) policy win at the Institute of Public Administration of New Zealand (IPANZ) Gen-i Public Sector Excellence Awards, in June, in Wellington.

The awards celebrate excellence across public sector agencies from central and local government. The policy received the Russel McVeagh Award for Excellence in Working Together. Department of Labour CE Christopher Blake sent his warm congratulations to the team and all those working across



the Department who have been making the RSE programme a national and international success, describing the win as richly deserved.

The Award recognises outstanding performance and achievement of joint outcomes and other shared accountabilities across clusters of agencies. Judges recognised the RSE policy as 'an innovative example of cross-agency collaboration around challenging and sometimes conflicting objectives'.

Below, L to R Top: Chris Hubscher, Robin Semmens, Lesley Haines, Nigel Bickle, Steven Dunstan, Vasantha Krishnan. front row: Craig Smith, Anne Masoe, Christopher Blake, Emily Fabling.



The IPANZ Gen-i Awards are very well regarded, and the win follows up a previous win in a separate category by RSE last year. The Department's nomination was supported by MSD, MFAT and the horticulture and viticulture industry. The policy shared first place in the category with the NZ Police's 111 Deaf Text Service.

SPA GM Stephen Dunstan says he can't wait to see how the other Units in his Division will rise to the lead shown by RSE ...

Horticulture NZ RSE Employers Conference strengthens vital relationships

The annual Horticulture NZ RSE Employers Conference is an important opportunity for people from the Horticultural industry and the RSE scheme to meet and discuss aspects of the existing operating model, what is working and what areas might be improved or changed to more directly assist the needs of New Zealand horticultural employers.

This year's conference has just been held (June 30th - July 1st) at the Brentwood Hotel in Wellington, and was attended by Immigration New Zealand DCE Nigel Bickle and SPA GM Stephen Dunstan, as well as Emily Fabling, National Manager RSE.

Immigration Minister Hon Dr Jonathan Coleman delivered a keynote speech focused on stakeholders' engagement and relationship and how the policy has supported the growth of the horticulture and viticulture industries. This strong turnout reflects the importance of the programme.

The purpose is to improve employer understanding and clear up any issues related to RSE policy. The conference covered a range of issues and discussed the challenges of the policy and the opportunities ahead, providing good insight into the required operational

level of the RSE scheme to respond to industry and employer needs.



PHOTO: RSE Workers. Horticulture New Zealand Chief Executive Peter Silcock says the RSE programme is the single greatest improvement in the sector that Horticulture NZ has been involved in.

Make the Politician an RSE worker!

While opinions on reality television vary, the Television New Zealand programme 'Make the Politician Work' will always have relevance for one or more areas of the public sector.

In late May one lucky long-term MP got to spend a few days with some RSE workers from Samoa who were working asparagus fields.

Needless to say the RSE team found the programme enlightening, and also a reminder that it can never be guaranteed who might be put to work under a policy!

You can [view the episode here](#).

Driving in NZ brochures

The NZTA have recently completed a comprehensive update of their very successful 'What's Different about Driving in New Zealand?' brochures, which included a period of thorough consultation with SPA's Recognised Seasonal Employment Management Unit.

Each year the RSMU oversees the seasonal engagement of around 51,000 temporary workers from the Pacific region, and every intake needs its share of drivers, who are usually driving vans full of workers on unfamiliar roads and in unfamiliar conditions.

What's different about driving in New Zealand?

Kia ora! Welcome to New Zealand.



In response to this several Pacific language translations of the booklet have now been added to the NZTA site.

The translations are now up on the NZTA [website here](#)

RESOURCES

New from IMSED Research

The Department's Longitudinal Immigration Survey: New Zealand research programme has reached a significant milestone with the release of [Competing for Skills](#).

Australia and New Zealand have both prioritised skilled migration in the past decade, and the period has coincided with growth in skilled migration to both countries through both permanent and temporary entry.

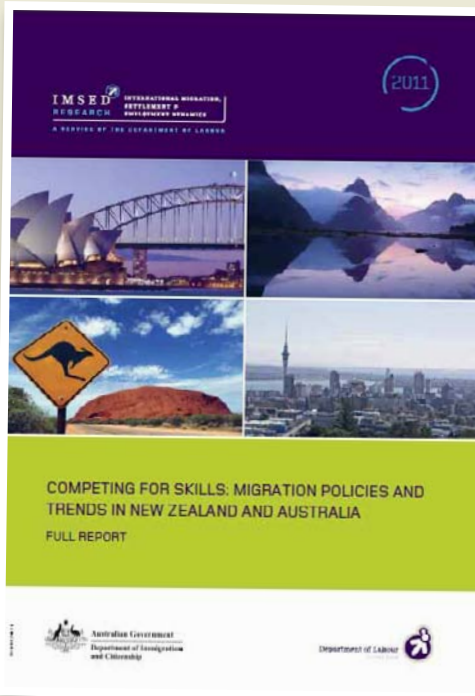
Competing for Skills was commissioned in partnership with our Australian counterparts to compare skilled migration policies and outcomes in New Zealand and Australia, and suggest implications for the future of skilled migration in the two countries.

Although the study identified a number of differences between the two countries' policies and migrants' characteristics, both

countries were found to achieve world class outcomes.

Quota Refugees Ten Years On is also celebrating significant achievements. This in-depth, three year programme looks at the long-term integration outcomes of people accepted under the refugee quota programme 10 or more years ago. [New Land, New Life: Long term settlement of refugees in New Zealand](#), released earlier this month at the National Refugee Forum, contains the preliminary findings from this study.

For further information please contact the Research Division at research@dol.govt.nz.



English Language Partners CE Heads to Harvard

Claire Szabó, Chief Executive of English Language Partners, has resigned to take up study at Harvard for a Masters in Public Administration commencing this month.



Claire Szabo

Claire joined the organisation in 2005, taking up the Chief Executive position in 2006.

Claire noted, in her farewell to the organisation that: "I have been honoured to lead an organisation with such a clear commitment to migrants and refugees."

In her time as Chief Executive, Claire contributed to a number of working groups in the settlement sector – the most recent of which

is the Reference Group for the proposed New Zealand Refugee Resettlement Strategy.

The new Chief Executive is Nicola Sutton.

For more information visit English Language Partners [here](#)

Sunday Radio promotes workplace language awareness

The Janet Holmes interview on RNZ National in July was excellent in pointing out some of the workplace communication aspects our resources have been designed to cover. [You can find the interview here.](#)

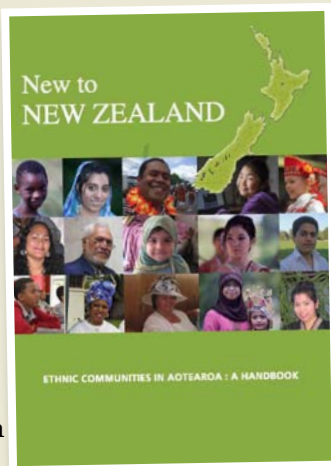
English Language Partners Annual Report

The recently released English Language Partners Annual report includes a supplement focusing on refugee learners, with summary statistics on refugee learners including percentage of refugee learners, geography, type of services accessed, length of access to services, ethnicity, age, language level, gender and work status, analysis of funding detail, and brief descriptions of types of service. For copies, contact [English Language Partners.](#)



An introduction to new New Zealand Cultures

As the pace and variety of migration grows, so does the need for good information about the cultures and people we are increasingly likely to meet in New Zealand.



The most recent entries are from Colombia, Bhutan, South Africa, the Democratic Republic of Congo and Congo-Brazzaville.

First edited by educationalist and Hamilton City Councillor Daphne Bell in 1998, this new version by Jenny Magee is published by the Hamilton based Ethnic New Zealand Trust.

The latest edition of 'New to New Zealand' is an important response to this need.

Now a fully revised hardback book covering people from 44 countries that have settled here, 'New to New Zealand' gives readers a useful introduction to the cultures, etiquette, origins and current situations of these new New Zealanders.

It will be distributed to schools, but is also available for sale to the public, and is likely to be a very useful tool for anyone interacting with people of other cultures in New Zealand.

For orders (\$34.95* plus P&P) and/or further information regarding the book please email EthnicNZTrust@gmail.com.

Sir Paul Callaghan stresses the importance of talent retention

2011 New Zealander of the Year and winner of the 2010 New Zealand Science Prize, Sir Paul Callaghan, has provided strong indirect support for the principle of settlement and it's goal of ensuring we retain the skilled migrants and other newcomers we welcome to our shores.

In his recent lecture at StrategyNZ about a sustainable future for NZ Sir Paul closed with a punch line focused on our main purpose; talent retention. This speech is now available [online, here.](#)

