

SETTLEMENT NATIONAL ACTION PLAN

New Zealand Settlement Strategy



The New Zealand Settlement Strategy is a whole-of-government framework to achieve agreed settlement outcomes for migrants, refugees and their families. Its vision is

New Zealand's prosperity is underpinned by an inclusive society, in which the local and national integration of newcomers is supported by responsive services, a welcoming environment and a shared respect for diversity.

This Action Plan sets out what will be done at a national level under each of the Strategy's high-level goals to support the achievement of this vision.

Economic transformation

New Zealand's economic transformation is supported by the contributions of migrants and refugees and their ability to realise their personal aspirations by: accessing appropriate education and employment; utilising their skills and knowledge and qualifications; stimulating innovation and creativity in business; and strengthening relationships between international and domestic markets.

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>1.1 Enhanced pre-arrival employment information for migrants</p> <p>Develop improved pre-arrival employment-related information for adult applicants in all immigration categories (i.e. the principal and secondary applicants in the Skilled Migrant Category, the Family Sponsored and the International/Humanitarian streams). This work will ensure that there are appropriate pathways to employment-related services in New Zealand.</p>	<p>Lead: Department of Labour</p> <p>Contributing: Career Services Ministry of Social Development New Zealand Qualifications Authority Tertiary Education Commission Territorial Local Authorities Professional bodies Migrants and refugees</p>	<p>Improved pre-arrival information was developed by 31 May 2007 and implementation to be completed with a 31 October 2007 rollout.</p> <p>Subject to the availability of funding, the product is being aligned with the ongoing development of the Immigration Business Transformation model.</p>
<p>1.2 Settlement needs of diverse streams of newcomers</p> <p>Provide advice about whole-of-government benefits and costs for the provision of settlement-related services such as careers advice, employment-readiness programmes and ESOL tuition to temporary permit holders (work-to-residence, work permit holders and students) and their accompanying family members.</p>	<p>Lead: Department of Labour</p> <p>Contributing: Career Services Ministry of Social Development (Work & Income) Ministry of Education Tertiary Education Commission</p>	<p>A progress report on the potential extension of government services to temporary permit holders was provided to the Minister of Immigration by 30 June 2007.</p> <p>A final report is to be provided to the Minister of Immigration by 31 October 2007 (and subsequently to Cabinet if required).</p>

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>1.3 Increasing access to employment</p> <p>Identify practical measures, in partnership with other organisations, to reduce migrants' barriers to employment and enhance their employment outcomes.</p>	<p>Lead: Department of Labour</p> <p>Contributing: Career Services Ministry of Social Development Ministry of Economic Development</p>	<p>A progress report is to be provided to Minister of Immigration (and other relevant Ministers) by 31 March 2008.</p>
<p>1.4 ESOL and work readiness tuition programmes</p> <p>Identify proposals to overcome barriers to access and to address gaps in service provision for ESOL and work readiness programmes to improve employment outcomes for migrants and refugees.</p>	<p>Lead: Tertiary Education Commission and Ministry of Social Development</p> <p>Contributing: Department of Labour</p>	<p>Mapping of distribution of programmes, broad target groups and gap analysis completed by 31 December 2007.</p> <p>Milestones for next stage of work identified by 31 March 2008.</p>
<p>1.5 Connecting migrants and exporting businesses</p> <p>Build a platform to improve engagement between the Chinese (Peoples Republic of China) community and the New Zealand business community (based on the outcome of research on their current level of integration) to demonstrate the unique and high value skills that many migrants contribute to New Zealand's economic transformation, and increase opportunities for New Zealand business to leverage off the skills and talents of migrant communities. This work will include identifying the potential means of enhancing employment outcomes for appropriately skilled migrants and refugees.</p> <p>This work will be linked closely to Export Year and there is potential for initiatives identified to be progressed as part of Export Year 2007.</p>	<p>Lead: Ministry of Economic Development</p> <p>Contributing: New Zealand Trade and Enterprise Ministry of Foreign Affairs and Trade Department of Labour NZ Chambers of Commerce Business Councils Migrant and refugee communities</p>	<p>A report with proposals for improving linkages between the Chinese business community, the government and the broader business community by 30 April 2008.</p>

Families – Young and Old

Migrant and refugee families have equitable access to the support and choices they need to be secure and able to reach their full potential in all aspects of social and economic life.

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>2.1 Strengthening the responsiveness of mainstream services</p> <p>Work with service providers in local government, non-government organisations and the private sector to develop further support to enhance their responsiveness to an ethnically diverse customer base and their expertise in working with migrant and refugee clients.</p> <p>This initiative will further enhance access to mainstream services by new comers.</p>	<p>Lead: Department of Labour</p> <p>Contributing: Office of Ethnic Affairs</p> <p>Other service delivery agencies</p> <p>Relevant local stakeholders to be identified through SSNZ</p> <p>NGOs, migrant and refugee communities</p>	<p>Opportunities to be identified in conjunction with service providers and implementation plan agreed by 30 September 2007.</p>
<p>2.2 Supporting educational achievement</p> <p>Implement the Home School Partnership Scheme in secondary schools to improve learning outcomes for migrant and refugee young people from cultural and language diverse backgrounds through the involvement of family in the learning of students to help to address their academic needs.</p>	<p>Lead: Ministry of Education</p>	<p>The Partnership Scheme was piloted in selected secondary schools during the 2006 school year.</p> <p>The Partnership Scheme will be implemented in selected secondary schools through school support services by the end of the 2007 school year. The implementation phase will be evaluated by the New Zealand Council for Educational Research (NZCER) in September and November 2007.</p>

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<p>2.3 Enhanced career planning in schools</p> <p>Implement the Creating Pathways and Building Lives programme (CPaBL) to improve career education, information and guidance for students, particularly those identified as at-risk of not making successful transitions to further education, training and employment. The project will involve the development with schools of guidelines for meeting the needs of specific student groups including Pasifika, migrants and refugees.</p> <p>Provide extra funding, on top of CPaBL to selected schools for career planning specifically with refugee students.</p>	<p>Lead: Ministry of Education</p> <p>Contributing: Career Services Education Review Office Tertiary Education Commission Schools, students and employers Regional Youth Transition Services Local communities</p>	<p>The CPaBL programme is being implemented during 2007 and 2008 in 100 secondary schools representing a mix of regions, deciles and school types.</p> <p>Extra funding allocations to be monitored and use reviewed by the end of the school year.</p> <p>Evaluation of the CPaBL programme to be completed by 31 December 2008.</p>
<p>2.4 Housing support services for refugees</p> <p>Establish a Life Skills House at the Mangere Refugee Reception Centre to provide refugees with practical skills for living in a New Zealand house after their departure from the Reception Centre.</p>	<p>Lead: RMS Refugee Resettlement</p> <p>Contributing: Housing New Zealand Corporation Department of Labour</p>	<p>A Life Skills House was established by 31 December 2006. A process of ongoing development, review and evaluation is in place with the aim of customising the use of this house for all individuals in each refugee group intake.</p>
<p>2.5 Regional housing orientation services for refugees</p> <p>Extend the provision of "housing surgeries" based in localities with refugee communities and supported by interpreters, to additional regions so that refugees are well informed about HNZC processes, New Zealand housing arrangements and potential housing locations. These are currently being delivered in Wellington and Waikato.</p>	<p>Lead: Housing New Zealand Corporation</p> <p>Contributing: Department of Labour RMS Refugee Resettlement</p>	<p>Delivery of housing surgeries was rolled out to other regions by 30 June 2007 including Christchurch and Palmerston North and Nelson, and the regions continue to provide housing surgeries as the need is identified.</p> <p>An internal network of regional housing service managers and policy staff meet quarterly to focus on refugee housing needs and activities.</p>

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<p>2.6 Supporting home ownership</p> <p>Develop proposals to tailor home ownership education and support to suit the needs of ethnic communities, including delivering Sharia-compliant mortgage products for Muslim communities.</p> <p>[This is a supporting initiative in Area 7 Ethnic Communities in the New Zealand Housing Strategy].</p>	<p>Lead: Housing New Zealand Corporation</p> <p>Contributing: Various lenders CHRANZ Lending institutions Treasury</p>	<p>A review of international practice was completed by 31 December 2006.</p> <p>Subsequent milestones were identified by 31 March 2007 relating to the existing HNZN Home Ownership Education Programme (HOEP).</p> <p>The tender process for the HOEP is under way and will include the needs of ethnic communities as part of the tender considerations. This is to be completed by 1 October 2007. The aim is to encourage a wide mix of providers to tender and to identify specific groups requiring this service.</p>
<p>2.7 Education and training for HNZN staff</p> <p>Implement a “road show” style series of education and training sessions with Housing New Zealand Corporation area units in the primary refugee resettlement areas to enhance staff understanding of resettlement needs. The training will include the everyday use of Language Line, the multi-lingual telephone interpreting service to facilitate communication with clients with limited English language skills.</p>	<p>Lead: Housing New Zealand Corporation</p> <p>Contributing: Department of Labour RMS Refugee and Migrant Service</p>	<p>Education and training sessions were delivered in nine locations by 30 June 2007.</p> <p>Sessions will be delivered in a further two locations – Central and West Auckland by 31 August 2008.</p> <p>The induction programme for all new HNZN staff now includes a focus on understanding refugee settlement needs.</p>
<p>2.8 Raising the quality of adult ESOL provision</p> <p>Develop resources for teaching and learning in literacy, numeracy and language which includes ESOL as part of the broader Learning for Living project. Three sub-projects are of particular relevance:</p>	<p>See next page</p>	<p>See next page</p>

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<p>2.8.1 Progressions framework</p> <p>Develop a literacy, numeracy and language progressions framework to provide a guide to identifying the next steps for people as they take on tasks as workers and members of families and communities.</p>	<p>Lead: Tertiary Education Commission</p> <p>Contributing: Ministry of Education</p>	<p>A draft framework was developed for consultation with the sector by 31 October 2006.</p> <p>Consultation was completed by 30 June 2007. The Foundation Learning Progressions will be reworked taking into account feedback from the consultation process. Revised progressions will be published by the end of 2007.</p>
<p>2.8.2 Screening and assessment tools</p> <p>Identify effective screening and assessment tools for literacy, language and numeracy to facilitate a consistent national approach.</p>	<p>Lead: Ministry of Education</p> <p>Contributing: New Zealand Qualifications Authority Ministry of Social Development</p>	<p>The assessment tool scoping report was completed by 30 April 2007 and further milestones identified.</p> <p>Assessment tool development to be started in reading and numeracy by September 2007 with the first development phase completed by June 2008. First trialling to commence in July 2008.</p> <p>A screening tool will be adapted for trialling in New Zealand by July 2007 and will be trialled in 2007/08.</p>
<p>2.8.3 Professional development</p> <p>Identify and promulgate effective teaching practice for tutors and managers engaged in teaching reading or numeracy, including ESOL.</p>	<p>Lead: Ministry of Education</p> <p>Contributing: New Zealand Qualifications Authority</p>	<p>The first set of professional development clusters were evaluated in October 2006.</p> <p>The second set of professional development clusters moved into consolidation phase in February 2007.</p> <p>The third set of professional development clusters were established by 28 February 2007.</p> <p>From 1 July professional development clusters became a TEC responsibility. The existing clusters will continue as planned and a plan to be developed for professional development during 2008.</p> <p>The qualification staircase for adult literacy educator qualifications was not scoped during 2007 as study grants for the new national qualifications were taken up more quickly than anticipated both by providers and tutors, and all study grants in 2007 were allocated.</p>

National Identity

New Zealanders understand and accept cultural diversity – migrants, refugees and their families have a sense of place and belonging in New Zealand while maintaining their cultural identities that contribute to New Zealand’s social and cultural vibrancy.

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>3.1 Better information about living in New Zealand</p> <p>Develop improved settlement information for newcomers to New Zealand so that they have a better understanding of life in New Zealand and realistic expectations about living here. The material will focus on the availability of support from and access to mainstream government services and the rights and responsibilities of being a New Zealand resident. It will also consider the information needs of temporary permit holders.</p>	<p>Lead: Department of Labour</p> <p>Contributing: Career Services Ministry of Social Development Housing New Zealand Corporation Ministry of Education Ministry of Health New Zealand Qualifications Authority Tertiary Education Commission Territorial Local Authorities ESOL Home Tutors Professional Bodies Migrant and refugees</p>	<p>Targeting, content and timing of improved settlement information products was identified by 30 April 2007.</p> <p>Products to be aligned with the implementation of the Immigration Business Transformation model from 31 October 2007.</p>



ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>3.2 Individual settlement planning for new migrants</p> <p>Investigate the efficacy of individualised settlement planning services for new migrants as a settlement tool to support their integration into New Zealand.</p>	<p>Lead: Department of Labour</p> <p>Contributing: Migrant groups Local Government New Zealand Non government organisations Settlement Support New Zealand Citizen Advice Bureaux Other government service providers</p>	<p>A progress report to be provided to the Minister of Immigration by 31 October 2007.</p> <p>A final report to be provided to the Minister of Immigration by 29 February 2008 (and subsequently to Cabinet if required).</p>
<p>3.3 Community capacity building</p> <p>Provide advice on effective capacity building with migrant and refugee communities and identify priority areas and mechanisms for sharing good practice, so that communities are able to represent themselves effectively in public arenas and take the lead in issues that are important to them.</p> <p>[This is an area of work included in the 'Connecting Diverse Communities Project' previously known as the 'Strengthening Relations between Diverse Communities' project.]</p>	<p>Lead: Ministry of Social Development and Office of Ethnic Affairs</p> <p>Contributing: A range of government agencies</p>	<p>A work programme for Connecting Diverse Communities was recommended to Cabinet by 30 November 2006.</p> <p>A report on feedback to date from the public engagement process and an update on the medium and short term initiatives within the Connecting Diverse Communities work programme, including funding implications, to be provided to Ministers by 31 October 2007.</p>
<p>3.4 Strengthening Refugee Voices</p> <p>Support a community led process that will both strengthen the effective engagement of refugee community groups with local settlement initiatives as well as enable them to provide a united voice on settlement matters at a regional and national level.</p>	<p>Lead: Department of Labour</p> <p>Contributing: Ministry of Social Development Office of Ethnic Affairs Refugee communities</p>	<p>Initiative implemented across four key resettlement areas by 30 June 2007.</p> <p>Training workshops and resources to be developed in 2007/2008 to support the implementation of the initiative.</p>

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<p>3.5 Pacific heritage language preservation (Mind your language programme)</p> <p>Enhance communication in Pacific heritage languages between recent arrivals and those established or born in New Zealand by designing and implementing innovative initiatives, in particular to increase the number of New Zealand born Cook Islands, Niue and Tokelau people who can speak their heritage languages. (These particular Pacific languages are at risk of becoming extinct in New Zealand).</p>	<p>Lead: Ministry of Pacific Island Affairs</p> <p>Contributing: Ministry of Culture and Heritage Ministry of Education Ministry of Social Development</p>	<p>Innovative programmes (language resource tools) were developed and the first stages implemented for a new group of learners from the Niue community by 30 June 2007.</p> <p>Similar tools were developed for the Tokelau community and to be completed by 31 July 2007.</p> <p>The development of language resource tools for the Cook Islands community to be completed by 31 July 2007.</p> <p>The Vagahau Niue language website to be launched by 31 July 2007.</p>
<p>3.6 Addressing discrimination and promoting respect</p> <p>Provide advice on effective means of preventing and reducing discrimination on ethnic, cultural and religious grounds, and promoting respect between different cultures so that the New Zealand environment respects and celebrates diverse communities and diverse communities feel they are positively respected and supported.</p> <p>[This is an area of work included in the 'Connecting Diverse Communities Project' previously known as the 'Strengthening Relations between Diverse Communities' project.]</p>	<p>Lead: Ministry of Social Development and Office of Ethnic Affairs</p> <p>Contributing: A range of government agencies</p>	<p>A work programme for Connecting Diverse Communities was recommended to Cabinet by 30 November 2006.</p> <p>A report on feedback to date from the public engagement process and an update on the medium and short term initiatives within the Connecting Diverse Communities work programme, including funding implications, to be provided to Ministers by 31 October 2007.</p>
<p>3.7 Citizenship and settlement</p> <p>Undertake a longitudinal survey of migrants and refugees to enhance understanding about the relationship between the acquisition of New Zealand citizenship and successful settlement in New Zealand. This action is subject to approval of adequate funding.</p>	<p>Lead: Department of Internal Affairs</p>	<p>Project design completed by 31 December 2006.</p> <p>Funding based on the project design was to be confirmed by 1 March 2007, but the 2007/2008 funding bid was unsuccessful.</p> <p>The project to scope and undertake a longitudinal survey is presently on hold, but during 2007/08 work will be undertaken to contribute to the Department of Labour led Refugee Plus: Perspectives on Integration, Identity and Community Research Project.</p>

Cross Cutting Initiatives

The following three actions cut across and contribute to the three high-level goals: Economic Transformation; Families-young and old; National Identity

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>4.1 Review of refugee resettlement</p> <p>Provide a common direction (at national level) to support ongoing collaboration by government, regional, non-government and communities in refugee resettlement. This will guide the selection, resettlement and integration of refugees in New Zealand, identify the relative priorities at different stages of the resettlement process and propose broad indicators to measure progress in resettlement.</p>	<p>Lead: Department of Labour</p> <p>Contributing: Ministry of Social Development Ministry of Foreign Affairs and Trade Office of Ethnic Affairs Local Government New Zealand UNHCR Refugee service providers Refugee communities</p>	<p>A progress report to be provided to Minister of Immigration by 31 July 2007.</p> <p>A substantive report to be provided to the Minister of Immigration by 31 October 2007 including proposals for further stages of the review and their timeframes.</p>
<p>4.2 Settlement Knowledge Base</p> <p>Build an improved understanding of the settlement outcomes for newcomers to New Zealand through a work programme which:</p> <ul style="list-style-type: none"> • Identifies outcome-related indicators at a range of levels • Maps the knowledge base and identifies research gaps • Identifies research investment strategies and collaborative opportunities to enhance research knowledge and capacities. <p>(Timelines for action milestones post June 2007 are subject to the availability of funding.)</p>	<p>Lead: Department of Labour</p> <p>Contributing: Ministry of Social Development Office of Ethnic Affairs Other relevant key agencies</p>	<p>A work programme was scoped and completed by 30 June 2007.</p> <p>Outcome indicators to be developed by 30 June 2008.</p> <p>A knowledge base to be mapped by 31 December 2008.</p> <p>Research investment strategies to be identified by 31 March 2009.</p>

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>4.3 Regional responsiveness to settlement</p> <p>Develop regional settlement initiatives in a number of key regions which have significant newcomer populations to improve service provision to migrants and refugees and support the implementation of the New Zealand Settlement Strategy through improved coordination, cross-sectoral planning, information sharing and knowledge transfer.</p>	<p>Lead: Department of Labour</p> <p>Contributing: Range of central government agencies</p> <p>Local Government New Zealand</p> <p>Non-government organisations</p> <p>Migrant and refugee communities</p>	<p>Auckland Region:</p> <p>Auckland Regional Settlement Strategy and Action Plan launched by 31 January 2007.</p> <p>Governance arrangements launched by 31 March 2007.</p> <p>Wellington Region:</p> <p>Consultation method and Strategy document developed by 31 July 2007.</p> <p>Consultation strategy delivered by 30 September 2007.</p> <p>Action Plan and governance arrangements agreed by intersectoral participants by 15 December 2007.</p> <p>Local government and Central government approval processes completed by 31 March 2008.</p> <p>Other Regions:</p> <p>Other key regions identified and regional initiatives, implementation plan and funding arrangements identified by 30 June 2008.</p>



Contributing Government Agencies



www.careers.govt.nz



www.moe.govt.nz



www.nzqa.govt.nz

Department of Labour

TE TARI MAHI



www.dol.govt.nz



www.mfat.govt.nz



www.ethnicaffairs.govt.nz



www.dia.govt.nz



www.moh.govt.nz



www.tec.govt.nz

Housing New Zealand
Housing New Zealand Corporation

www.hnzc.co.nz



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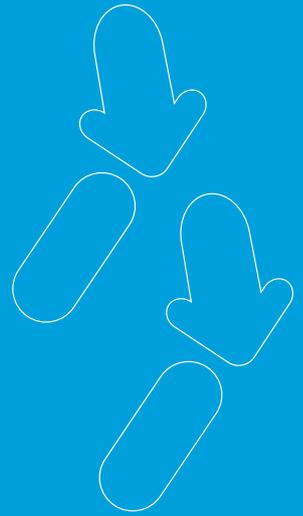
www.mch.govt.nz



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