



Meeting the Needs of Newcomers **(Former Refugees, Pasifika, Migrants)**

DRAFT **Top of the South** **Cross Sector Action Plan**

March 2019

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1. Introduction

Background

The Top of the South is home to an increasingly diverse population, with almost 1 in five residents having been born overseas. Also, Nelson is one of the 8 current refugee settlement locations in New Zealand, with 879 Quota Refugees having been resettled in the region between 2007 and 2018. The population with a refugee background would now be much greater than this, for example through babies being born here and family re-unification migrants arriving too.

Area	% of population born overseas
Nelson City	21%
Tasman District	18%
Marlborough District	16%

Recent research (March 2018) commissioned by Multicultural Nelson Tasman (formerly the Nelson Multicultural Council - NMC) highlighted needs and challenges for migrants and former refugees. The report of the Nelson Tasman research is available online:

<http://www.nelsonmulticultural.co.nz/wp-content/uploads/2018/04/NMC-needs-analysis-final-report.pdf>

The research found six over-arching themes in relation to needs and challenges and also identified six major pathways to addressing the needs and challenges:

1. public events and campaigns
2. community initiatives
3. development of information resources
4. training and education
5. health promotion and service delivery
6. Government funding and policy.

In Marlborough, research was commissioned by the Marlborough Migrant Wellbeing Working Group. Although a report is yet to be published, an early draft identified these key findings and themes:

- The significance of newcomers in the Marlborough economy providing a workforce within local industries now and in the future with a high forecast demand for labour
- Confirmation that Marlborough will become a refugee settlement area from March 2020 reinforces the need to have good supports in the community
- Challenges in accessing suitable and affordable accommodation
- Language challenges
- Isolation and loneliness experienced by newcomers
- Cultural awareness in the community
- Employment
- Accessing services.

Many agencies in the community have a role to play in ensuring that we have the capacity and capability to effectively welcome newcomers to New Zealand, enable them to successfully establish their new lives, and participate fully and integrate socially and economically.

Process

A wide range of organisations were involved in overseeing the research and the research report. This draft plan has been prepared by a working group comprised of some members of the Nelson Tasman Settlement Forum, plus engagement with representatives from Wairau and review of an early draft of the Marlborough research report.

For detailed information on who has been involved up to this point, see Appendix 1.

This Action Plan

This Cross Sector Action Plan particularly aims to address specific needs and challenges where there are gaps in current services and initiatives, while also encouraging the delivery of sufficient core services to meet the needs of the whole community including newcomers.

2. Principles

The objective is to have a **great community** that supports **successful settlement** and **well-being** for migrants and people from a refugee background – collectively identified in this report as new New Zealanders or ‘newcomers’.

The Action Plan encompasses the Māori values of:

- Whanaungatanga – building healthy, strong relationships which enhance all those involved
- Manaakitanga – caring for others, an expression of hospitality and nurturing
- Rangatiratanga – fostering independence and self-reliance through connectedness.

3. New Zealand Strategies

Local needs and responses can appropriately be aligned with the strategic directions for the nation as a whole. Therefore Immigration New Zealand strategies are used as the framework for the action plan.

The New Zealand Migrant Settlement and Integration Strategy (March 2015) identifies five outcome areas with success indicators that are integral to the successful settlement and integration of migrants in New Zealand:

- Inclusion
- Employment
- English Language
- Education and Training
- Health and Wellbeing

<https://www.immigration.govt.nz/about-us/what-we-do/our-strategies-and-projects/settlement-strategy>

The New Zealand Refugee Resettlement Strategy (April 2018) focuses on refugees' and the government's goals for resettlement. The strategy aims to help refugees integrate into communities, find work and gain access to health services. The five goals of this strategy are:

- Housing – Safe, secure, healthy and affordable housing without needing Government assistance
- Self-sufficiency – All of working-age are in paid work or supported by a family member in paid work
- Participation – Actively participate in NZ life / strong sense of belonging
- Education – English language skills help participation in education and daily life
- Health & Wellbeing – Enjoy healthy, safe and independent lives.

<https://www.immigration.govt.nz/about-us/what-we-do/our-strategies-and-projects/refugee-resettlement-strategy>

4. Current Activity and Developments

There is a range of services and support systems within the Top of the South communities that are specifically providing for newcomers. A more complete 'stocktake' could be undertaken and several resources already in place (although not all currently publicly available) could form the basis of further development of information resources. Some of the key agencies and networks are outlined below with further details in Appendix 2.

Key providers and services:

- Red Cross Pathways to Settlement Services
- Nelson Tasman Pasifika Trust
- Marlborough Pasifika Trust
- Multicultural Nelson/Tasman
- Marlborough Multicultural Centre
- Education services / Schools
- Community Navigation Service (from Jan2019)
- Citizens' Advice Bureau
- English Language Partners
- Victory Community Centre
- Nelson Bays Primary Health
- Marlborough Primary Health
- MBIE / Immigration NZ
- Victory Square Pharmacy
- Interpreting NZ
- First Union
- Marlborough Migrant Wellbeing Working Group
- Nelson Tasman Settlement Forum
- MSD

National and local developments will also inform future service provision:

- Research into the needs and challenges for migrants is now being undertaken in Marlborough, under the auspices of the Marlborough Migrant Wellbeing Working Group.

- Central Government agencies are working together under the leadership of the Ministry of Business, Innovation & Employment (MBIE) and the Department of Internal Affairs (DIA) on a multi-year work programme, the Language Assistance Services (LAS) Project, to review and revise the way that translation and interpreting services are provided. (See Appendix 3)
- Immigration NZ has a project to address cultural competency for government agencies through developing an on-line, foundation level course for all government agencies. This will not address specific cultures, but be a general training.

5. Key Needs, Issues & Challenges

The Multicultural Nelson Tasman research reported on the feedback from 11 workshops with 120 participants, while in Marlborough the research engaged 93 participants from 22 countries in 12 focus groups. Needs and challenges highlighted through the research and more recent discussion in the development of this draft plan highlight both gaps in services and ways in which services could be more effectively delivered.

- **Language proficiency** is a major challenge and impacts on obtaining employment, performing well at school, securing housing, reducing social isolation, access to information and ability to access and use services, as well as communication gaps between family generations. The main gaps were seen to be not enough hours allocated for learning English and limited opportunities for learning at a more advanced level and for those who do not have residency
- Inadequate **access to information** – to access and understand systems and services, for day-to-day living needs and about community resources
- A need for **better access to interpreters** and multi-lingual written communication (**translation**), particularly from government departments to enable access to essential services
- **Access to employment** is limited by lack of recognition of skills and experiences, discrimination, not having strong networks, availability of training, insecurity of immigration status and limited transport options. Some have difficulty understanding NZ employment law and there were reports of feeling exploited and scared to report unfair treatment.
- Feelings of **isolation and loneliness** could in part be addressed by accessible events and activities, along with a warmer welcome from the local community
- Facing **racism and discrimination** based on looks, accent, ways of doing things or stereotyping can significantly impact on psychological wellbeing. This points to the need to further develop cultural understanding and acceptance for local communities.
- Challenges in the need to **acquire cultural competency** for living in NZ, and at the same time the ability to **retain their own cultural identity**, including their language
- Challenges for families arising as children become more embedded in the NZ culture, which can lead to a clash of values and parental concern for children's well-being. This is described as an '**acculturation gap**' and is often associated with increased family conflict and greater risk for psychological and behavioural problems in children (see research report page 19)
- **Access to health services** (routine and for specific health needs) and the **health & well-being risks** arising from the challenges described above as well as from lifestyle factors
- **Limited support for refugees** – while comprehensive support is provided by Red Cross for 6-12 months, it is sometimes after the initial settlement needs are addressed that deeper issues arise
- **Access to suitable and affordable accommodation** was reported to be a challenge in Marlborough.

The impact of not adequately addressing the needs, issues and challenges are increasingly being felt in the families, community and government agency services, with, for example:

- more reports of concern to Oranga Tamariki
- more family violence call-outs for Police
- mental health needs escalating to specialist services, when, in many cases, early intervention would have been effective
- increasing pressure on education services and the Social Workers in Schools service.

While there are a range of services and initiatives provided by government agencies, to support new New Zealanders, including through funding to community/NGO groups, these are frequently fragmented, under-resourced, not sustainable and not linked to a strategic framework. This Action plan highlights areas for improvement so that services will be more effective and be able to be reliably provided in the community through a planned and coordinated approach.

The recent evaluation report from the series of Stress Busters courses is pertinent in many ways:

Our experience suggests that participants will benefit more from a course like this when some of their initial settlement challenges – like housing, safety, finances, education, language training, employment – are beginning to fall into place. It is then that psychological issues and family relationships become more prominent and urgent. By engaging in a psycho-educational programme like this, it is also possible for both facilitators and participants to judge whether preventive intervention is appropriate and effective, or whether more intensive and individualised mental health intervention is indicated.

6. Action Plan

A comprehensive action plan is presented here to address the needs and challenges for migrants, including Pacific peoples, and those with refugee backgrounds – termed ‘newcomers’. It builds on the recommendations from the research participants outlined in the research report, to create a set of tangible actions and suggested lead agencies to ensure that progress can be made on implementation.

6.1 Year 1 Priorities

To assist with implementation, a single year plan is outlined below with the key next steps to ensure that the Top of the South best welcomes and supports the settlement of newcomers. These key next steps for government agencies are to:

- a. Provide sustainable funding for **navigators** to support settlement and access to services for Pacific people and migrants/refugees (see Action Plan item 10)
- b. Fund quality, well organised **interpreter services** to enable people for whom language would otherwise be a barrier to access their services. The model adopted recently by Nelson Marlborough Health is recommended. (see Action Plan item 11 and 12)
- c. Fund **cultural competence training** for their staff, particularly frontline staff, so they can provide the best possible services to newcomers (see Action Plan item 7)
- d. Ensure key local documentation is **translated** to be available to the public in relevant languages (see Action Plan item 6)
- e. Ensure that the local community have the capacity and capability to regularly offer activities to **welcome newcomers and celebrate diversity**. (see Action Plan item 3)

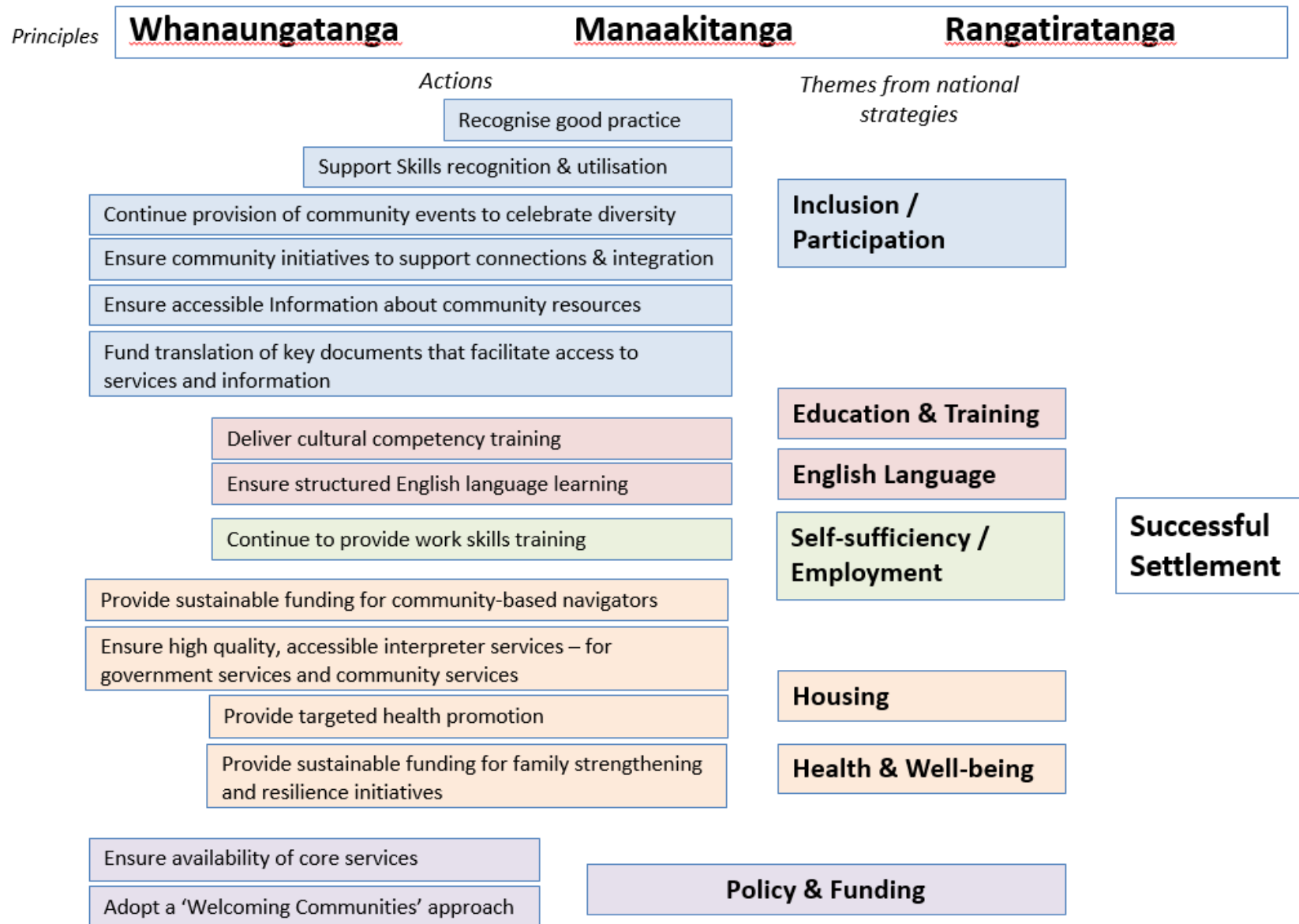
- f. Allocate funding on an ongoing basis for the delivery of **preventative family strengthening programmes** such as parenting skills (see Action Plan item 14)

6.2 Summary of the Action Plan

See Figure 1 below for a summary of the comprehensive plan, where the priority key next steps [will be] highlighted with a bold border.

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Figure 1 – Top of the South Cross Sector Action Plan for Settlement of Newcomers



6.3 Detailed Action Plan

Strategic Alignment	Action	Rationale	Priority	Lead Agency/ Agencies	Outcome/ Measure
Inclusion/ Participation	<p>1. Recognition of Good Practice</p> <p>Explore development of a recognition system that encourages and supports businesses and organisations to adopt values and good practice in diversity & inclusion</p>	A system similar to business awards would be an educational tool for businesses and agencies that want to know what more they can do to be 'migrant-friendly'.	3	Multicultural Nelson Tasman Marlborough Multicultural Centre	<p>Outcome: Businesses & organisations are encouraged to support newcomers</p> <p>Measures:</p> <ul style="list-style-type: none"> • Recognition system in place. • Number of business and agencies recognised over time.
Inclusion/ Participation	<p>2. Skills Recognition</p> <p>Support newcomers to have qualifications recognised to facilitate employment through:</p> <ol style="list-style-type: none"> Supporting individual migrants to negotiate systems to achieve recognition Managing a 'skills database' to link those looking for work with employers 	A constraint for achieving their full employment potential is the challenges some migrants have in getting overseas qualifications recognised. Migrants may need support in negotiating systems to achieve recognition. Creating a system to document previous experience and skills could make it easier for migrants to get on the pathway to work and for employers to access needed skills.	2	Nelson Regional Development Agency (NRDA) / MDC Economic Development Unit W&I/MSD NZQA Red Cross Navigators	<p>Outcome: Newcomers are able to contribute within the workforce, quickly and effectively</p> <p>Measures:</p> <ul style="list-style-type: none"> • Individuals supported • Skills database operational
Inclusion/ Participation	<p>3. Community Events</p> <p>Continue the provision of community events that bring locals and newcomers together in cooperative and beneficial ways while also supporting the maintenance of culture and identity, e.g. Race Unity Days; food-themed events, e.g. Waitangi Day Kai Fest; industry-based trade fairs; organisational open days</p>	Intercultural contact enhances relations across ethnic groups; celebrates diversity and contributes to general well-being of newcomers and the local community	1	Community services, e.g. MNT, MMC supported by funding agencies & councils	<p>Outcome: Cultural identity & diversity is celebrated as a valued community asset.</p> <p>Measure:</p> <ul style="list-style-type: none"> • 3-4 events each year with a focus of celebrating diverse cultures

Strategic Alignment	Action	Rationale	Priority	Lead Agency/ Agencies	Outcome/ Measure
Inclusion/ Participation	<p>4. Community Initiatives</p> <p>Ensure that there is capacity in the community to deliver welcoming initiatives and support ongoing connections and integration, such as a collaborative delivery of orientation programme, refugee council, support groups, community exchange, membership of local activities and organisations (sports clubs; churches; recreational, cultural and social groups)</p>	<p>Structured orientation to key services and the wider community can support access to services and integration into the community.</p> <p>Advice and support to organisations can assist them to be welcoming and supportive of involvement from newcomers</p>	2	<p>Govt agencies (orientation to, e.g. health, welfare & housing systems)</p> <p>CAB (workshops & information under Migrant Connect)</p> <p>NMC / MMC (advice & support to community groups)</p> <p>Sport Tasman (advice & support to sport & recreation groups)</p> <p>Local Iwi may also be able to play a role.</p>	<p>Outcome: Ongoing initiatives delivered to facilitating newcomers integration to the community</p> <p>Measures:</p> <ul style="list-style-type: none"> • Structured orientation delivered for newcomers • Ongoing initiatives
Inclusion/ Participation	<p>5. Accessible Information</p> <p>Undertake a stocktake of resources in the community and ensure that good information on these resources is readily available and accessible through a variety of mediums and avenues, for example, directories, guidebooks, apps, , on-line resources, community newspapers; through churches, workplaces and community noticeboards</p>	<p>A wide and common understanding of the resources and supports available for newcomers will assist newcomers to find services themselves or be guided by any agency and ‘any door can by the right door’</p>	3	<p>CAB</p> <p>Libraries</p> <p>Councils</p>	<p>Outcome: Newcomers have ready access to information and become well-informed about community resources</p> <p>Measures:</p> <ul style="list-style-type: none"> • A ‘Library’ of information available in multiple languages
Inclusion/ Participation	<p>6. Translation</p> <p>Fund the translation of key documents that ensure newcomers have access to the information and services they need. (taking into account the resources already available nationally, the needs for plain English, and</p>	<p>Part of language assistance, translation of key documents enabling people fair access to services and information designed to support them in the initial settlement phase and beyond. This may encompass everything from a health</p>	1	<p>Individual Govt agencies & councils</p> <p>Linking to MBIE-led LAS project</p>	<p>Outcome: English being a second language is not a barrier to accessing services and information for independence</p> <p>Measures:</p>

Strategic Alignment	Action	Rationale	Priority	Lead Agency/ Agencies	Outcome/ Measure
	potential for pictorial options). This may include printed and/or on-line resources.	information leaflet about diabetes (for example) to the NBus timetable being available in key languages.			<ul style="list-style-type: none"> Number of resource documents available in multiple languages
Education and Training	<p>7. Cultural Competency Ensure the delivery of training that enhances cultural competency/intercultural knowledge and skills:</p> <p>a) For government and other agency staff (including councils and schools) who are providing services to newcomers. (It may be able to be contracted along with interpreter services, with potential addition of expertise through relationships with local agencies.)</p> <p>b) For newcomers in understanding and negotiating NZ systems</p> <p>c) For Employers to ensure they are policies, skills and practices that make their workplaces 'newcomer-friendly' (linked to 1b and 1c above).</p>	Cultural competence refers to an ability to communicate and interact effectively with people of different cultures. It encompasses: knowing about another person's culture; understanding how cultural differences impact on the relationship; and being able to adjust behaviour to accommodate these differences for the best outcomes of the person using the service. Cultural competence comprises four components: cultural awareness, sensitivity, knowledge and skills.	1	<p>Govt Agencies e.g. offer new e-course at foundation level and add face-to-face workshops to deepen understanding of specific cultures.</p> <p>Multicultural Councils – to offer workshops for agencies and for newcomers CAB to offer education and support about NZ systems & culture for newcomers. Pacific Trusts support new Pacific migrants in settling into the district</p>	<p>Outcome: Strong cross-cultural understanding underpins effective service delivery to newcomers</p> <p>Measures:</p> <ul style="list-style-type: none"> Funded cultural competency education for all 'frontline' Govt agency staff Provision of multicultural education in response to local needs & utilising local expertise
Education and Training / English Language	<p>8. English Language Ensure there is a planned, integrated and structured pathway of English language learning including:</p> <p>a) Availability of a range of levels including advanced</p> <p>b) Identifying those who are disconnected, or at risk of becoming disconnected from language learning</p>	Studies show that host country language competence is a key factor in successful settlement. Confidence in English language has a positive impact on creating social connections, finding employment and increasing participation, which in turn reduces	1	<p>English Language Partners (ELP) NMIT English language schools ESOL English Language Learning (ELL)</p>	<p>Outcome: English language skills support community participation</p> <p>Measures:</p> <ul style="list-style-type: none"> Availability across levels of learning Participation/ uptake

Strategic Alignment	Action	Rationale	Priority	Lead Agency/ Agencies	Outcome/ Measure
	<p>and supporting continued participation</p> <p>c) Targeted courses, e.g. for employment sectors, for education</p> <p>d) Offering social opportunities to practice English informally in conversation</p>	social isolation and enhances a sense of personal wellbeing. ¹		Community agencies	
Self-sufficiency/ Employment	<p>9. Work skills training</p> <p>Continue to provide work skills training both pre-employment and on-the-job, and post-placement support (particularly for those not supported through Red Cross) to support achieving and maintaining employment.</p>	<p>Employment is a key indicator of successful settlement and an important means of integration.</p> <p>It provides migrants with a sense of satisfaction and self-worth.</p>	2	<p>Nelson Regional Development Agency (NRDA)</p> <p>Marlborough District Council (Regional Economic Dev't Programme - Smart + Connected)</p> <p>NMIT</p> <p>Workplaces/ Employers</p> <p>Red Cross Pathways to Employment (for those coming as quota refugees)</p> <p>MSD (those on benefits and not already being supported by NZ Red Cross.)</p>	<p>Outcome: Newcomers achieve and maintain employment</p> <p>Measures:</p> <ul style="list-style-type: none"> •
Health & Wellbeing	<p>10. Navigation</p> <p>Provide sustainable funding for navigator positions, in the community, to support newcomers to access and engage with essential health and social services</p>	There is an ongoing need for practical assistance for newcomers to enable supported access to core services as	1	Government agencies and NMH to fund	<p>Outcome: Newcomers have support to access needed services</p> <p>Measures:</p>

¹ <https://www.immigration.govt.nz/documents/employer-resources/2017-integration-strategy-outcomes-indicators.pdf>

Strategic Alignment	Action	Rationale	Priority	Lead Agency/ Agencies	Outcome/ Measure
		systems and processes can be complex and challenging for them to negotiate.			<ul style="list-style-type: none"> • Sustainable navigation services available across the district • Number of people supported to access services
Health & Wellbeing	11. Interpreters – Government services Ensure high quality and accessible interpreter services are available to support newcomers with little or no English to access key social services, through formalising processes and funding. (The approach recently adopted by NMH is a useful model for other agencies)	Interpreters assist the effective delivery of services through good information and education transfer between the client and service. Appropriate training and support for interpreters ensures quality service as well as recruitment and retention.	1	Government agencies (Link to MBIE LAS project)	Outcome: Newcomers can easily access quality interpreters when accessing government services Measures: <ul style="list-style-type: none"> • Interpreter services formally contracted to Govt agencies • Number of interpreters available and number of languages available
Health & Wellbeing	12. Interpreters – Community services Support the establishment of a community fund for interpreters, that can be accessed by community/NGO services when people with limited English language need to access their services	At present many community agencies do not have financial capacity to engage interpreters to facilitate use of services by migrants and refugees. Inadequate access to essential services further disadvantages already vulnerable communities and can result in issues escalating. As the need would be variable and unpredictable, a community funding pool would be a way of achieving access to funding as required.	1	Funding agencies	Outcome: Newcomers can easily access quality interpreters when accessing key NGO community services Measures: <ul style="list-style-type: none"> • Community fund available for NGOs to access to fund Interpreter services for clients

Strategic Alignment	Action	Rationale	Priority	Lead Agency/ Agencies	Outcome/ Measure
Health & Wellbeing	<p>13. Promoting Health</p> <p>Ensure that health promotion campaigns and resources are targeted to newcomer communities to encourage and support healthy lifestyles</p>	<p>To enable key health promotion and education messages and services to be understood by newcomers. Much of this will be unfamiliar to newcomers as some services (e.g. oral health services, cervical screening) would not have been available in their country of origin.</p>	2	NMH & PHOs as lead, working intersectorally	<p>Outcome: Key health promotion messages & services reach newcomer communities enabling them to live healthy lives</p> <p>Measures:</p> <ul style="list-style-type: none"> • Number of Health promotion initiatives delivered specifically to newcomer communities
Health & Wellbeing	<p>14. Family Strengthening & Resilience</p> <p>Provide sustainable funding for preventative family strengthening programmes – comprising cross-cultural family support workers and group-based programmes such as parenting courses (that include the ability to use interpreters). Such initiatives may need to be targeted and adapted for the specific community's needs.</p> <p>An example is Triple P programmes delivered in Auckland with RAS (Refugees as Survivors) facilitating initially and training members of the communities to continue provision. Counselling and support with conflict resolution will be needed in some cases.</p>	<p>The experiences of many former refugees and other newcomers before they arrive in NZ and the challenges of adapting to a new culture, can place strains on the whole family system – and in some cases is expressed in relationship breakdown, interpersonal violence and personal mental health challenges. Agencies such as Oranga Tamariki, Victory School and Police are frequently dealing with the results of these family struggles. Preventative and responsive interventions need to be available to support newcomers to manage and overcome these issues.</p>	1	Government agencies (fund and maybe provide) along with Community funders and provider agencies.	<p>Outcome: Newcomer families are strong and successful</p> <p>Measures:</p> <ul style="list-style-type: none"> • Sustainable funding for resilience programmes • Number of programmes delivered / number of people participating
Policy & Funding	<p>15. Core Services funding</p> <p>Explore a cross-government strategy for investment to ensure that the delivery of core services appropriately recognise the additional challenges newcomers have and the role Nelson has as a refugee settlement centre</p>	<p>Having a significant number of refugees and Pacific migrants settle in the relatively small Top of the South communities, places pressure on core services in responding to the high needs</p>	2	Govt Agencies through Top of the South Impact Forum	<p>Outcome: Local services are the 'right size' and quality and meet the needs of newcomers along with the local population</p> <p>Measures:</p>

Strategic Alignment	Action	Rationale	Priority	Lead Agency/ Agencies	Outcome/ Measure
		of newcomers in addition to the needs of the local community.			<ul style="list-style-type: none"> • Waiting times to access services
Policy & Funding	16. Welcoming Communities Adopt an approach that aligns with the Welcoming Communities Standard ²	<p>There is an opportunity for local government and central government agencies to work in partnership to undertake the leadership required to implement changes.</p> <p>The Welcoming Communities Standard provides councils and community stakeholders with a benchmark for what a successful welcoming community looks like and can provide a framework for ongoing improvement.</p>	3	MBIE supporting: <ul style="list-style-type: none"> • MDC • NCC • TDC In conjunction with other agencies and the community	<p>Outcome: a collaborative community-wider approach supports newcomers to settle effectively</p> <p>Measures:</p> <ul style="list-style-type: none"> • Programme adopted by councils. • Process and plans established. • Sustainable approach achieved.

² <https://www.immigration.govt.nz/about-us/what-we-do/welcoming-communities/what-is-welcoming-communities>

7. Resourcing

The actions outlined above what

Action	Item	Details	Cost	Possible funders
3	Community events	Programme funding to enable administration and staging of events		Councils Philanthropic funders
4	Community Initiatives	Funding for community agencies to enable them to deliver key services and initiatives		Councils Philanthropic funders Govt Agencies
6	Translation	Each agency to identify key documents that need to be translated		Govt agencies
7	Cultural competency training	On-line foundation course – may be free to Govt agencies? Face-to-face workshops		Govt agencies
10	Navigators	5x FTE (3 in Nelson-Tasman and 2 in Marlborough)		Govt Agencies
11	Interpreters – Govt services	Govt agencies to engage a formal interpreting service for clients accessing their services – adopting the NMH/PHO model		Govt Agencies
12	Community fund for Interpreters	Community fund to be established for paying interpreters if needed for newcomers accessing key community services		Community/Philanthropic funders
13	Health Promotion	Translation of resources. Delivery of targeted programmes (within existing resources)		NMH
14	Family Strengthening	Delivery of family support services such as support workers, parenting support programmes and other interventions (e.g. Triple P, SKIP, PAFT, Incredible Years...)		Govt agencies
15	Investment in core services			Govt agencies
16	Welcoming Communities			MBIE / ?Councils Multicultural councils

8. Monitoring

TOSIF could be the forum through which progress is monitored, with the Nelson Tasman Settlement Forum and the Marlborough Migrant Wellbeing Working Group providing community-based input to the monitoring process.

The draft outcomes and measures in the action plan above provide a basis for assessing progress.

9. APPENDIX 1 – Process & People

PROCESS

This Cross Sector Action Plan has been developed through the following process and timeline:

- Multicultural Nelson Tasman commissioned research into the needs and challenges for refugees and migrants:
 - Advisory Group established (see below)
 - Research undertaken ...2017
 - Report published, March 2018
- Workshop held 30th May at ACC rooms (essentially a combined meeting of NTSF and NTAG)
- Working group formed to develop draft cross sector action plan (see below)
- Presentation provided to the Top of the South Impact Forum by Nelson Marlborough Health's GM Maori Health and Vulnerable Populations – August 2018
- Nelson Tasman Settlement Forum discussion of the plan
- Key stakeholders provide specific input (see below)
- Draft Cross Sector Action Plan presented to Top of the South Impact Forum – early 2019
- Marlborough Migrant Wellbeing Working Group commissioned research into the needs and challenges for migrant communities:
 - Advisory Group established (see below)
 - Research undertaken October/Nov 2018
 - Overview of the findings presented to the Wellbeing Working Group, Jan 2019
 - Report to be published, 2019

PEOPLE

Those involved in creating this draft action plan are outlined below.

Cross Sector Plan Working Group

1. Brigid Ryan, Researcher
2. Claire McKenzie, Maori Health & Vulnerable Populations, NMH
3. Ditre Tamatea, GM Maori Health & Vulnerable Populations, NMH
4. Hans Everts, NT Settlement Forum co-chair
5. Jennifer Beatson, Nelson Tasman Pasifika Community Trust
6. Luz Zuniga, Chair of Nelson Multicultural Council
7. Margaret Western, Marlborough Multicultural Council
8. Mary Bronsteter, Nelson Multicultural Council
9. Matt Walters, Rata Foundation
10. Sana Daunauda, Pacific Health Manager, Marlborough Primary Health
11. Vimbayi Chitaka, Rata Foundation
12. Wei Siew Leong, Executive Officer, Nelson Bays Community Foundation
13. Wendy Walker, Ministry of Business Innovation & Employment

Nelson Tasman Settlement Forum (NTSF) mailing lists comprises representatives from:

1. Care Foundation
2. Citizens' Advice Bureau (CAB)
3. Department t of Internal Affairs
4. English Language Partners
5. Interpret NZ
6. Ministry of Business Innovation and Employment (includes Immigration NZ)

7. Ministry of Education
8. Multicultural Nelson Tasman (Formerly Nelson Tasman Multicultural Council)
9. Nelson Bays Community Law
10. Nelson Bays Primary Health
11. Nelson City Council
12. Nelson College
13. Nelson Kindergarten Association
14. Nelson Marlborough Health (Public Health Service & Te Waka Hauora)
15. Nelson Tasman Pacific Community Trust
16. Oranga Tamariki
17. Presbyterian Support
18. Public Health Service
19. Rata Foundation
20. Red Cross
21. Salvation Army
22. St Vincent de Paul
23. Tasman District Council
24. Victory Community Centre
25. Victory School
26. Volunteer Nelson

Marlborough Migrant Wellbeing Working Group

1. Citizens Advice Bureau
2. Community Law
3. English Language Partners' Marlborough
4. Marlborough District Council
5. Marlborough Multicultural Centre
6. Marlborough Primary Health Organisation
7. Ministry of Business, Innovation & Employment
8. Nelson Marlborough Health
9. NMIT Marlborough Campus Manager
10. NZ Police
11. Public Health Service
12. REAP Marlborough
13. Wine Marlborough RSE Seasonal Co-ordinator
14. Work and Income

Individuals, external to the working group, with whom the needs, issues and draft plan were discussed:

Diana Bowering & Marieke Jansen, Oranga Tamariki
 Helen Watson & Rebecca Greig, Victory Community Centre
 Ronnie Gibson, Work & Income/MSD
 Sam de Mello, Ministry of Education
 Sam Mattos, Workstar
 Trevor Wilson, Presbyterian Support/Family Works

Represented on the Nelson Tasman Advisory Group (NTAG) for the research into needs and challenges:

1. Luz Zuniga, Chair - NMC
2. Helen Steven, Dept of Immigration
3. Andrew Goodger, Nelson Marlborough Health (DHB)
4. Kamaya Crawford, DIA
5. Graeme Sims, MoE
6. Ronnie Gibson, MSD
7. Matt Walters, NCC
8. Jenni Bancroft, NMC
9. Lesley Mc Que, NRDA
10. Jennifer Beatson, NT Pasifika Trust
11. Diana Bowering, Oranga Tamariki
12. Marieke Jansen, Oranga Tamariki
13. Sally Mottram, Oranga Tamariki
14. Glenis Bell, Nelson Bays Primary Health (PHO)
15. Aly Curd, Red Cross
16. Chris Stuart. Red Cross
17. Mike Tasman-Jones, TDC
18. Sonny Alesana, Te Piki Oranga
19. Mathew Arnold Kelly, NZ Police

10. APPENDIX 2 – Current Services

Brief summary of existing services – as maintained through the Nelson Tasman Settlement Forum:

Organisation	Services
New Zealand Red Cross	<p>Nelson’s Pathways to Settlement Services (P2S) provides core settlement services for 130 quota refugees per year divided into 6 intakes per year and arriving in Nelson every 8 weeks. Service helps former refugees set up their home and put down foundations into their own ethnic and wider Nelson community, understand Kiwi culture, learn to manage systems and ultimately find suitable work – with support, guidance and education from both P2S staff (Settlement Caseworkers, a Social Worker and Cross Cultural Workers) and significant contribution from trained volunteers.</p> <p>Settlement programme works with each client/family for a minimum of 6 months and settlement activities are due to be completed within 12 months:</p> <ul style="list-style-type: none"> • The social worker manages cases where high and complex needs have been identified • Settlement case workers manage cases with standard settlement needs. • A local Orientation programme takes place for each intake with modules on education, health services, finances, housing rights and responsibilities, keeping safe, employment, community support services and emergency preparedness • Youth worker links young people with activities of their choice, sorts Study link applications and supports young people who are experiencing difficulties. • Volunteers who support with practical issues and teach them how to live in NZ • Pathways to employment – support with finding jobs and sorting money/WINZ • Interpreting while in our service; budgeting training; Healthy living programme <p>Receive funding from Nelson Bays Primary Health for the provision of Interpreters at Health appointments, Healthy Living programmes and Smoking cessation support.</p> <p>Refugee Driver Training programme – NZTA and MBIE</p>

Organisation	Services
Victory Community Health, Nelson Multicultural Council and English Language Partners	<p>Community Navigation Service being established by a partnership between Victory Community Health, Nelson Multicultural Council and English Language Partners, who together have formed the governance group. The initiative is funded by NCC for 3 years and by Rata Foundation for one year. The initial year's funding is at a level that that enables 20 hours per week of the navigation support service (inclusive of time for administration, supervision etc).</p> <p>The service is to be strengths-based and short term with a view to supporting and encouraging independence. The services is available to all former refugees (after they leave the initial 12 months Red Cross support) and new migrants. Support includes:</p> <ul style="list-style-type: none"> • Assessment of needs and priorities • Provision of information and advice • Referral to appropriate activities, services and support • Enabling access to support through accompanying them to the first session or organisation they want to connect with • Referral onwards where there are complex or significant unmet needs.
Nelson Citizen Bureau	<p>Tasman Advice</p> <p>Contracted to New Zealand Immigration to provide our service to migrants and information seminars on a range of suggested topics relevant to migrants, particularly those who have been in NZ less than 2 years and who have entered NZ as skilled migrants.</p> <p>Language Connect – offering the free CAB service in 17 different languages.</p>
English Language Partners	<p>Education for refugees and migrants – with outcomes being (1) Educational, (2) Social, (3) Work based.</p> <ul style="list-style-type: none"> • Work Talk – Intensive, four-week course (12 hours per week) • English Language Groups – Learn Kiwi English in a group for a few hours each week. Low cost, all English levels. • ESOL Home Tutoring – Free lessons in home with a trained volunteer tutor, 1-2 hours each week. • English for Employees – Free classes for people who have a job (full-time, part-time, casually/seasonally or self-employed) to improve workplace English, 2-3 hours per week • ESOL Literacy Classes – Free classes for people who went to school in their home country for fewer than 6 years. 8-10 hours each week. • ELG Literacy Class – Class are for refugee-background learners. • English for Migrants – For adults who paid for English language tuition through the New Zealand Immigration Service; in-home lessons with a qualified English teacher.
Nelson Intermediate School	<p>Teachers of English to Intermediate Age students 11-13 years – Four times a week for 40 mins each session for specialist English tutoring during school time</p>
Victory School	<p>Primary</p> <p>Empowering refugee background community/ whanau to work with us in partnership</p> <ul style="list-style-type: none"> • Primary education for students • Adult community education language programme • Homework academy
Education services	<p>Schools at different levels receive targeted funding for the integration of newly arrived refugee students, especially those those with high needs. This comes from the Ministry of Education's contestable Flexible Funding Pool. Sometimes this is used to provide bilingual support work; sometimes it is used towards the coordination of refugee education. In addition, schools may use their own ESOL and Operational budgets to fund ESOL or ELL (English Language Learning), in-class bilingual support, or interpreting.</p>
Victory Community Centre	<p>General information, assistance with accessing other services eg Work and Income, housing, education and other social services.</p> <p>First stop health care and information and referral to other health and welfare services.</p>

Organisation	Services
	<p>Connection to interpreters for health and social needs, dental services. Organise antenatal classes for those who need interpreters. Food stall - free fruit, vegetables and bread from 9.30 Mon-Friday. Rooms to hire for meetings and gatherings including weddings. Playgroup for parents and children 0 to 4 years. Work closely with Victory School and their programmes to assist refugees - bilingual liaison teachers, ESOL classes for refugees with preschool children, creche provided.</p>
Nelson Tasman Kindergartens	<p>All newcomers with preschool aged children are welcome to attend kindergartens. In the past have secured funding to train 20 parenting Champions who were parenting advocates in their communities – 7 different cultures were represented. Champions worked with families in their own homes to give positive parenting ideas – ongoing support being provided to several of the Champions who are still parent advocates, doing it without funding. Support the Victory Playgroup to encourage new families to attend. Support Chinese Association with women's playgroups.</p>
Nelson City Council Public Libraries	<p>A community hub providing free resources to assist English Language Learning and other activities to assist with integration into the community Community chat – casual conversation for English language learners. Thurs 1-2. Library lending services (books, CD's, magazines etc) Free computer use; free wifi; computer classes; Device Advice sessions Storytimes and activities for children throughout the year Talks, classes, programmes, meeting spaces.</p>
Family Start	<p>Home visiting programme that focuses on improving children's growth and health, learning and relationships, family circumstances, environment and safety.</p> <ul style="list-style-type: none"> • Deliver parenting/child development education • General social work support • Linking with other agencies as appropriate • Some of the workers are trained re working with interpreters
MBIE / Immigration NZ	<p>Supports the retention, settlement and attraction of skilled migrants in the region. Relationship Manager to support regional settlement services/organisations that provide services to migrants, the aim being to ensure all is done to promote and implement best practice so that migrants are attracted to New Zealand, feel welcomed and are able to access the necessary services so they settle well.</p>
Victory Square Pharmacy	<p>Burmese interpreter working from 12 to 5 Monday to Friday – funded through the DHB and is patient centred. Help with access to medicines; help with organising prescriptions and appointments; used by healthcare workers to pass messages to patients; can interpret for a patient at healthcare appointments</p>
FIRST Union	<p>Coordinating the Union Network of Migrants (UNEMIG). Support and advocacy for migrant workers with employment issues, including legal advocacy for serious matters</p>
Volunteer Nelson	<p>Volunteers coordinate the Nelson Newcomers' Network – providing social opportunities for newcomers to connect and settle in.</p>
Nelson Bays Primary Health	<p>Support primary care services so they can support the refugee/migrant.</p> <ul style="list-style-type: none"> • Funding for GP's & Pharmacies to access interpreters. • GPs provide all health services to refugee, migrants and any person enrolled in their practice. • Medical & Injury provide afterhours and urgent healthcare • Pharmacies provide services to refugee & migrants • Work with Red Cross to provide a Healthy Living Programme to refugees • Get certain (selected) health information translated into refugee languages to provide general practice with a relevant health information resource • Fund non-quota refugees to enrol at a general practice and undertake an initial health check (about 2 hrs of tests & checks).

Organisation	Services
Marlborough Primary Health	Support primary care services so they can support the refugee/migrant. <ul style="list-style-type: none"> • Funding for GPs & Pharmacies to access interpreters. • GPs provide all health services to migrants and any person enrolled in their practice. • Urgent Care Centre provides afterhours and urgent healthcare • Pharmacies provide services to refugee & migrants MPH also provides Pacific health services
Multicultural Nelson/Tasman (formerly Nelson Multicultural Centre)	Connects former refugees, migrants, ethnic minorities and newcomers with agencies needed to assist with integration. Promote positive race relations through community awareness, helping them settle within our community, encouraging them to actively and positively contribute to society. Cooperation and liaison between agencies to support migrants with integration Speak Out Nelson Tasman - reporting system for racial discrimination together with police and Community Law Interpreters list to assist when translation is needed Professional English course for migrants - to develop and strengthen language skills Intercultural Awareness Workshop - create awareness in the community Events to bring to together different cultures and activities for community awareness. These include Race Unity Day, Night Noodle Market, Colour Craze
Department of Internal Affairs	Assistance with establishment of community groups/ organisations/entities and ongoing capability building Community development and funding advice Assistance with Charities Services compliance requirements Ethnic Communities Development fund advice.
Nelson Tasman Pasifika Community Trust	Mission to support, advocate for and enable the Pasifika peoples of the Nelson and Tasman regions. Support to any new Pasifika families. This includes anyone who has come directly from the Pacific islands or from other regions within NZ. <ul style="list-style-type: none"> • Settlement support • Social service support • Community introductions • Registration for other support, e.g. GP, school
Marlborough Pacific Community Trust	Mission to support, advocate for and enable the Pasifika peoples of the Nelson and Tasman regions. Support to any new Pasifika families. This includes anyone who has come directly from the Pacific islands or from other regions within NZ.
Rata Foundation	Funding for some community services
Interpreting NZ	Recently established in Nelson since being funded by NMH to train and support interpreters and provide interpreting services for those accessing health services. This contract also encompasses the provision of cultural competency training for NMH staff.
MSD	Income support, housing needs assessments and employment support)
Marlborough Migrant Wellbeing Working Group	Facilitated by the Marlborough Multicultural Centre, this group brings together representatives from key agencies and organisation that provide services in the community, to consider what actions may need to take place to strengthen the capacity of the community to support migrants' successful settlement. The group was formed in 2009 in response to issues being raised in the community about migrant wellbeing.
Nelson Tasman Settlement Forum	An informal organisation, comprising representatives of government departments, local bodies and community agencies. It seeks to work collaboratively to ensure that refugees, migrants and newcomers are made welcome, are cared for, and are

Organisation	Services
	supported in the nelson region. NTSF does so by networking, sharing information, raising issues, integrating, collaborating and advocating.

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11. APPENDIX 3 – Immigration NZ Initiatives

Language Assistance Services

Central Government agencies are working together under the leadership of the Ministry of Business, Innovation and Employment (MBIE) and the Department of Internal Affairs (DIA) on a multi-year work programme – the Language Assistance Services (LAS) Project, to:

- Improve the quality, consistency and coordination of language assistance services provided across the New Zealand public sector
- Provide equitable access to public services for those with limited English language proficiency
- Future-proof New Zealand’s public services to serve an increasingly culturally and linguistically diverse population;

LAS includes both translation and interpreting services. MBIE has had a Request for Information out (11 October – 8 November) seeking information and feedback on how LAS services could be better structured and coordinated in the future, as well as possible commercial/purchasing models, including a potential cross-government procurement model to make the purchasing of LAS by central government agencies and their contracted providers simpler, more efficient and more cost effective. They are also interested in new and innovative types of applications, technologies, platforms, services and/or equipment that could be purchased or used by government agencies to best deliver language assistance services.

The RFI process is intended to lead to a procurement process in 2019.

Opportunity: Welcoming Communities

Immigration NZ is piloting the Welcoming Communities initiative with local councils in five regions. With a focus on the receiving community, the initiative will support local government to take a greater role in ensuring the local community is welcoming towards migrants and refugees.

- Tauranga/Western Bay of Plenty (Tauranga City Council and Western BoP District Council)
- Southland (Gore District Council, Invercargill City Council and Southland District Council – coordinated through Venture Southland)
- Whanganui (Whanganui District Council)
- Palmerston North (Palmerston North City Council)
- Canterbury (represented by the Ashburton and Selwyn District Councils)

There are three components to the Welcoming Communities initiative:

1. Knowledge sharing – Supporting local councils and communities to learn from each other and access resources.
2. Standard + Welcoming Plans + Accreditation - Developing and accrediting the Welcoming Communities Standard for New Zealand to benchmark practices and services in welcoming newcomers. Supporting councils and communities to develop and implement their own individual Welcoming Plan. A Welcoming Plan sets out what each community will do to make their region even more welcoming.
3. Celebrating success – Showcasing success in Welcoming Plan activities and shining a light on the programme outcomes.