



AUCKLAND REGIONAL SETTLEMENT STRATEGY

PHASE 2 Auckland Settlement Action Plan



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The *Auckland Regional Settlement Strategy* is a regional and community-based approach led out of Auckland. The *Strategy* was developed in partnership with central and local government, non-government organisations and other stakeholders with settlement-related interests in Auckland, including migrants, refugees and Pacific peoples. The *Strategy* outlines stakeholder perspectives on barriers and challenges to settling in Auckland and offers suggestions on how these might be addressed.

This Action Plan sets out what will be done in the Auckland region under each of the 10 goals identified when the *Strategy* was developed. These actions, and related work at the national level under the Settlement National Action Plan, will assist in realising the *Strategy's* vision that:

Migrants, refugees and their families have a sense of belonging through opportunities to fully participate and contribute economically and socially in the Auckland region; and by being recognised and respected as equal and valued New Zealanders.

GOAL ONE: Improved access to settlement-related information and advice through accessible information, better planning and processes and responsive agencies

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>1.1 Improved information on refugee intakes</p> <p>Develop and distribute through RMS co-ordinators, background information about each significant ethnic group included in new refugee intakes for use by agencies who will be working with the refugees in their settlement location. This information sheet will include a brief summary about the refugees' situation in their home country and first country of refuge, some cultural considerations, and contact details for the key people working in the area such as RMS and SSNZ Co-ordinators.</p>	<p>LEAD: Department of Labour</p> <p>CONTRIBUTING: RMS Refugee Resettlement</p>	<p>First intake information sheets completed by 31 October 2006 and then ongoing.</p>
<p>1.2 Settlement website for the Auckland region</p> <p>Investigate the development of a collaborative and comprehensive settlement website relevant to migrants and refugees across the Auckland region, and proceed with the development of a website design and costings.</p>	<p>LEAD: Auckland Regional Migrant Services</p> <p>CONTRIBUTING: Department of Labour Ministry of Pacific Island Affairs Ministry of Social Development Auckland local government Citizens Advice Bureaux SSNZ co-ordinators RMS Refugee Resettlement</p>	<p>Consultations completed and action plan developed by 31 January 2007.</p> <p>Final website design and costings reported by 31 March 2007.</p> <p>Implementation plan developed and funding arrangements secured by 30 June 2007.</p>

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ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>1.3 Individualised settlement planning</p> <p>Assess the feasibility of providing personalised individual settlement planning tools which will support people settling in the Auckland area.</p>	<p>LEAD: Auckland Regional Migrant Services</p> <p>CONTRIBUTING: Department of Labour Ministry of Pacific Island Affairs Ministry of Social Development Auckland local government Citizens Advice Bureaux SSNZ co-ordinators RMS Refugee Resettlement</p>	<p>Consult key agencies on draft proposals & address feedback by 31 December 2006.</p> <p>Determine whether proposals should be tested in Auckland & appropriate conditions.</p> <p>Develop implementation plan (if appropriate) including funding arrangements by 28 February 2007.</p>
<p>1.4 Settlement Support New Zealand regional co-ordination group</p> <p>Establish a regional co-ordination group comprising the Auckland Settlement Support New Zealand co-ordinators from the four metropolitan areas and the Pacific initiative to share information & lessons from practice and to facilitate a consistent regional approach where this is appropriate.</p> <p>The Settlement Support New Zealand initiative focuses on better co-ordinated provision of settlement advice and information and more responsive services at the local level.</p>	<p>LEAD: Auckland Regional Migrant Services</p> <p>CONTRIBUTING: SSNZ co-ordinators (Auckland City, Waitakere, Manukau, North Shore and Southern Auckland) Ministry of Pacific Island Affairs. Department of Labour</p>	<p>Regional SSNZ co-ordination group established and first meeting held by 28 February 2007.</p> <p>Role definition, priorities for action and evaluation processes confirmed by 30 June 2007.</p>
<p>1.5 Regional information and advice overview group</p> <p>Establish a regional overview group to share information and oversee the regional co-ordination of activities to: streamline access to information by migrants and refugees; enhance information dissemination to communities; and strengthen responsiveness and co-ordination among mainstream agencies.</p>	<p>LEAD: Auckland Regional Migrant Services</p> <p>CONTRIBUTING: SSNZ lead agencies Auckland local government RMS Refugee Resettlement Citizens Advice Bureaux Department of Labour Ministry of Pacific Island Affairs Office of Ethnic Affairs</p>	<p>Regional overview group established and first meeting held by 28 February 2007.</p> <p>Role definition, priorities for action and evaluation processes confirmed by 30 June 2007.</p>



GOAL TWO: Facilitate migrant and refugee participation in employment and their economic contribution to the Auckland region

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>2.1 Increase migrant employment opportunities</p> <p>Provide migrants with specialised careers advice to address unemployment in migrant (skilled) communities. Anecdotal information suggests some highly skilled migrants are not taking up employment in their skills area. Some migrants are also incurring debt through student loans for training in areas that will not necessarily lead to employment.</p>	<p>LEAD: Ministry of Social Development</p> <p>CONTRIBUTING: Career Services Auckland Regional Migrant Services Local employers and industry groups</p>	<p>Identified clients receive specialised career advice to inform career choices and training decisions by 30 June 2007.</p>
<p>2.2 Pre-employment programme</p> <p>Develop a pre-employment programme for unemployed and unskilled refugees (and migrants) to include industry training and ESOL support.</p>	<p>LEAD: Ministry of Social Development</p> <p>CONTRIBUTING: Auckland Regional Migrant Services Local employers and industry groups</p>	<p>Programme developed by 31 January 2007 and implemented by 31 March 2007.</p>
<p>2.3 Employment preparation programme</p> <p>Implement the Auckland City Youth Transition Services project covering Avondale, Mt Roskill, Mount Albert and Three Kings, all of which have significant refugee populations. This targets 15 to 17 year old school leavers as they transition from school to further education, training, work or other activities that contribute to their long-term independence and well being. The service will undertake a follow up of around 1250 school leavers from these areas annually and provide comprehensive support to around 300 of them each year to help them find appropriate work, training and educational opportunities.</p>	<p>LEAD: Ministry of Social Development</p> <p>CONTRIBUTING: Auckland City Council Career Services Tertiary Education Commission Ministry of Education</p>	<p>Tender process for service provision completed by 30 November 2006.</p> <p>Lead provider contracted by 31 December 2006.</p> <p>Service operational by 28 February 2007.</p>
<p>2.4 Work-based English for Speakers of Other Languages programmes</p> <p>Complete a stocktake of the availability and scope of current services and funding pools within the Tertiary Education Commission and Work & Income to support workplace ESOL provision for migrants and refugees.</p> <p>Identify processes to facilitate employer ease of access to services and funding pools to support the provision of work-based ESOL.</p>	<p>LEAD: Tertiary Education Commission & Ministry of Social Development</p> <p>CONTRIBUTING: Career Services Employer representatives Providers of workplace literacy programmes</p>	<p>Report provided by 28 February 2007 on the availability and scope of current services and funding pools and processes to facilitate employer access.</p>



GOAL THREE: Enhance adult ESOL outcomes

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>3.1 Mapping ESOL provision</p> <p>Identify and confirm arrangements for the maintenance of databases identifying ESOL providers and the type of English language courses they are providing in the Auckland region.</p>	<p>LEAD: Ministry of Education</p> <p>CONTRIBUTING: Tertiary Education Commission</p>	<p>Responsibility for ongoing maintenance of databases confirmed by 28 February 2007.</p>
<p>3.2 Geographical location/broad needs of migrant and refugee communities</p> <p>Scope the potential for interagency information sharing about the geographical location and broad needs of migrant and refugee communities across a range of interested sectors, including the ESOL sector.</p>	<p>LEAD: Department of Labour</p> <p>CONTRIBUTING: Tertiary Education Commission Ministry of Education Health sector Local Government lead agencies for SSNZ initiative Auckland Regional Migrant Services</p>	<p>Potential for interagency information sharing scoped by 31 March 2007.</p>
<p>3.3 Matching ESOL needs and provision</p> <p>Review ESOL assessment provision across agencies giving consideration to current information available on ESOL needs and provision and the range of interrelated settlement outcomes for migrants and refugees.</p>	<p>LEAD: Tertiary Education Commission & Ministry of Social Development</p> <p>CONTRIBUTING: Career Services Auckland Regional Migrant Services</p>	<p>Review of ESOL assessment provision completed and actions identified by 28 February 2007.</p>



GOAL FOUR: Enhance physical and mental health outcomes

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>4.1 Ethnicity data collection</p> <p>Consult with Ministry of Health and New Zealand Health Information Service to review the level of ethnicity classification used in the health sector.</p> <p>Develop data collection protocol in primary care, including ethnicity & residency status:</p> <ul style="list-style-type: none"> consult with primary care sector and stakeholders develop an ethnicity information standard for application in Auckland. <p>Consult on an interagency protocol to share information and/or integrate databases of refugee and migrant populations including a stocktake of databases and options to share information.</p>	<p>LEAD: Auckland Metro District Health Boards & Ministry of Health</p> <p>CONTRIBUTING: Primary care providers Non-government organisations Government organisations National organisations Auckland local government Public Health Units Consumers</p>	<p>Actions developed, consultation completed and action plan approved for implementation by 30 June 2007.</p>
<p>4.2 Health needs assessment</p> <p>Assess existing data to inform the development of a Regional Refugee and Migrant Health Needs Assessment.</p>	<p>LEAD: Auckland Metro District Health Boards & Ministry of Health</p> <p>CONTRIBUTING: Primary care providers Non-government organisations Government organisations National organisations Consumers</p>	<p>Actions developed, consultation completed and action plan approved for implementation by 30 June 2007.</p>
<p>4.3 Disability support services</p> <p>Complete a gap analysis and identify service needs for migrant and refugee disability support in Auckland.</p>	<p>LEAD: Auckland Metro District Health Boards & Ministry of Health</p> <p>CONTRIBUTING: Primary care providers Non-government organisations Government organisations National organisations Consumers</p>	<p>Actions developed, consultation completed and action plan approved for implementation by 30 June 2007.</p>
<p>4.4 Resourcing migrant and refugee needs</p> <p>Consider migrant and refugee needs within the prioritisation process for District Health Boards' District Strategic Plans and District Annual Plans.</p>	<p>LEAD: Auckland Metro District Health Boards & Ministry of Health</p> <p>CONTRIBUTING: Primary care providers Non-government organisations Government organisations National organisations Consumers</p>	<p>Actions developed, consultation completed and action plan approved for implementation by 30 June 2007.</p>

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ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>4.5 Interpreter service</p> <p>Develop an interpreter service model for use as a regional pilot</p> <ul style="list-style-type: none"> consult on service options and funding. 	<p>LEAD: Auckland Metro District Health Boards & Ministry of Health</p> <p>CONTRIBUTING: Primary care providers Non-government organisations Government organisations National organisations Consumers</p>	<p>Actions developed, consultation completed and action plan approved for implementation by 30 June 2007.</p>
<p>4.6 Functional linkages</p> <p>Develop functional linkages with non-health government agencies to support co-ordinated approaches to refugee and migrant issues.</p>	<p>LEAD: Auckland Metro District Health Boards & Ministry of Health</p> <p>CONTRIBUTING: Primary care providers Non-government organisations Government organisations National organisations Consumers</p>	<p>Actions developed, consultation completed and action plan approved for implementation by 30 June 2007.</p>
<p>4.7 Service delivery</p> <p>Assess refugee co-ordination capacity for Auckland region and identify future needs</p> <ul style="list-style-type: none"> complete training and needs assessment consult sector on options. 	<p>LEAD: Auckland Metro District Health Boards & Ministry of Health</p> <p>CONTRIBUTING: Primary care providers Key non-government organisations including RMS Refugee Resettlement Government organisations National organisations Consumers</p>	<p>Actions developed, consultation completed and action plan approved for implementation by 30 June 2007.</p>

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ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>4.8 Workforce development [linking to the Ministry of Health wide workforce planning project and more global projects such as cultural competence regarding Māori and Pacific peoples]</p> <p>4.8.1 Primary care practitioners Scope need to support primary care practitioners in areas of professional supervision, support and debriefing, especially those working with refugees and asylum seekers.</p> <p>4.8.2 Primary and secondary health care workforce Scope requirement for training in cultural competency for primary and secondary health care workforce.</p> <p>4.8.3 Continuing medical education Scope need for continuing medical education on refugee health and provision of primary care services to refugee population and how this might be provided.</p> <p>4.8.4 Provider recruitment and retention Develop a strategy to address recruitment and retention issues for providers in the Auckland region working with migrant and refugee populations</p> <ul style="list-style-type: none"> consult with sector on recruitment and retention issues. <p>Develop workforce plan.</p>	<p>LEAD: Auckland Metro District Health Boards & Ministry of Health</p> <p>CONTRIBUTING: Primary care providers Non-government organisations Government organisations National organisations Consumers</p>	<p>Actions developed, consultation completed and action plan approved for implementation by 30 June 2007.</p>
<p>4.9 Mental healthcare Develop model of care and identify referral pathways to primary care services</p> <ul style="list-style-type: none"> consult on proposed models and options for service provision. 	<p>LEAD: Auckland Metro District Health Boards & Ministry of Health</p> <p>CONTRIBUTING: Primary care providers Non-government organisations Government organisations National organisations Consumers</p>	<p>Actions developed, consultation completed and action plan approved for implementation by 30 June 2007.</p>
<p>4.10 Chronic care management model Develop a chronic care management model of care to meet mental health needs of refugee and migrant populations.</p>	<p>LEAD: Auckland Metro District Health Boards & Ministry of Health</p> <p>CONTRIBUTING: Primary care providers Non-government organisations Government organisations National organisations Consumers</p>	<p>Actions developed, consultation completed and action plan approved for implementation by 30 June 2007.</p>



GOAL FIVE: Enhance educational and settlement outcomes for refugee and migrant children and young people

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>5.1 Cultural diversity in schools</p> <p>Identify the range of existing resources available to support the management of cultural diversity in schools including any gaps, review recent lessons from international practice & engage with schools to determine what would be useful and what would assist them to use these resources.</p>	<p>LEAD: Ministry of Education</p> <p>CONTRIBUTING: Career Services, Schools, Migrant & Refugee Co-ordinators, Team Solutions (University of Auckland-Faculty of Education), Bi-lingual community workers, Auckland University of Technology, Tertiary Education Commission</p>	<p>Selected schools canvassed by 31 December 2006. Analysis completed by 28 February 2007.</p>
<p>5.2 Professional development</p> <p>Target guidance counsellors in schools with migrant and refugee students for role-specific professional development.</p>	<p>LEAD: Ministry of Education & Team Solutions</p> <p>CONTRIBUTING: Career Services, NZ Association of Counsellors</p>	<p>Professional development models, current recipients, proposed additional target groups & provision arrangements identified by 31 December 2006 along with timeframe for delivery.</p>
<p>5.3 Learning support programme</p> <p>Investigate new options to provide academic support and broaden the scope of the current academic catch up programme for refugee students aged 9–11 years, and pilot the programme. The current programme has been reviewed and the findings indicate academic needs may be better addressed through focused support throughout the school year. The significant unmet social needs of this group could be addressed through the input and involvement of other agencies in the development of the January programme.</p>	<p>LEAD: Ministry of Education & Ministry of Social Development</p> <p>CONTRIBUTING: Career Services, Auckland local government, Police, Health Sector, YMCA, Local refugee community</p>	<p>Project scope drafted by 31 October 2006. Key agencies engaged and project scope agreed by 30 November 2006. Community engagement completed by 28 February 2007. Proposals for pilot programmes completed by 30 April 2007.</p>
<p>5.4 Service delivery to high need children</p> <p>Develop and trial a toolkit which supports mainstream agencies working more effectively with high need children and their families from refugee backgrounds.</p>	<p>LEAD: Ministry of Education</p> <p>CONTRIBUTING: Department of Labour, Ministry of Health, Ministry of Social Development, RMS Refugee Resettlement</p>	<p>Toolkit completed for trialling by February 2007.</p>
<p>5.5 Mt Roskill Refugee Youth Project</p> <p>This project which is focused on the Mount Roskill, Mount Albert and Avondale areas will provide a refugee youth worker and an experienced Work and Income work broker to work with refugee youth (aged 12 to 24 years) who are not in appropriate education, training or employment, and their families.</p>	<p>LEAD: Ministry of Social Development</p> <p>CONTRIBUTING: Auckland City Council, Auckland Regional Migrant Services, Ministry of Education, Tertiary Education Commission, Police, Ministry of Social Development, Auckland District Health Board, Migrant and refugee communities, Relationship Services</p>	<p>Key stakeholder discussions completed and project framework established by 31 December 2006. Project implementation completed by 31 March 2007.</p>



GOAL SIX: Meet housing needs

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>6.1 Improved planning for new intake of quota refugees</p> <p>Collate, document and review the settlement planning process being applied to a new refugee intake in September 2006 with special needs.</p>	<p>LEAD: RMS Refugee Resettlement</p> <p>CONTRIBUTING: Department of Labour, Housing New Zealand Corporation, Ministry of Education, Auckland University of Technology, Tertiary Education Commission, Refugees as Survivors, Red Cross, Health sector, Ministry of Social Development</p>	<p>Process documented by 31 January 2007.</p> <p>Key agencies consulted by 31 March 2007.</p> <p>Working group established to explore opportunities to apply findings by 31 May 2007.</p> <p>Implementation plan developed (as appropriate) by 30 June 2007 to feed into wider cross agency planning processes (see 6.2 below).</p>
<p>6.2 Cross agency planning processes</p> <p>Establish a regional group to facilitate cross sector planning for refugee resettlement in graduated stages (from longer-term to on-arrival) and to inform decisions about refugee group placements & preparations for service delivery, particularly housing and health, as well as the early engagement of local communities.</p>	<p>LEAD: Department of Labour & RMS Refugee Resettlement</p> <p>CONTRIBUTING: Housing New Zealand Corporation, Health sector, Ministry of Education, Tertiary Education Commission, Ministry of Social Development, Auckland local government, Refugees as Survivors, Established refugee communities</p>	<p>Role description and membership confirmed by 15 November 2006.</p> <p>Inaugural meeting held by 15 December 2006.</p>
<p>6.3 Cross agency information gathering</p> <p>Explore the possibility of developing an interagency information gathering process at the Mangere Refugee Reception Centre to obtain generic information from refugees that is required across agencies both at the Reception Centre and later in the community to inform individual agency assessments. This is likely to reduce duplication for refugees, enhance the use of interpreters and improve interagency efficiency.</p>	<p>LEAD: Department of Labour</p> <p>CONTRIBUTING: All agencies interviewing/undertaking assessment processes for refugees at Mangere. RMS to engage with established refugee communities to familiarise them with the updated process once established.</p>	<p>Mangere Reception Centre agencies consulted about common information gathering process by 30 April 2007.</p> <p>Shared assessment process implemented by 30 June 2007 with agreement of participating agencies.</p>
<p>6.4 Refugee orientation programme</p> <p>Explore the options for more flexibility in the orientation arrangements for exceptional cases, potentially allowing for delayed entry into the Reception Centre and transitional arrangements and/or delayed exit to assist with meeting changed housing needs and to support longer term settlement.</p>	<p>LEAD: Department of Labour</p> <p>CONTRIBUTING: Housing New Zealand Corporation RMS Refugee Resettlement & others involved in delivering the Mangere orientation programme. RMS to engage with established refugee communities</p>	<p>Options for increasing flexibility identified and considered by 30 April 2007.</p>



GOAL SEVEN: Local government supporting migrants and refugees to connect at the local level

NOTE: LOCAL GOVERNMENT ACTION POINTS ARE SUBJECT TO FUNDING	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>7.1 Good practice guide</p> <p>Develop a good practice/existing practice guide that highlights what is currently being done across the Auckland region and that:</p> <ul style="list-style-type: none"> • Pools the existing local government settlement strategies and policies; • Pools good practice on including migrant and refugee communities in Long Term Council Community Plans; • Reviews whether Pacific migrants are identified as specific target populations in settlement policies and practices; • Reviews existing policies, strategies and activities to see what actions are being undertaken to 'encourage respect and acceptance between cultural groups'; • Reviews the exemplars of working with Māori and mana whenua in the Auckland region; • Looks at how councils can consistently consider, reflect and express the cultural diversity of their regions in civic events, city design and natural landscapes and democratic processes; • Scopes and evaluates existing 'welcoming and supporting practices' for new migrants to ensure connection at the local level; • Develops an accessible information communications guide; • Reviews the information provided to migrants through local authority call centres and websites; • Reviews the information available to migrants about working in local government provided by Career Services and other government and non-government agencies; • Reviews the equal employment opportunities policies across the Auckland Territorial Authorities and looks to EEO bodies, central government agencies and other exemplars to ensure that migrants' skills (e.g. bilingualism) are valued in employment practices. 	<p>LEAD: Auckland Regional Council</p> <p>CONTRIBUTING: Auckland local government Career Services RMS Refugee Resettlement EEO Trust Central government agencies</p>	<p>Good practice guide completed by 30 April 2007.</p>
<p>7.2 Ethnic perspectives in policy</p> <p>Adapt the Office of Ethnic Affairs' 'Ethnic Perspectives in Policy' guide for use in the local government environment. This is a resource for policy analysts to help identify and understand the issues for ethnic people, and contains best practice guidelines for policy development, consultation and responsiveness.</p>	<p>LEAD: Waitakere City Council</p> <p>CONTRIBUTING: Office of Ethnic Affairs Auckland local government Refugee and migrant communities Non-government organisations</p>	<p>'Ethnic Perspectives in Policy' guide adapted for local government use and implementation plan developed by 30 June 2007.</p>

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NOTE: LOCAL GOVERNMENT ACTION POINTS ARE SUBJECT TO FUNDING	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>7.3 Encouraging participation</p> <p>Scope the development and delivery of a 'Valuing Voices: Democratic Dialogues' type programme as developed by the Auckland Regional Migrant Trust to increase new migrant communities' participation in democratic processes.</p> <p>Work with Office of Ethnic Affairs and the Electoral Commission to establish plans and identify opportunities for increasing migrant communities' participation in local government elections to accompany the rollout of the 'Democratic Dialogues' programme.</p>	<p>LEAD: Auckland Regional Council</p> <p>CONTRIBUTING: Auckland Regional Migrant Services Auckland local government Human Rights Commission Electoral Commission Legal Services Agency</p>	<p>Work to be undertaken in the 2007/08 financial year.</p>
<p>7.4 Embedding the Settlement Strategy</p> <p>Seek a mandate from elected representatives to embed the Auckland Regional Settlement Strategy in all Council programmes and policies.</p>	<p>LEAD: Auckland Regional Council</p> <p>CONTRIBUTING: Auckland local government</p>	<p>Report seeking mandate completed by 31 December 2006.</p>
<p>7.5 Inter-cultural awareness training</p> <p>Adapt the Office of Ethnic Affairs' 'Inter-cultural Awareness and Communication' training programme for use in the local government environment. This programme is directed at employees who are dealing with diverse cultures in the workplace or in their clientele.</p> <p>Pilot and evaluate the revised training programme.</p>	<p>LEAD: Auckland Regional Council & Auckland City Council</p> <p>CONTRIBUTING: Office of Ethnic Affairs Auckland local government</p>	<p>Training programme adapted for local government conditions and arrangements for pilot agreed by 30 June 2007.</p> <p>Programme piloted and evaluated in 2007/08.</p>
<p>7.6 Support networks for employees</p> <p>Linking with the review of Equal Employment Opportunities policies (see 7.1 above) explore the opportunity to develop regional support networks for staff who are migrants across the Territorial Authorities in Auckland, building on the existing Pacific and Māori staff networks.</p>	<p>LEAD: Auckland Regional Council</p> <p>CONTRIBUTING: Auckland local government</p>	<p>Opportunities for regional support networks for migrant workers identified by 30 April 2007.</p>
<p>7.7 Regional calendar of cultural events</p> <p>Through the Auckland Diversity Workers Forum, undertake a stocktake of cultural events and develop an Auckland regional calendar which can be distributed to websites, libraries, Tourism Auckland and the hospitality industry.</p>	<p>LEAD: To be determined by the Diversity Workers Forum</p> <p>CONTRIBUTING: Members of the Diversity Workers Forum</p>	<p>Auckland regional calendar of cultural events completed by 31 March 2007.</p>
<p>7.8 Capacity building</p> <p>Through the Office of Ethnic Affairs' community forum, identify what support migrant and refugee communities need/desire from local government to increase their capacity to work successfully with local government and influence policy and service delivery.</p> <p><i>Links with 8.1</i></p>	<p>LEAD: Auckland City Council</p> <p>CONTRIBUTING: Auckland local government Office of Ethnic Affairs</p>	<p>Community needs identified and opportunities for local government support scoped by 30 June 2007.</p>



GOAL EIGHT: Providing opportunities for migrant and refugee communities to contribute to policy development and service delivery processes through co-ordinated contact and responsive mainstream agencies

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>8.1 Collective voice and constant point of contact</p> <p>Scope and develop a process for central and local government agencies in Auckland to access a collective migrant and refugee community voice on shared settlement issues and which considers the feasibility of the Office of Ethnic Affairs acting as a central point of contact in Auckland for migrant and refugee input into central and local government policy and service development processes.</p>	<p>LEAD AGENCY: Office of Ethnic Affairs</p> <p>CONTRIBUTING: Ministry of Education Ministry of Social Development Housing New Zealand Corporation Department of Labour Tertiary Education Commission Health sector Ministry of Pacific Island Affairs Auckland local government Migrant and refugee stakeholders</p>	<p>Process scoped and developed by 30 April 2007. Consultation completed by 31 May 2007. Implementation and funding arrangements identified by 30 June 2007.</p>
<p>8.2 Recruitment processes in mainstream agencies</p> <p>Develop an effective practice guide to support recruitment processes in mainstream agencies that are responsive to the needs of refugees and migrants.</p>	<p>LEAD AGENCIES: Department of Labour & Ministry of Social Development</p> <p>CONTRIBUTING: RMS Refugee Resettlement Auckland Regional Migrant Services State Services Commission Auckland local government EEO Trust Human Rights Commission</p>	<p>Effective practice guide developed by 30 June 2007.</p>



GOAL NINE: Increase acceptance and understanding of diversity

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>9.1 Consistent messages on cultural diversity</p> <p>Develop and maintain a package of information providing relevant data and key messages which can be used by opinion leaders on appropriate occasions to increase community acceptance of migrants (including Pacific migrants) and refugees from diverse cultural and language backgrounds within the Auckland region.</p> <p><i>Links to 9.3</i></p>	<p>LEAD: Department of Labour</p> <p>CONTRIBUTING: Office of Ethnic Affairs Statistics NZ Human Rights Commission EEO Trust</p>	<p>Package of material completed by 30 April 2007 and distributed to Auckland agencies.</p> <p>Material updated annually by Department of Labour Settlement Secretariat.</p>
<p>9.2 Local government leadership on diversity</p> <p>Collate data from existing surveys about attitudes towards living in diverse communities and the benefits to host and migrant communities and identify opportunities to provide positive leadership and education in the Auckland region.</p>	<p>LEAD: Waitakere City Council & Auckland Regional Council</p> <p>CONTRIBUTING: Human Rights Commission Office of Ethnic Affairs</p>	<p>Data collated and opportunities identified by 30 June 2007.</p> <p>Leadership and education opportunities implemented in 2007/08.</p>
<p>9.3 Working with the media</p> <p>Explore options for working more creatively with the media at the regional level and local levels to enhance public understanding of refugee and migrant (including Pacific migrant) issues and of the benefits of cultural diversity.</p>	<p>LEAD: Auckland Regional Council</p> <p>CONTRIBUTING: Auckland local government Government Economic & Urban Development Office Human Rights Commission Department of Labour RMS Refugee Resettlement Auckland Regional Migrant Services Citizens Advice Bureaux</p>	<p>Options analysis and identification of next steps completed by 30 April 2007.</p>



GOAL TEN: Address the settlement needs of pacific migrants

ACTIONS	RESPONSIBILITIES	TIMEFRAME/KEY MILESTONES
<p>10.1 Key service provision lessons</p> <p>Apply the key practice lessons from the Pacific-focused Settlement Support New Zealand initiative to other SSNZ initiatives where Pacific migrants settle.</p>	<p>Being addressed through action 1.4</p>	
<p>10.2 Pacific provider capacity</p> <p>Identify whether the current capacity of Pacific organisations providing settlement-related services in Auckland is appropriate and effective drawing on existing material including the monitoring and evaluation of Pacific initiatives and strategies and consultation with key groups.</p>	<p>LEAD: Ministry of Pacific Island Affairs</p> <p>CONTRIBUTING: Department of Labour Community Reference Group Key community stakeholders</p>	<p>Proposals identified to address any provider capacity issues by 30 June 2007.</p>
<p>10.3 Co-ordination between government and Pacific communities</p> <p>Represent Pacific people's views and feed information gathered into the ongoing implementation of the <i>Strategy</i>.</p>	<p>LEAD: Ministry of Pacific Island Affairs</p>	<p>Representation on the Strategic Leadership Group for the <i>Strategy's</i> implementation agreed by 31 October 2006 and maintained on an ongoing basis.</p>
<p>10.4 Acceptance of diversity</p> <p>Include a Pacific aspect to the work that central and local government, non-government organisations and community leaders undertake to increase host community acceptance of all migrants, including pacific migrants.</p>	<p>Being addressed through actions 9.1–9.3</p>	



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AN ACTION PLAN TO IMPLEMENT THE *AUCKLAND REGIONAL SETTLEMENT STRATEGY* DEVELOPED IN PARTNERSHIP
BY LOCAL AND CENTRAL GOVERNMENT AND NON-GOVERNMENT ORGANISATIONS.

www.sustainableauckland.govt.nz/settlement

www.immigration.govt.nz/settlement