

Connecting at the Local Level - Settlement and Local Government

Phase 1: Auckland Regional Settlement Strategy

Introduction

When first settling, most migrants and refugees focus on meeting needs that are central to their own and their family's wellbeing. These include: finding somewhere to live; finding a job; gaining confidence in English and accessing education and health services. Once these primary needs are satisfied, new arrivals may then direct their energy and resources toward other settlement goals such as forming supportive social networks and participating in civic, community and social activities¹. Local councils have much to offer in terms of representation, support and advocacy once migrants and refugees are ready to move from addressing their initial settlement needs towards integrating into the local community.

Local government increasingly recognises how the achievement of positive settlement outcomes within their migrant and refugee communities plays a key, long-term role in achieving their own (and central government's) economic, social, environmental and cultural goals. The key role for local government in settlement is providing the support and services to migrants and refugees that assist them to feel connected with their neighbourhoods and local communities. This results in stronger, safer and healthier local communities.

This chapter focuses on the opportunities councils in the Auckland region have to better support migrants and refugees to connect with their communities. It was developed as a result of an extensive engagement process with refugees and migrants and the local government sector in Auckland. It reports feedback from migrants and refugees about barriers to connecting at the local level, outlines the context for local government involvement and current responses and contributions of local councils, describes the local government goal in this area for the *Auckland Regional Settlement Strategy* and makes recommendations for further action by local government to improve settlement outcomes in their local areas.

Barriers and challenges: what refugees and migrants said

The feedback emphasised that refugees and migrants are not a homogenous group. Migrants and refugees from *cultural and language backgrounds* that are similar to New Zealand generally have no problem accessing and using local councils, organisations, services and facilities once they are familiar with what is available. However, those who are from diverse *cultural and language backgrounds* are more likely to require support. In addition, refugees whose pre-migration lifestyles differ greatly from the urban New Zealand environment,

¹ New Zealand Settlement Strategy, *A Future Together*, Department of Labour, October 2004 .

particularly those from subsistence backgrounds, require more intensive levels of support to settle.

While refugees and migrants did not specifically refer to local government in relation to these barriers (possibly because of a lack of awareness of councils' roles), they did identify the following barriers to feeling connected to their local communities:

- difficulties making contact with and establishing relationships with people in their neighbourhoods;

'We invited all our neighbours in to celebrate Chinese New Year and spent a lot of time preparing food. Everyone came and enjoyed themselves and we were looking forward to making new friends. But, since this night over three years ago, we have never been invited back to any of their homes.'

- lack of awareness and information about issues that affect daily living and neighbourhood relationships. For example, ignorance about the protocols and norms concerning house and garden maintenance, rubbish collection, and lighting garden fires;

'One of the problems is not knowing what we don't know - how are we supposed to find out that we need to know these things?'

- lack of awareness about the range of local resources (such as libraries, parks, recreation and leisure facilities) that are available and how to access them;
- difficulties accessing resources to support and maintain their different cultural identities in a New Zealand setting; and

'Having come to New Zealand we very much see this as our home. We are pleased that our children and grandchildren have slipped easily into Kiwi culture through their schooling and made good friends. But we also want them to retain their language and stay in touch with our culture - we still have family back in Iraq and we want them to be comfortable in both cultures. However, it can be very difficult and expensive to access suitable venues, available on a regular basis to do this.'

- difficulties with actively participating in and influencing policy and decisions that impact upon migrants and refugees.

'As a community representative I am asked to be involved in many different consultations. The different organisations running these often ask us the same questions. My community is spread across the whole of Auckland and, with my own family life and job to attend to, it is impossible to attend all of these meetings.'

The Context for Local Government Involvement

The consequences of poor settlement immediately and directly impacts at local level in terms of community relations, community safety and a sense of local identity and belonging. In other words, it results in poor community outcomes.

The Local Government Act 2002 places a responsibility on councils to identify desired community outcomes², the interests of future communities and how current policy will impact on future communities. The Act seeks to promote the current and future economic, social, environmental, and cultural well-being of the community and to enable greater community influence on decision making.

The Act empowers Councils to ensure community outcomes are successfully achieved for migrants, refugees and other communities of interest in each of the following areas all of which are significant components of good settlement:

- economic development - the need to attract and maximise economic participation of migrants who bring scarce skills and investment and business opportunities;
- social cohesion - a well-integrated community is a stronger, safer and healthy community;
- cultural - increased diversity and creativity in arts and culture (which also has economic benefits);
- environmental - immigration is a major contributor to population growth; it is important to involve migrants in maintaining and improving our environment and heritage.

Section 91 of the Act provides for councils to engage with local communities, including migrants and refugees, to identify their desired community outcomes, and to help local government, central agencies and non-government organisations to develop a planned response to their settlement needs through the Long-Term Council Community Plans, a ten-year, strategic planning document.

The Local Government Act gives councils a broader community leadership role to influence other agencies and enables them to consider the well-being of local communities on a wide range of issues, including good settlement outcomes at the local level.

Another area where local government has a legislative mandate to engage with migrant and refugee communities is to ensure compliance with building and environmental issues, as covered by the Resource Management Act 1991 (RMA) and the Building Act 1991. The RMA aims

² See Appendix 1 for further detail on the LTCCP and community outcomes process.

to achieve sustainable management of natural and physical resources in a way that enables people to provide for their social and cultural well-being.³ There is also a need to educate for compliance within local communities (of which migrants and refugees are part) as well as to facilitate participation in democratic processes, including RMA processes, that impact upon local communities.

There are other key strategies that local government are involved in which will complement the outcomes and potential actions of the second phase of the *Auckland Regional Settlement Strategy*.

- The Auckland Sustainable Cities Programme: this is part of the national Programme of Action for Sustainable Development and its focus on settlement is outlined in the Summary Report.
- The Auckland Regional Economic Development Strategy: by identifying the economic outcomes for migrants and their potential contribution to the *Strategy's* proposed major regional initiatives.
- The Growth and Innovation Framework: which has identified the need to attract, retain and regain skills and talent as a key to achieving a knowledge economy.

Current local government response and services

There are a number of existing local government initiatives, summarised in Appendix 4, aimed at supporting migrant and refugees to connect at the local level by:

- obtaining relevant and timely information and advice about local services;
- making stronger local connections while maintaining their own cultural identities; and
- participating in processes to be able to influence decisions that affect them.

Some examples of existing initiatives are as follows.

Information and advice

Auckland councils currently coordinate and provide a wide range of local information and advice. They do this directly (e.g. through websites, call centres, libraries and orientation programmes) and indirectly, via other local organisations.

Councils generally recognise the importance of ensuring that migrant and refugee communities are aware of the New Zealand context. For example,

³ Resource Management Act, 1991, Sections 5(1) and (2): Purpose

where there may be different cultural perspectives on environmental sustainability and management, councils are working with communities to provide consistent, settlement-related information to raise their awareness of environmental sustainability and management issues in New Zealand.

There are a number of existing Auckland services specifically addressing the information and advice needs of migrants and refugees. These include:

- specific orientation programmes such as the *Waioho* and *Kiwi Life* programmes, which are funded by Manukau City and delivered by community providers. Further details about these programmes are provided in Appendix 2.
- seminars for the Chinese community on Manukau City's District Plan and building regulations;
- information for migrants and refugees from diverse cultural and language backgrounds. Examples include Auckland City's translated *Welcome to Auckland* brochure, Manukau City's new residents' *Welcome Pack* and Waitakere City's *New Settlers' Guide*;
- generic information and advisory services provided by the Citizens Advice Bureau and community houses, some of whom also provide specialised services for people from diverse cultural and language backgrounds;
- Waitakere City Council provides access to the Office of Ethnic Affairs' Multi-lingual Language Line telephone-interpreting service. This supports non-English speaking residents' interactions with the Council;
- Resources, including ESOL resources, and books in other languages at some council libraries, along with bi-lingual and multi-lingual staff. For example, Waitakere Council has established a Multicultural Services Librarian and a Migrant Information Co-ordinator, and Manukau Council has a specialist position that includes addressing cultural diversity.

Strengthening local connections and promoting cultural diversity and maintenance

Opportunities to maintain and express one's own culture, for example, through language, religion and the arts helps with the two-way process of settlement. This can assist migrants and refugees to transition into a new environment whilst maintaining their own culture, and offers opportunities for host and migrant and refugee communities to mix together and share their cultures.

Councils support and encourage connection at local level in the following ways:

- as leaders, modelling welcoming and inclusive environments for migrants and refugees. For example, a welcome to local refugee families was organised by the Ranui Action Project and Waitakere City Council in partnership with refugee community leaders. This involved a letter box drop inviting local residents to attend and also providing some background information about the refugee groups that were being settled in the area.
- by creating opportunities for migrants and refugees to mix with their own and other communities, to maintain their culture, promote respect for diversity and to share a range of cultural experiences through:
 - events such as cultural festivals;
 - subsidised venues, grants and community support through local community advisers. Examples include identifying migrant and refugee communities as priorities under council community grants schemes, and including migrant and refugee communities in local events such as family days and in Waitangi and Race Relations Day activities.
 - targeted services to meet the specific language or cultural needs of refugees and migrants. Initiatives include facilities for different cultural burial rites at Manukau Memorial Gardens and Waikumete Cemetery, and environmental planning and design that acknowledges the range of local cultures.
- promoting community safety through the Safer Communities initiative and local police and other community networks. The Auckland City Council has held a New Settlers Women's Safety Forum and plans to hold more forums for specific communities. Manukau is working with the Police scoping an Asian Crime Reduction Council. A regional inter-sectoral group is also working on raising awareness about rock fishing and water safety.
- supporting migrant employment through advocacy with employers about the benefits of employing migrants and refugees, and by supporting local business and enterprise agencies. The North Shore Local Employment Committee (since re-constituted), North Shore Migrant Services and the Waitakere Employment and Skills Project all have a focus on migrants and both Waitakere and Manukau fund economic development/promotion agencies like Enterprise Waitakere, Enterprising Manukau and COMET. The Auckland Regional Council also promotes volunteering opportunities for migrants to provide work experience.
- working alongside central government agencies and ethnic organisations to promote the importance of people expressing their own culture, and for all cultural groups to respect each other.

Participation in civic affairs

All New Zealand citizens and permanent residents have the opportunity to participate in the election of city and regional councils and community boards. They can also make representations on a wide range of issues to their councils and other partner agencies. For their part, councils must consult with their communities before making key decisions.

As previously noted, the Long-Term Council Community Plan provides Councils with an opportunity to identify and engage with local migrant and refugee communities. All councils in the Auckland region have recently completed, or will shortly complete, their community outcomes process and Long-Term Council Community Plans. All have undertaken inclusive community engagement processes, and some specifically involved migrant and refugee communities.

Auckland councils are using migrant and refugee feedback obtained through these community processes and other engagement exercises to inform and influence decisions about settlement policies and priorities. Waitakere City Council's *New Out West* initiative, the Manukau City Council's *New Settlers* policy and the *Auckland City Settlement Strategy* identify the settlement support roles for these councils. Each of these councils has also provided resources to support settlement initiatives, including dedicated budgets, as well as support funded through mainstream council services.

In addition, some formal representative structures for ethnic communities have also been established or are being proposed. These are intended to give them a greater voice in local government. Some examples include:

- the Waitakere Ethnic Board, an Incorporated Society in formal partnership with the Waitakere City Council. Its key objective is to enhance ethnic engagement in national and local democratic processes, including influencing policy and service development (see Appendix 3 for further details);
- the Waitakere Pacific Island Advisory Board;
- the Manukau Pacific Island Advisory Committee;
- Auckland City's Pacific Participation Project, which has the overall goal of providing for Pacific peoples to participate in and influence the decisions that the Council makes.

The way forward: *Auckland Regional Settlement Strategy*

Goals for local government to support migrants and refugees connect at the local level

The principal settlement goal for local government in Auckland is to *support migrants and refugees to settle and connect at their local level as quickly as possible by:*

- *working with migrants, refugees and host communities to support mutual understanding and acceptance at the local community level;*
- *ensuring migrants and refugees are aware of, and can access, advice and resources that support them to connect with their local communities, as well as maintaining their own cultures;*
- *encouraging and supporting migrants and refugees to participate in civic affairs.*

Opportunities for local government to support migrants and refugees to connect at the local level

It is recommended that local government better supports migrants and refugees to connect with local communities by considering and incorporating the following proposals into council planning and work programmes. These proposals also need to be considered for the longer-term work programme of the *Auckland Regional Settlement Strategy*. Councils to:

Opportunities to participate in local planning and civic affairs

Council planning and work programmes

- Consider developing council policies, strategies and implementation plans to support settlement and consider aligning these with the Local Government Act and the Long-Term Council Community Plan processes and the future work programme of the *Auckland Regional Settlement Strategy*;
- Ensure existing strategies and policies, including arts and cultural policies, incorporate a migrant and refugee focus.

Opportunities to participate in local planning and civic affairs

- Use the Local Government Act 2002 community outcomes process, and other democratic processes, to provide opportunities for migrants and refugees to participate in, and influence, councils' planning. This will ensure that migrant and refugee communities' aspirations and priorities are reflected in these processes.

- Consider consolidating current migrant and refugee representative forums and structures at the regional level to support and endorse an approach for developing a collective migrant and refugee voice on shared issues.
- Work towards achieving increased migrant and refugee representation in council political processes.
- Ensure information about Council services and democratic processes is accessible and culturally appropriate for migrant and refugee communities.
- Ensure a migrant and refugee focus is included in existing and impending initiatives. This includes:
 - community safety initiatives where councils could work with Police and other partners to monitor and develop responses to safety issues of particular importance to migrants and refugees;
 - ensure migrant and refugee communities are included in community consultation on urban planning projects, and the design and development of parks and community facilities.

Information and advice

- Involve migrant and refugee communities in developing policies and plans, such as language and communication policies, to ensure that council information services and contracted services are accessible, timely and relevant.
- Develop regional initiatives such as website links and call centre links that provide migrants and refugees with consistent information across council boundaries.

Effective and dedicated settlement resources

- Improve the service performance and outcome specifications in the services that councils fund and contract, including the Citizens Advice Bureau and other services, to ensure the needs of migrant and refugees are addressed.
- Continuously audit community facilities, funding mechanisms and information and advice services as they relate to migrants and refugees.
- Ensure settlement initiatives are adequately resourced through the Long-Term Council Community Plan processes in the Auckland region.
- Work with government agencies, including the Department of Labour, the Ministry of Education, Housing New Zealand Corporation and local non-government organisations and community groups, including RMS Refugee Resettlement, to develop coordinated initiatives to ensure

local support needs are met for refugees with high and complex needs and provided for as long as is necessary.

Workforce development

- Support and resource workforce development, including training, to improve council staff responsiveness to migrant and refugee communities. This includes council employees who communicate with migrant and refugee communities (e.g. in call centres and libraries) to increase their knowledge and understanding of these groups and their needs.
- Develop council initiatives to provide work experience and encourage the recruitment of employees from diverse cultural and language backgrounds.

Connecting local communities and promoting cultural diversity and maintenance

- Engage with mana whenua and other Maori about their role in welcoming new arrivals and providing other settlement support, including the experience of tikanga Maori.
- Promote local employment opportunities for refugees and migrants through councils' advocacy and business development role and by actively engaging local communities.
- Support local communities to promote respect for cultural diversity and share cultural experiences by promoting a wide range of cultural events and activities (e.g. through subsidised venues and grants) and encouraging migrants and refugees to participate in community activities. This means working with other agencies, like the Department of Internal Affairs, that provide community funding and advisory services that support community development.
- Take a leadership role, working with central government and ethnic organisations, to promote the importance of people maintaining and expressing their own culture and encourage respect and acceptance between all cultural groups;

Advocacy

- Take a leadership role to advocate for central government agencies to address the initial settlement needs of migrants and refugees, in particular, the higher and more complex needs of refugees.

Appendix 1

Local Government Act

The Local Government Act provides a strong driver and robust framework for councils to engage with local migrant and refugee communities and develop a planned response to settlement needs through the Long–Term Council Community Plan (LTCCP).

The purpose of the Local Government Act is to provide for ‘democratic and effective local government that recognises the diversity of New Zealand communities’. The Act requires councils to give more consideration to community diversity, desired community outcomes, the interests of future communities and impacts on well-being.

Of particular relevance to councils when supporting local settlement are the following mandatory responsibilities:

- consideration of community views;
- recognition of diversity;
- interests of future communities;
- impacts on well-being;
- involvement of Maori;
- a sustainable development approach.

LTCCP

Identifying community outcomes:

- provides opportunities for communities to identify and discuss their requirements in terms of their economic, environmental and cultural well-being;
- promote better coordination and application of community resources;
- inform and guide the setting of priorities in relation to the activities of the local authority and other organisations⁴.

Auckland city and district councils and the Auckland Regional Council (ARC) have recently completed, or are in the process of completing, their community outcomes process. Although all have endeavoured to have inclusive processes, not all have specifically targeted/identified ‘ethnic’ migrant and refugee communities in their LTCCP process.

⁴ (LGA 2002 p.60)

Appendix 2

Examples of orientation programmes

Te Roopu Awhina Owairoa Trust Contract for provision of 'Waioho' New Settlers Meet Mana Whenua Programme

The programme provides a traditional welcome for new settlers from across Manukau. The powhiri is held monthly at 'Torere', Te Whare Wananga Owairoa, in the Tainui Garden of Memories, Uxbridge Road, Howick.

The programme offers New Settlers an opportunity to be welcomed to Manukau by Mana Whenua, and experience a powhiri (traditional welcome by Mana Whenua to this area).

New Settlers also meet with local Maori and are provided with information on the local history, local iwi history, tikanga, marae protocol and Te Tiriti O Waitangi. There are also opportunities to share experiences and build relationships with local Maori.

This programme is a pilot and Manukau City Council proposes that it be adopted by Mana Whenua in other areas of the City.

Kiwi Life

Kiwi Life is a programme run from Highland Park Community House in the east of Manukau City. The programme was developed by the House Co-ordinator after discussions and research with the growing migrant (mainly Asian) communities in the area. The programme – free to participants – is funded by the Council and run from a variety of venues, including the Buddhist Temple in Flat Bush. Council is now exploring options to adapt the programme for Manurewa Ward, which has a very different migrant and refugee demographic.

Examples of programmes Kiwi Life runs include:

Finding a Job – How to write a CV for the NZ market and a covering letter (which can be changed to suit a job advertisement). Getting through the interview, answering the questions and gaining an insight into the Kiwi work environment.

Your Family in New Zealand – The more you know about the Kiwi lifestyle, the easier it will be for the whole family. What problems will you encounter here, what is different, how do you help your family make the necessary adjustments?

Driving Education – This workshop takes you step-by-step through the practical test requirements for your Conversion Driving Test.

Buying a House in New Zealand – Whether buying a family home or an investment property, understanding the market is essential. What paperwork do banks and lawyers require? What should real estate agents tell you? How do family trusts work?

Appendix 3

Waitakere Ethnic Board – an example of cross ethnic engagement in local democratic processes

The Waitakere Ethnic Board is an Incorporated Society that was established as part of the New Out West democracy project and draws on Waitakere's ethnic community groups for an ethnic advisory body to provide a 'voice' for migrant communities.

The key objective of the Board is to enhance ethnic engagement in local and national democratic processes, including influencing policy and service development.

The Board has formalised its relationship with Waitakere City Council through the signing of a Community Partnership Agreement and both parties are currently developing a shared work programme that will give effect to the Agreement.

The Board has 10 democratically-elected executive committee members who represent and speak on behalf of all members once elected. Members of the Board must be residents of Waitakere City – organisations that are pan-Auckland or national organisations must nominate a local community member to represent them on the Board.

Key challenges for the Board are to ensure that:

- their membership is broad and encompasses the diverse ethnic communities in Waitakere;
- they continue to engage with ethnic communities;
- they have the mandate of their membership when speaking on their behalf;
- they identify and 'grow' new community leaders to secure the future of the organisation,
- they develop and maintain credibility as a key stakeholder for influencing local and central government policy and service development.

Appendix 4

Identifying council responses to migrants and refugees

	Advocate/ Facilitator	Service Delivery	Funder	Workforce Development	Policy Development
INFORMATION & ADVICE					
<i>Current initiatives</i>					
<ul style="list-style-type: none"> Funding of Citizens Advice Bureaux Not all councils specify service levels to migrant and refugee communities Auckland funds a specialist city-wide Mandarin line at Onehunga Citizens Advice Bureau 			✓		✓
<ul style="list-style-type: none"> Call centres (some councils refer callers to bi-lingual staff but need English to access service initially) Waitakere is trialling a partnership with Language Line 		✓		✓	
<ul style="list-style-type: none"> Local information and orientation Auckland City's multi-lingual <i>Welcome to Auckland</i> brochure Manukau new residents <i>Welcome Pack</i> has key information in other languages Waitakere <i>New Settlers' Guide</i> (English) Limited use of translation for other information Manukau funds the <i>Kiwi Life</i> programme; <i>Waioho</i> programme run by Te Roopu Awhina Trust at Torere Marae (Howick); held seminars (with Chinese New Settlers Trust) on District Plan and building regulations Auckland and Manukau staff participate in workshops run by Auckland Regional Migrant Resource Centre (Three Kings and Manukau) 		✓	✓		
<ul style="list-style-type: none"> Website information (English only) 		✓			
<ul style="list-style-type: none"> Libraries Books and resources in other languages and ESOL resources Bi/multilingual staff Some specialist positions, e.g. Waitakere's Migrant Information Co-ordinator Manukau Auckland 	✓	✓	✓	✓	

Potential initiatives		✓	✓		
Regional approach to providing NESS and ESOL resources especially in minority (refugee) languages					
Regional website links					
Regional call centre link (to Language Line?)					
Identification of core information that can be produce and co-funded regionally; in other languages					
Development of “language” policies that include identification of migrant and refugee communities locally and criteria for what information needs to be translated /provided in other formats				✓	✓
Specification and monitoring of Citizens Advice Bureaux services and other advice services supported by council to ensure they meet migrant and refugee community information needs			✓		
EMPLOYMENT					
Participation in Auckland Regional Economic Development initiative	✓		✓		✓
<ul style="list-style-type: none"> Local Economic Development/employment initiatives North Shore Local Employment Committee has a focus on migrants Waitakere employment and skills project Manukau funds training/business promotion agencies like Enterprising Manukau and COMET 	✓		✓		
ARC promotes volunteering opportunities for migrants to provide work experience					
<ul style="list-style-type: none"> Council as Employer EEO policies, but no specific initiatives to recruit migrant and refugee communities or provide work experience 				✓	✓
Potential initiatives	✓				
Promoting positive employer attitudes through high-level political and officer business contacts; business awards					
Providing work experience, e.g. partnership with WINZ and the Manukau Cadet Scheme (for long-term unemployed young people)			✓	✓	
ACQUIRING ENGLISH-ESOL					
ESOL resources in libraries/learning centres	✓	✓			
Venues for courses and conversation classes					
Potential initiatives					
Liaison between libraries with Ministry of Education and schools and ESOL providers to ensure library resources support/complement ESOL strategies and course content	✓	✓			
EDUCATION / SCHOOLS					
<ul style="list-style-type: none"> Community facilities for training 	✓				

<ul style="list-style-type: none"> Libraries – provision of ESOL resources/learning/homework centres Funding /venues for after school and holiday programmes 		✓			
Waitakere – fund Works Educational Association (WEA) Auckland, Manukau Youth forums and participation events target migrant and refugee youth			✓		
<p>Potential initiatives</p> <p>Joint initiatives with schools to promote integration, tackle discrimination through events that bring migrant and refugee communities and Kiwi youth together</p> <p>Work through schools to access parents and provide information about council services, events and ways to participate</p>	✓	✓			
BEING CONNECTED					
<ul style="list-style-type: none"> Subsidised council facilities for communities to meet Volunteering opportunities in parks and a range of community events Community advisers link migrant and refugee communities with existing networks Manukau community advisers target migrant and refugee communities for inclusion in local events (e.g. family days and in Waitangi and Race relations activities) Auckland City Council held a New Settlers Women’s Safety forum and will hold more forums for specific communities Manukau City Council included migrants and refugees in consultation on the Community Safety framework and Crime Prevention Action P Manukau City Council is working with the Police translating brochures into Asian languages, e.g. on shop lifting and handbag safety Manukau is working with the Police scoping an Asian Crime Reduction Council 	✓ ✓	✓	✓ ✓		
<p>Potential initiatives</p> <p>Collaboration between Govt, RMS, HNZA and councils to develop transition plans for refugees, including preparation of host communities</p> <p>Work through community safety initiatives and neighbourhood support to include migrant and refugee communities</p> <p>Fund/facilitate street-level/good neighbour initiatives</p> <p>Make a condition of funding that sports, church, and community groups include migrant and refugee communities in activities</p>	✓ ✓	✓	✓ ✓		
CULTURAL MAINTENANCE					
Funding/facilitation for cultural festivals/celebrations Mayoral presence at events/festivals					

Venues like libraries for language classes and “story time” in other languages	✓	✓	✓		
Community grants schemes-Auckland, Manukau include migrant and refugee communities as priorities	✓				
Art exhibitions that feature migrant and refugee artists	✓		✓		
Arts/cultural strategies that include an ethnic focus					
Where councils own cemeteries and crematoriums, facilities for different cultural burial rites	✓				✓
CIVIC PARTICIPATION					
Waitakere Ethnic Board					
Waitakere Pacific Island Advisory Board	✓		✓		✓
Manukau Pacific Island Advisory Committee					
Manukau-specific migrant and refugee community focus groups and forums for review of Tomorrow’s Manukau (LTCCP)					
Potential initiatives					
LTCCP and annual planning processes that are accessible (translations, different formats and media)		✓			✓
Formalised migrant and refugee communities forum/representative structure to provide on-going advice to council		✓	✓		
HEALTH AND WELL-BEING					
Parks, open spaces, walkways, cycle ways		✓			
Recreation and sports facilities					
Community facilities					
Partnerships, e.g. Manukau the Healthy City; Injuries Free Manukau, Auckland Domestic Violence Network					
Advocacy to health providers and funders					
Specific policies and plans – Manukau Health Action plan includes migrants and refugees as a priority group	✓		✓		✓
By-laws on alcohol, gambling					

<p>Potential initiatives In partnership with DHBs, develop health and well-being profiles of local migrant and refugee communities. Work in partnership on culturally appropriate programmes to reduce stigma around mental illness and disability in migrant and refugee communities. Engage with migrant and refugee communities to ensure all recreation and community facilities meet needs and are accessible Advocate to PHOs and DHBs for culturally appropriate and accessible services, e.g. Waitemata model</p>	✓ ✓ ✓	✓		✓	✓
<p>HOUSING/SOMEWHERE TO LIVE</p>					
<p>All councils and the ARC have endorsed the Auckland Regional Affordable Housing Strategy Manukau supports HNZC Healthy Housing programme to reduce overcrowding (Pacific communities) Manukau future needs analysis for Housing for the Elderly, included migrant and refugee communities' elderly</p>	✓	✓			
<p>Potential initiatives Ensure that long-term planning for Housing for the Elderly includes potential need from migrant and refugee communities and provision is appropriate Support “third sector” housing providers to provide appropriate housing and support services Work with HNZC and RMS on ‘transition plans’ and integration of refugees into local communities</p>	✓ ✓	✓ ✓	✓		