



## AUCKLAND REGIONAL SETTLEMENT STRATEGY

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.



## WHY HAVE AN AUCKLAND STRATEGY?

Auckland is the primary 'point of entry' to New Zealand and a key place of settlement for migrants and refugees. The *Auckland Regional Settlement Strategy* focuses on improving opportunities for them to settle well in the region. Obtaining appropriate employment is an important way through which they contribute to the region's economic growth. Additionally, many of these new Aucklanders bring new ways of thinking, new knowledge, and links to global markets. Having well-settled migrants and refugees helps ensure that these benefits are realised, enriches Auckland's communities and benefits New Zealand as a whole.

Settlement is a two way process between those who are new to New Zealand and those who already live here. The settlement journey for migrants and refugees will be easier where existing communities are welcoming and support services are accessible.

The *Auckland Regional Settlement Strategy* recognises that migrants, refugees and their families have different needs to become strong and self-sufficient in their new lives here. Pre-migration experiences, cultural and language backgrounds and how they have arrived in New Zealand influence how much support people need when they get here.

### How was the Auckland Strategy developed?

The *Strategy* was developed first by talking to migrant and refugee communities throughout Auckland to gain a collective picture about what helps people to settle and what can be improved.

We also asked groups of employers about the challenges for migrants and refugees to gain employment that recognises their previous overseas experience and qualifications.

The collective views of migrants and refugees were then shared with central and local government, non-government and other community agencies that have responsibilities for providing services that support settlement.

“ While New Zealand is worried about losing experts and professionals as they leave for other countries, solving the employment issues of immigrants not only helps immigrants but it will result in greater benefits to all of New Zealand society. ”

SKILLED ASIAN MIGRANT

## WHAT DOES THE AUCKLAND STRATEGY INCLUDE?

### A vision for the future

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.

### Goals to achieve the vision

The Strategy seeks to address the following ten goals:

1. Migrants and refugees are able to access appropriate information and advice to help them to use the services available to the wider community (for example housing, education and services for families) by:
  - Improving the accessibility of information and advice services for the wide range of migrant and refugee communities;
  - Improving planning, systems and processes to ensure there is co-ordination between mainstream agencies who provide settlement related services; and ensure they are responsive to the differing needs within migrant and refugee communities;
  - Strengthening relationships between providers of information and advice services and mainstream agencies, to ensure migrants and refugees are supported to access services that meet their settlement needs.



2. Facilitate migrant and refugee participation in employment, and their economic contribution to the Auckland region by;
  - Enabling them to gain employment that is appropriate to their qualifications and skills;
  - Having employers regard them as a genuine asset to their businesses;
  - Taking account of the higher employment support needs of many refugees for gaining sustainable work, and ensure agencies and employers are responsive to these needs.
3. Ensure all Auckland residents from non-English speaking backgrounds have opportunities to gain English language skills so they can participate in all aspects of life including family and community, for learning and education, and within the workplace through;
  - Access to affordable and appropriate English language tuition;
  - Processes that match need with services;
  - A consistent learning progressions framework that clarifies how the attainment of an English language achievement level equips the learner in the New Zealand context.
4. Ensure healthcare services are accessible and responsive to the physical and mental health needs of migrants and refugees, and do not create health inequalities;
5. Enhance educational and settlement outcomes for refugee and migrant children and young people by;
  - Ensuring access to quality education for refugee and migrant children and young people;
  - Meeting the professional development needs of school teaching staff and managers working with refugee and migrant students and their families;
  - Enhancing inter-agency collaboration and school community partnerships to promote successful settlement outcomes.
6. Assist refugees and migrants to obtain and sustain affordable and appropriate housing through;
  - Increased collaboration, co-operation and planning between housing and other agencies with settlement responsibilities at both regional and national levels;
  - Involving refugee and migrant communities in advising on alternative locations that will support refugee resettlement;
  - Encouraging host community acceptance in local areas.
7. 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 help them connect with their local communities as well as maintaining their own cultures;
  - Encouraging and supporting migrants and refugees to participate in civic affairs.
8. Provide opportunities for migrant and refugee communities to contribute to policy development processes through co-ordinated and sustainable contact between central and local government agencies and communities by;
  - Minimising the number of processes migrants and refugees are asked to contribute to;
  - Maximising their ability to obtain a collective and credible migrant voice on shared settlement issues;
  - Gathering quality information for developing co-ordinated settlement-related policy.

“ *Immigrants want to be part of New Zealand life. Being well settled – like having a job and using our skills and experience, speaking English and making new friends – helps us to take part in New Zealand life and everyone benefits.* ”

MIGRANT FROM THE MIDDLE EAST

Provide opportunities for migrant and refugee communities to contribute and participate in service delivery by:

- Ensuring mainstream agencies are responsive when providing services to migrants and refugees;
- Providing support and resources to develop and deliver appropriate community-based settlement services in Auckland.



9. Increase host community acceptance of migrants and refugees from diverse cultural and language backgrounds within the Auckland region by;
- Facilitating host community understanding of the valuable economic, social and cultural contributions that can be made by migrants and refugees;
  - Promoting the benefits positive settlement outcomes bring for New Zealand as a whole, and the mutual adjustments needed to achieve this by host communities and migrant and refugee communities.
10. Improve settlement outcomes for Pacific people by:
- Providing Pacific migrants with accurate and realistic information about life in New Zealand so that they can make informed decisions about immigrating and adequately prepare themselves in advance;
  - Ensuring there is accessible initial settlement information and advice available to support Pacific migrants to access services available to all New Zealanders;
  - Supporting Pacific migrants to settle and become independent so that pressure on host communities will be reduced.

### How will the Auckland Strategy be implemented?

Central and local government, non-government and other community agencies responsible for providing services to support settlement will implement the *Auckland Regional Settlement Strategy*.

They have:

- Considered the opportunities identified in the *Strategy*; and
- Identified actions to improve and build on services, planning and collaboration to support settlement in Auckland through the Auckland Settlement Action Plan.

Implementing the Action Plan will be an on-going programme of work over several years.

### WHERE CAN I FIND OUT MORE?

Visit [www.sustainableauckland.govt.nz/settlement](http://www.sustainableauckland.govt.nz/settlement) and [www.immigration.govt.nz/settlement](http://www.immigration.govt.nz/settlement) for

- The *Auckland Regional Settlement Strategy* Phase 1 Opportunities for Improving Settlement Outcomes;
- Detailed papers for each of the goal areas of the *Strategy* which discuss the main barriers and challenges to good settlement, the services and support currently provided, and the opportunities to improve life and work outcomes for migrants and refugees settling in Auckland;
- Three literature overviews on migrant, refugee and host community experiences of settlement;
- The *Auckland Regional Settlement Strategy* Phase 2 Auckland Settlement Action Plan.

Printed copies of the *Auckland Regional Settlement Strategy* and the *Auckland Settlement Action Plan* are available from Councils in the Auckland region or from the Department of Labour, PO Box 3705, Wellington.

A STRATEGY DEVELOPED IN PARTNERSHIP BY  
LOCAL AND CENTRAL GOVERNMENT,  
NON-GOVERNMENT ORGANISATIONS,  
COMMUNITIES AND OTHER STAKEHOLDERS WITH  
SETTLEMENT-RELATED INTERESTS IN AUCKLAND,  
JOINTLY LED BY MANUKAU CITY COUNCIL AND THE  
DEPARTMENT OF LABOUR, UNDER THE AUCKLAND  
SUSTAINABLE CITIES PROGRAMME

[www.sustainableauckland.govt.nz/settlement](http://www.sustainableauckland.govt.nz/settlement)

[www.immigration.govt.nz/settlement](http://www.immigration.govt.nz/settlement)

**AUCKLAND SUSTAINABLE CITIES PROGRAMME**

A regional partnership with the Sustainable Development Programme of Action

