

July 2026

INZ 1274



Settlement Plan Form

Community Organisation Refugee Sponsorship Category

See the Community Organisations Guide (INZ 1273) for information on how to complete this form.

This Settlement Plan form must be included with the Approved Community Organisation Application (INZ 1238).

Each time an Approved Community Organisation wishes to sponsor another refugee they will need to submit a settlement plan to Umbrella Organisation.

Section A Accommodation: Sourcing suitable housing for the refugee family

**You may still nominate or be matched with an individual refugee. However, we need to understand your plan to support the broader range of needs that a family would present, so your plan should address a full range of potential settlement needs. For this reason, this settlement plan references refugee families throughout.*

Outcome 1: Housing

- A1** Suitable accommodation (this may include acceptable boarding or flatting arrangements) is available for use by the refugee(s).

Detailed explanation of how requirements will be met.

- A2** If you're given short notice of arrival and will need temporary accommodation arrangements (such as acceptable boarding or flatting arrangements), how would you plan for this?

Detailed explanation of how requirements will be met.

- A3** The housing must be available to the resettled family at a cost that is affordable and sustainable, considering any income support, including Accommodation Supplement, the family will receive.

Detailed explanation of how requirements will be met.

A4 The housing must be available to the resettled family at a cost that is affordable and sustainable, considering any income support, including Accommodation Supplement, the family will receive.

Detailed explanation of how requirements will be met.

A5 Consider compliance with the healthy homes standards.

Detailed explanation of how requirements will be met.

A6 Information is provided to the family on the accommodation and health and safety, and who will act as an emergency contact point.

Detailed explanation of how requirements will be met.

A7 The property is adequately connected to public services, transport, and the local community.

Detailed explanation of how requirements will be met.

A8 Assistance is provided to register with utility companies and appropriate arrangements are made for payment, and the house has safe electricity and/or gas supplies with adequate ventilation and lighting.

Detailed explanation of how requirements will be met.

Section B**Resettled individuals feel welcome in Aotearoa New Zealand****Outcome 2: Resettled family members feel supported by and integrated into their new community**

- B1** The arriving family are met and welcomed at the airport and escorted to their accommodation. They are briefed on how to use the amenities. *Detailed explanation of how requirements will be met.*

- B2** Relationships have been built with mana whenua in your area, with plans in place to connect former refugees with Te ao Maori and share cross cultural understandings throughout the settlement period. *Detailed explanation of how requirements will be met.*

- B3** A welcome pack is provided, the contents of which should take account of the likely culture and nationality of the resettled family. *Detailed explanation of how requirements will be met.*

- B4** On arrival, sufficient cash is provided per person (adults and children) for initial expenses including groceries, toiletries, clothes, while their claim for benefits with Ministry of Social Development is being processed. Initial support payments should be at the same level as social welfare payment entitlements. It is recommended to budget for providing financial support for up to 6 weeks. *Detailed explanation of how requirements will be met.*

B5 Information is provided on budgeting assistance if required. *Detailed explanation of how requirements will be met.*

B6 The family are assisted to register for an IRD number within one week of arrival in Aotearoa New Zealand and assistance is provided to set up a bank account for relevant family members.

Detailed explanation of how requirements will be met.

B7 Information and support is provided to access local shops and transport.

Detailed explanation of how requirements will be met.

Outcome 3: Establishing a life in Aotearoa New Zealand

C1 Over the course of the first year the family are provided with a programme helping to orientate them to life in Aotearoa New Zealand. This must include:

- Introduction to the New Zealand Police and important laws
- Understanding the New Zealand tax system
- Understanding your rights and obligations as a tenant
- Understanding the New Zealand health system
- Understanding the New Zealand education system – primary, secondary and tertiary
- Civil defence and emergency preparedness
- Water safety
- Services provided by the Citizens' Advice Bureaux and Community Law Centres
- New Zealand Transport system.

Detailed explanation of how requirements will be met.

C2 An opportunity is provided to obtain an English language qualification at the appropriate level, where this will support access to employment and education. English language tuition is arranged for adults as soon as possible and within one month of arrival. Formal English language tuition is provided by a suitably qualified ESOL teacher. Formal English language tuition is supplemented on a regular basis by less formal conversational English practice. While it is recognised that progress will differ between individuals, there is an expectation of reaching an adequate level of English (in speaking and listening, reading, and writing) over the course of the year.

Detailed explanation of how requirements will be met.

C3 The Community Organisation has completed a safeguarding risk assessment relating to children and vulnerable adults, in consultation with their Umbrella Organisation. The Community Organisation has developed a clear child protection policy and procedures which are in place to manage the risks identified. The child protection policy is in line with the Children's Act 2014.

Each core member must complete child protection training, and provide proof of completion before entering into a Deed of Agreement with MBIE. Each core member is familiar with the group's reporting procedures and policies, in accordance with their child protection policy. The 5 core members have appointed a point of contact in relation to the child protection policy and process.

Detailed explanation of how requirements will be met.

C4 The family members are assisted to attend the local Work and Income office within the first week of arrival.

Detailed explanation of how requirements will be met.

C5 The family are assisted to register with a local General Practitioner within one week of arrival. The family are assisted to register with a local dentist. *Detailed explanation of how requirements will be met.*

C6 Appropriate mental health services and specialist services are identified in your region, where available, such as for victims of torture, and gender-based violence. *Detailed explanation of how requirements will be met.*

C7 Assistance is provided regarding access to employment, including development of a curriculum vitae, and education, recognition of qualifications etc. *Detailed explanation of how requirements will be met.*

C8 The family are assisted to access mobile phone services and the internet.
Detailed explanation of how requirements will be met.

C9 Adult family members are made aware of how to obtain a New Zealand driving licence, if required.
Detailed explanation of how requirements will be met.

C10 The family is aware of, and supported to attend, local community activities, both with and without the members of the Community Organisation, such as children's playgroups, coffee mornings, local clubs, local events, etc.
Detailed explanation of how requirements will be met.

C11 Places of worship are identified in the area. *Detailed explanation of how requirements will be met.*

C12 Orientation support is provided by the Community Organisation. *Detailed explanation of how requirements will be met.*

C13 Appropriate interpreting services are provided, as required. *Detailed explanation of how requirements will be met.*

Additional Resources

- Information on MSD benefits payments: www.workandincome.govt.nz/map/deskfile/main-benefits-rates/index.html
- Citizens Advice Bureau (CAB): www.cab.org.nz
- Other health information available at HealthPoint: www.healthpoint.co.nz
- After hours and emergencies: National Telehealth services whakarongorau.nz and the 1737 for mental health support and counselling.



New Zealand Government
Te Kāwanatanga o Aotearoa