

National Refugee Resettlement Forums 2014 - 2017

*Summary and outcomes of the
past four years*

2017 National Refugee Resettlement Forum

Refugee health and wellbeing: connecting within and across the health system

NRRF Objectives/Content

Through panel discussions participants increased their understanding of New Zealand's health system and the health services quota refugees need to access in order to support their successful settlement. Included in the programme were panel discussions on connecting quota refugees to the:

- health system offshore and at the Mangere Refugee Resettlement Centre
- health system on arrival in the community
- health services in the community

NRRF Actions/Outcomes

Participants discussed the health and disability system and the linkages with other areas of refugee settlement. The result was the creation of a table which outlined these linkages and provided policy makers and stakeholders opportunities to identify areas where the delivery and coordination of health services to quota refugees could be strengthened.

NRRF Learning

- Participants built and expanded their understanding of New Zealand's health system
- Increased knowledge of the different primary and regional Public Health approaches to facilitate refugee access to health services
- Overview of the mapping exercise and the common themes that arose from the regional meetings with health providers
- Explored in detail how quota refugees are supported to connect within and across the New Zealand health system
- Considered different models to connect quota refugees to the health system on arrival in the community- and considered the successes and challenges
- Explored models for connecting to specific health and disability services in the community (eg Mental Health; designated Refugee Health Coordinators; Disability Support Services; Oral health)

New Zealand Refugee Resettlement Strategy multi-year work programme

Quota refugees' access to health and disability services: Report summary of a mapping exercise undertaken by the Ministry of Health and Immigration New Zealand (November 2017)

This summary report provides a comprehensive overview of quota refugees' access to health (including mental health) and disability services from offshore (pre resettlement) through to arrival at the Mangere Refugee Resettlement Centre and settlement into the community. Included in the summary report are areas of good practice that were identified at the NRRF 2017 and across settlement locations and some opportunities to further strengthen health service coordination in New Zealand. The summary report can be accessed on the Immigration New Zealand website.

2016 National Refugee Resettlement Forum

Refugee Youth: the dual challenge – transitioning to adulthood while settling in New Zealand

NRRF Objectives/Content

The forum discussed the unique challenges refugee-background youths faced when trying to settle in New Zealand, how their needs are being met and explored what more can be done to help them thrive as adults in New Zealand.

The objectives for the forum were to:

- Increase awareness – forum attendees will leave more informed about refugee-background youth issues and the current solutions available
- Engagement with all groups involved in refugee settlement – forum attendees consider their time at the forum to be useful, actively participate in group discussions

NRRF Learning

- Engaging in solution focused approaches to barriers and challenges faced by youth
- Better understand the challenges for youth to manage the changes and responsibilities that come with the transition to becoming an adult while adjusting to a new country and culture
- To see challenges through the eyes of young people

New Zealand Refugee Resettlement Strategy multi-year work programme

2016/17 work programme

- Refugee employment – barriers; employers; skills recognition
- Interpreter barriers for refugees accessing mainstream services – development of a cross-government implementation framework
- Refugee driver training programmes

2017/18 work programme

- Refugee employment programme

2015 National Refugee Resettlement Forum

Active Participation – establishing a sense of belonging

NRRF Objectives/Content

Through panel discussions and presentations, participants developed their understanding about belonging, identity and participation including from refugee personal stories and academic perspectives. Panel discussion: Building connections – former refugees personal stories
Workshop: what does belonging look like?

NRRF Actions/Outcomes

Further work is needed to better understand and measure participation

NRRF Learning

What does a sense of belonging look like?

- Empowered
- Understanding
- Feeling
- Acceptance
- Wider community
- Involved
- Mutual
- Access
- Respect and respected
- Cultures and traditions
- Invested
- Shared
- Welcomed and welcoming

New Zealand Refugee Resettlement Strategy multi-year work programme

How do we support people to belong?

2014/15 work programme

- Mapping English language provision needs

2015/16 work programme

- Interpreter barriers to accessing mainstream services

2016/17 work programme

- Refugee employment – barriers; employers; skills recognition
- Interpreter barriers for refugees accessing mainstream services – development of a cross-government implementation framework

2014 National Refugee Resettlement Forum

Language support – a key to settlement success

NRRF Objectives/Content

Through panel discussions participants had the opportunity to explore the language support provided to former refugees to support access to mainstream services and to settle successfully in settlement communities.

Participants also actively engaged in a workshop focused on identifying barriers and opportunities for refugees in accessing mainstream services in the following areas: housing, education, employment and health and wellbeing.

NRRF Learning

Information from the NRRF 2014 workshop and regional meetings in 2014 identified the following language barriers for refugees accessing mainstream services:

- Interpreter use funded, but not utilised in service provision.
- Interpreters are not funded in particular areas of service provision.
- Quality/quantity of interpreters – training gaps; availability of particular languages; insufficient number of interpreters; mode interpreter provided.

New Zealand Refugee Resettlement Strategy multi-year work programme

1. Fair and Accessible Public Services: Summary Report on the Use of Interpreters and Other Language Assistance in New Zealand (**November 2016**). Available on the Immigration New Zealand website.

2. Language Assistance Services Project (2016/17 -): To improve access to language assistance services during newcomers' initial years in NZ to support them to settle well and integrate quickly into New Zealand life. The project aims to implement and transition to a new, comprehensive and integrated cross-government model to deliver publicly-funded language assistance services which is modelled on Australia's best practice approach.

Recommendations:

- Improve the quality, consistency and coordination of language assistance services provided across the New Zealand public sector.
- Provide fair access to public services for those with limited English language proficiency.
- Through this work, we will help to future-proof New Zealand's public services to better serve an increasingly diverse population.