



NEW ZEALAND  
IMMIGRATION

# NATIONAL REFUGEE RESETTLEMENT FORUM PROGRAMME

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

24–25 May 2017



MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT  
HĪKINA WHAKATUTUKI

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



# Foreword



## **Tēnā koutou katoa**

I would like to extend a warm welcome to you all to the 2017 National Refugee Resettlement Forum. The Forum provides a great opportunity for all those from the refugee sector, including providers, NGOs and refugee community representatives to explore the challenges and opportunities relating to refugee settlement in New Zealand.

The implementation of the New Zealand Refugee Resettlement Strategy is progressing well. Through working together you can be proud of the progress the refugee sector has made in focusing on the areas of settlement that make the greatest difference for refugees themselves. We recognise there is still more to do and the future priorities will continue to be decided in conjunction with former refugee communities and settlement providers.

This year the theme of the Forum is *'Refugee health and wellbeing – connecting within and across the health system'*. Amongst the challenges for refugees on settling in New Zealand is navigating our health and disability system, as there are a range of health providers in our devolved model of health provision. I hope that this year's Forum will help us all better understand our health system and how refugees are being connected to ensure they are receiving the health services they need to support their successful settlement.

I want to thank all of you who are participating over the two days, and especially the health providers who will take part in the panel discussions. We look forward to learning from your insights into our health system.

I wish you a productive two days of discussion and thank you all for your work and ongoing support for the settlement of refugees as part of New Zealand's international humanitarian commitment to providing protection to refugees.

Nāku noa, nā

## **Steve McGill**

General Manager  
Settlement, Protection & Attraction  
Immigration New Zealand  
Ministry of Business, Innovation & Employment

# 2017 National Refugee Resettlement Forum

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

The National Refugee Resettlement Forum is an annual event facilitated by the Ministry of Business, Innovation & Employment. The Forum provides participants with the opportunity to actively engage on strategic refugee resettlement issues. Government agencies, non-government organisations, service providers, former refugee communities and international organisations participate in the Forum.

# Forum Overview

## Wednesday 24 May 2017

9.15am	Registrations open; Tea & coffee
9.45am	Welcome to Day One
10.00am	Opening address – New Zealand health system
10.30am	Refugees' access to health mapping exercise
<b>10.50am</b>	<b>Morning tea in the Oceania room</b>
11.20am	Panel discussion 1 – connecting to the health system offshore and at the Mangere Refugee Resettlement Centre
<b>12:20pm-1:30pm</b>	<b>Lunch in the Oceania room</b>
1.30pm	Panel discussion 2 – connecting to the health system on arrival in the community
<b>2.30pm</b>	<b>Afternoon tea in the Oceania room</b>
3.00pm	Panel discussion 3 – connecting to health services in the community
4.00pm	Plenary discussion
4.30pm	View from abroad
5.00pm	Closing thoughts
5.45pm-7.00pm	Networking function – Guest speaker – Hon Michael Woodhouse, Minister of Immigration
7.00pm	Day One concludes

## Thursday 25 May 2017

9.00am	Welcome to Day Two
9.15am	UNHCR presentation on global refugee resettlement
<b>10.15am</b>	<b>Morning tea in the Oceania room</b>
10.45am	Annual Tripartite Consultations on Resettlement
11.15am	New Zealand Refugee Resettlement Strategy 2016 dashboard
11.45am	Closing thoughts
<b>12:00pm-1:00pm</b>	<b>Lunch in the Oceania room</b>
1:00pm	Day Two concludes

# Displays

We encourage you to take a look at some of the latest information and resources on health and refugee settlement in the display area during your break times.

Day One	Wednesday, 24 May 2017
9.15am	Registrations open in Oceania Room, Level 3, Te Papa
9.45am	<b>Welcome and programme overview</b> › <b>Nigel Bickle</b> , Deputy Chief Executive, Immigration New Zealand
10.00am	<b>Opening address: New Zealand's health system</b> › <b>Chai Chuah</b> , Director-General of Health  <i>Time will be available for Q &amp; As</i>
10.30am	<b>Refugees' access to health mapping exercise</b> › <b>Andrew Lockhart</b> , National Manager, Refugee and Protection Unit, Immigration New Zealand › <b>Jennifer Lamm</b> , Portfolio Manager, Communicable Diseases and Healthy Environments, Ministry of Health  <p>Health and disability services are delivered in New Zealand by an intricate network of organisations and people working to achieve better health outcomes for all New Zealanders. Understanding and navigating the health system is complex. In response to feedback from refugee communities and settlement providers, the Ministry of Health and Immigration New Zealand undertook an exercise to map quota refugees' access to the New Zealand health and disability sector.</p> <p>This session will discuss the mapping exercise and provide an overview of the common themes that arose during the regional meetings with health providers.</p>
10.50am	Morning tea in the Oceania room
<p>The following <b>panel discussions</b> build on the <b>opening address</b> and the <b>Refugees' access to health mapping exercise</b> provide participants the opportunity to build their understanding of New Zealand's health system. In addition, the <b>panel discussions</b> will explore in detail how Quota refugees are supported to connect within and across New Zealand's health system.</p>	
11.20am	<b>Panel discussion 1: connecting to the health system offshore and at the Mangere Refugee Resettlement Centre</b> This panel discussion will explore: › <i>Refugee Quota health requirements</i> – <b>Qemaji Murati</b> , Branch Manager, Refugee Quota Branch, Immigration New Zealand › <i>Refugee Quota offshore health assessments</i> – <b>Keiko Foster</b> , Senior Operations Assistant, International Organisation for Migration, Regional Office, Australia › <i>Health assessment, screening and treatment at Mangere Refugee Resettlement Centre</i> – <b>Katrina Penney</b> , Programme Supervisor, Auckland Regional Public Health › <i>Mental health assessments and treatment at the Mangere Refugee Resettlement Centre</i> – <b>Ann Hood</b> , Chief Executive Officer, Refugees as Survivors NZ  <i>Time will be available for Q &amp; As</i>

12.20pm	<b>Lunch in the Oceania room</b>
1.30pm	<p><b>Panel Discussion 2: connecting to the health system on arrival in the community</b></p> <p>This panel will consider models to connect quota refugees to the health system on arrival in the community, including the successes and challenges of the models.</p> <ul style="list-style-type: none"> <li>› <b>Rachel Kidd</b>, Client Services National Lead, New Zealand Red Cross</li> <li>› <b>Ellie Brooking</b>, Public Health Nurse, Disease Control Team, Regional Public Health, Wellington</li> <li>› <b>Dr Jonathan Kennedy</b>, General Practitioner, Newtown Union Health Centre, Wellington</li> <li>› <b>Dr Naomi Gough</b>, Public Health Physician, Public Health South, Southern District Health Board</li> <li>› <b>Dr Susie Lawless</b>, General Practitioner, Amity Health Centre, Dunedin</li> </ul> <p>Time will be available for Q &amp; As</p>
2.30pm	<b>Afternoon tea in the Oceania room</b>
3.00pm	<p><b>Panel Discussion 3: connecting to health services in the community</b></p> <p>This panel will explore models for connecting to specific health and disability services in the community.</p> <ul style="list-style-type: none"> <li>› <b>Ian Soosay</b>, Deputy Director of Mental Health, Ministry of Health</li> <li>› <b>Karen Jensen</b>, Refugee Health Coordinator, Waikato District Health Board</li> <li>› <b>Phil Wysocki</b>, Manager, Service Access, Disability Support Services</li> <li>› <b>Telesia Alaimoana</b>, Service Facilitator, Capital Support, Capital and Coast District Health Board</li> <li>› <b>Riana Clarke</b>, National Clinical Director, Oral Health</li> </ul> <p>Time will be available for Q &amp; As</p>
4.00pm	<p><b>Plenary discussion</b></p> <p>Following the full-day discussions on New Zealand's health and disability system, participants will be invited to engage in a plenary discussion about the <b>key messages</b> they have heard during the day's discussions.</p>
4.30pm	<p><b>View from abroad</b></p> <ul style="list-style-type: none"> <li>› <b>Gail Corbett</b>, ICRC Health Delegate</li> </ul>
5.00pm	<b>Closing thoughts</b>
5.45pm	<p><b>Networking event</b></p> <ul style="list-style-type: none"> <li>› Guest Speaker: <b>Hon Michael Woodhouse</b>, Minister of Immigration</li> </ul>
7.00pm	<b>Day One concludes</b>

Day Two	Thursday, 25 May 2017
9.00am	Welcome to Day Two
9.15am	<b>UNHCR Overview on Current Global Refugee Resettlement</b> › <b>Thomas Albrecht</b> , Regional Representative, UNHCR Regional Office for Australia, New Zealand, Papua New Guinea and the Pacific
10.15am	Morning tea in the Oceania room
10.45am	<b>Annual Tripartite Consultations on Resettlement and the Working Group on Resettlement – Integration</b> Participants will be provided an update on New Zealand's tenure as the ATCR Chair and the upcoming ATCR being held in Geneva in June 2017. › <b>Andrew Lockhart</b> , National Manager Refugee and Protection Unit, Immigration New Zealand › <b>Caroline Preston</b> , General Manager, Humanitarian Services, New Zealand Red Cross
11.15am	<b>New Zealand Refugee Resettlement Strategy 2016 dashboard overview</b> › <b>Andrew Lockhart</b> , National Manager Refugee and Protection Unit, Immigration New Zealand
11.45am	Closing thoughts
12.00pm	Lunch in the Oceania Room
1.00pm	Day Two concludes



# Housekeeping Information

## Name Badges

Please wear your name badge at all time during the Forum.

## Mobile Phones

As a courtesy to presenters and colleagues, please ensure that your mobile phone is turned onto silent during Forum presentations and panel discussions.

## Catering

All catering breaks – Morning tea, Lunch and Afternoon tea, Evening networking event, will be served in the Oceania Room. Please follow the signage. All food is halal-friendly.

## Earthquake

In the case of an earthquake, drop to the floor and cover your head with your hands, or if you are near a table, get under the table and remain there until all of the tremors have finished.

Please listen to, and follow the instructions of the Te Papa host staff, service staff or the emergency warden. Should the alarm go off during an earthquake, please remain under the table.

## Fire Evacuation

If the case of a fire evacuation, everyone must evacuate the building.

Te Papa hosts or service staff will ask guests to leave by the main stairwell or by your nearest fire exit; your meeting point is outside the front of Te Papa.

## Wi-Fi

Complimentary wireless internet connection is available, please log onto 'Te Papa free WiFi' and accept the terms and conditions. There is no password required and there is a maximum of 2Gb per 24 hours per user.

## Liability

Neither Te Papa nor the Ministry for Business, Innovation and Employment accept any liability for loss, theft of personal items or any injury to persons attending the forum. Please keep your valuables with you at all times.

## Prayer Room

Rooms for those who would like to pray during the Forum are available. One male and one female. Please ask at the Forum registration desk for a Te Papa staff member to escort you to this area.

## Smokers

Te Papa is smoke-free – no smoking, including electronic cigarettes, indoors or outdoors.

## Photography

There will be a photographer at various times taking pictures for use in future marketing collateral and reporting on the Forum.

## Toilets

Closest bathrooms are outside Oceania Room, walk down the hallway turn left past the double lifts and they are situated on the left. Further bathrooms are available on all other levels of Te Papa.

## Parking

There is a validator on the registration desk that will discount your car parking ticket to the delegate rate of \$10 per car per day.

## Taxis

Wellington Combined, phone 04 384 4444

Green cabs, phone 0508 447 336

There is a taxi rank outside the main doors of Te Papa.

## Forum Evaluation

Your views about the Forum are very important to us. We will distribute forms during the Forum asking for your views. Please help us with planning future events by completing the evaluation.

## Questions

If you have any questions regarding the Forum, please contact Julia Lindsay at [NRRF2017@mbie.govt.nz](mailto:NRRF2017@mbie.govt.nz).

# Local Information

## Restaurants

All the restaurants below have vegetarian options and are halal-friendly.

### Aunty Mena Vegetarian Café

167 Cuba Street, Wellington,  
phone 04 802 8288

### Charley Noble

Wood-fire influenced food, halal beef and lamb  
1 Post Office Square, Wellington,  
phone 0508 242 753  
[www.charleynoble.co.nz](http://www.charleynoble.co.nz)

### Hare Krishna Higher Taste Restaurant

Old Bank Arcade, Wellington,  
phone 04 472 2233  
[www.Highertaste.co.nz](http://www.Highertaste.co.nz)

### Istana Malaysia - Malaysian food

1 Allen Street, Wellington,  
phone 04 801 7989  
[www.istanamalaysia.co.nz](http://www.istanamalaysia.co.nz)

### Marrakech Café – Moroccan food

307 Evans Bay Parade,  
Hataitai, Wellington,  
phone 04 386 2884  
[www.marakechcafe.co.nz](http://www.marakechcafe.co.nz)

### Masala – Indian food

2-12 Allen Street, Wellington,  
phone 04 385 2012  
[www.masala.gen.nz](http://www.masala.gen.nz)

### Monsoon Poon – South East Asian food

12 Blair Street, Wellington  
phone 04 803 3555  
[www.monsoonpoon.co.nz](http://www.monsoonpoon.co.nz)

### Tulsi – Indian food

135 Cuba Street, Wellington,  
phone 04 802 4144  
[www.tulsi.co.nz](http://www.tulsi.co.nz)

### Ancestral – East-Asian food

31-33 Courtenay Place, Wellington,  
phone 04 801 8867  
[www.ancestral.co.nz](http://www.ancestral.co.nz)

## Wellington Sunrise and Sunset



**SUNSET**

24 MAY 5.04PM



**SUNRISE**

25 MAY 7.31AM



**SUNSET**

25 MAY 5.04PM



