

# the Refresh stakeholder engagement

**720+** people attending **20 face-to-face** and **6 online sessions** with interpreters

**474** online questionnaire responses many from **large groups**; offered in **9 languages**

**50** participants developing potential recommendations at **5 co-design workshops**

participants from **32 NZ cities & towns** and **89 ethnicities & countries**

former refugees	women	wider community
migrants	men	rainbow community
Pacific migrants	non-binary	ages 10-90
asylum seekers	Participants	youth
	migrants with disabilities and/or health conditions	seniors



### What are two things that make you satisfied about living in Aotearoa New Zealand?

**former refugees** (word cloud): human rights, security, dignity, opportunities, peace, respect, stability, democracy, safety, friendly, freedom, calm.

**migrants** (word cloud): work, freedom, children's future, safety, living standards, opportunities, stability, work-life balance.

### What are two things that you find difficult about living in Aotearoa New Zealand?

**former refugees** (word cloud): weather, information, culture, language, racism, housing, high costs, distance.

**migrants** (word cloud): employment, housing, low pay, language, high rents, weather, high costs, racism, information, culture, healthcare, distance.

Responses from former refugees and migrants were often similar. Word frequency appears to reflect different circumstances and reasons for re/settling in Aotearoa New Zealand.

### Communities also told us...

- Former refugees and migrants have a strong appreciation of what Aotearoa New Zealand offers them and their families. And, they want to contribute back.
- Navigation: Former refugees and migrants would like better information and support at all points of their journey so they can fully participate.
- Most, if not all, have experienced racism in ALL aspects of life. Children want the bullying to stop.
- Equity: They note they all start at different points and have different journeys; but, should end up with similar successful & equitable settlement outcomes.
- Full economic inclusion: they want employment at the same level as their qualifications and skills, and that provides a sense of purpose, progression and pay parity.
- Rising sea levels are a rising concern. They want to support climate change mitigation.
- Many wondered why racism appears to be normalised and accepted.
- They want to change the narrative from a "bigotry of low expectations" to being recognised for their strengths.
- Former refugees and migrants would like equitable treatment which means extending coverage to Convention Refugees & humanitarian evacuees, and better aligned coverage under each strategy.
- Connection and a sense of belonging is paramount.
- Many asked for continued and improved engagement and collaboration with Immigration New Zealand and other government agencies.
- Many would like connection with tangata whenua.
- "Local iwi should be resourced to provide a welcome and education."
- Connection is what makes a place a home.

### When developing success indicators, communities suggested...

- Resettlement can be a long but important process**  
"Bringing former refugees to New Zealand is only half the job done."
- Enable their contributions**  
"By Pasifika for Pasifika." "Let us be part of the solution. Ask us."
- Holistic wellbeing matters**  
"Wellbeing shouldn't be physical health only - it's impacted by all areas."
- Value their capabilities**  
"Until my skills are recognised, I'll never feel settled."
- Be more welcoming: connections & a sense of belonging**  
"I've been in New Zealand for three years & I still don't have friends." *Welcome*
- Family is everything**  
"How can I be settled when my mum is still overseas?"
- English language is important & individual needs differ according to circumstances and aspirations**  
"We don't need people to be British English speaking to settle well." "The English I need is different to my grandparents."

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