



New Zealand Refugee Resettlement Strategy

Priorities to 2020

New Zealand Refugee Resettlement Strategy

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By Ministry of Business, Innovation
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15 Stout Street
PO Box 1473
Wellington 6140

More information:

www.immigration.govt.nz

www.mbie.govt.nz

0800 20 90 20

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New Zealand Refugee Resettlement Strategy Priorities to 2020

The purpose of this paper is to outline the identified priorities for the implementation of the New Zealand Refugee Resettlement Strategy through to 2020.

Immigration New Zealand's Refugee and Protection Unit leads the whole of government approach that promotes the successful settlement of refugees in New Zealand.

We work with government, service providers, civil society and refugees to ensure good settlement outcomes for refugees who have come here under our Refugee Quota.

The vision for New Zealand's Refugee Resettlement Strategy is:

Refugees are participating fully and integrated socially and economically as soon as possible so that they are living independently, undertaking the same responsibilities and exercising the same rights as other New Zealanders and have a strong sense of belonging to their own community and to New Zealand.

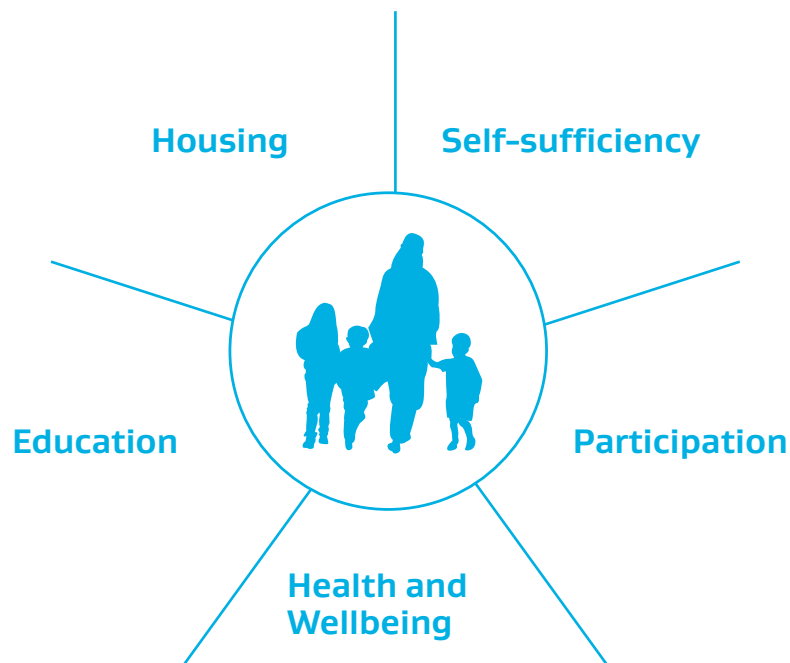




The New Zealand Refugee Resettlement Strategy

Developed in 2012, the New Zealand Refugee Resettlement Strategy is a framework to guide refugee settlement activities across government and help refugees more quickly achieve self-sufficiency, social integration and independence.

The Strategy is led by Immigration New Zealand (part of the Ministry of Business, Innovation and Employment) and encourages participating government agencies, such as the Ministry of Health, Ministry of Social Development and New Zealand Police to work strategically and collaboratively to meet the success indicators and target across five outcome areas:



At the heart of the Strategy is the refugee voice. The Strategy was developed by Government and service providers in conjunction with former refugees and the identification of strategic priorities is undertaken in consultation with refugee communities.

The Strategy is being implemented progressively by a number of government agencies through a collaborative approach and coordinated by Immigration New Zealand.

Since its introduction in 2013, a number of initiatives have been undertaken including improvement to the off-shore orientation for refugees and the six week reception programme, a mapping of refugees' English language learning as well as refugees' access to the health and disability system.

What next?

The implementation of the Strategy will prioritise the following initiatives through to 2020.

These are either new initiatives, or significant multi-year work programmes. They have been agreed and are progressed in collaboration with participating government agencies and relevant service providers, and with input from refugee communities.

Priority 1: Language Assistance Services Project

Language assistance services, such as interpreting and translation, are critical to bridge the communication gap and ensure people with limited or no English can access services and information designed to support them in the initial settlement phase and beyond.

Language assistance services need to be available where and when needed, provided consistently, in all languages required and of high quality. Without these, refugees can experience delays in their successful integration and compromised confidence in public services altogether.

Agencies are working together on an ambitious project 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. Transition to the new model is expected to be completed by 2022.

Objectives

We will work across government agencies to:

- › 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.

Planned results

We will:

- › Introduce professional standards, certification and professional development framework for interpreters and translators to ensure competence and validate the quality of their services.
- › Help our workforce transition across to this new framework, seek certification and upskilling where required.
- › Implement language assistance services guidelines for central government agencies and funded services to help with providing best-practice planning, funding and delivery of public services for clients with limited or no English.
- › Put in place a new procurement model for purchasing language assistance services that is simpler, more efficient and more cost-effective for agencies.



Kei kore e ahau
Ko... hōku māu
Tena koe

Months of the Year
January
February
March
April
May
June
July
August
September
October
November
December

Roll final time
Roll sequence
- 1st
- 2nd
- 3rd
- 4th
- 5th
- 6th
- 7th
- 8th
- 9th
- 10th
- 11th
- 12th

Where do you come from?

Priority 2: Connecting refugees to employment

Employment is critical to successful settlement. It contributes to self-sufficiency and independence, and provides networks and opportunities for greater participation and contribution to the community. Employment also supports all other integration and settlement outcomes.

A great deal of work has been done to support this priority. For example, there is now a greater focus on work and employment preparation in the Mangere Refugee Resettlement Centre reception programme. Despite this, limited English and a lack of formal qualifications still create barriers to employment for refugees.

Agencies are working together to identify and implement new approaches to support and improve employment outcomes for refugees, and accelerate their transition to meaningful and sustainable employment.

Objectives

We will work across government agencies to:

- › Identify and develop a coordinated set of services to support refugees to prepare for, connect to, and sustain meaningful employment that is relevant to their skills and aspirations.
- › Ease some of the key barriers to employment.

Planned results

We will:

- › Analyse the information and data we have about the skills, work experience and qualifications refugees bring with them to New Zealand.
- › Develop a stocktake of employment services and programmes currently available to refugees.
- › Explore the Work and Income case management process, and assess how these can be more closely tailored to people from refugee-backgrounds.
- › Identify models of good practice for refugees, including refugee youth, to access skills training (e.g. government and privately-funded apprenticeships/internships) and continued learning.
- › Explore how the assessment and recognition process for prior learning and work experience can be more closely tailored to people from refugee backgrounds.
- › Engage with employers, local councils, economic development agencies and chambers of commerce, industries and sectors in the settlement locations to identify and maximise opportunities for collaboration.



Priority 3: Evaluation of the reception and community orientation programmes

The six week reception programme at the Mangere Refugee Resettlement Centre is a fully immersive, live-in programme for newly-arrived refugees, designed to support their introduction and integration into New Zealand society and way of life.

Since its inception in 2013, a number of tweaks have been made to the programme, including a greater focus on English language learning and employment.

Now a wider evaluation of the reception and community orientation programmes is being undertaken, to inform how the programmes can be better aligned to deliver on the strategic objectives of the Strategy and improve settlement and integration outcomes for refugees.

Objectives

We will work across government agencies to:

- › Identify any gaps or overlaps from the programmes.
- › Obtain feedback on these and overarching Government priorities from service providers.

Planned results

We will:

- › Evaluate both the reception and the community orientation programmes to ascertain whether they enable the successful settlement of refugees.
- › Provide recommendations for a new mix of services which is more closely aligned to Government priorities for refugee settlement under the Strategy.
- › Aim to have a revised reception programme for Mangere Refugee Resettlement Centre in place by July 2018.
- › Aim to have a revised community orientation programme in place by July 2018.



Priority 4: Changes to evaluating refugees' settlement outcomes

Since 2015, the refugee resettlement programme (comprising the reception and community orientation programmes) has been evaluated to better understand the refugee experience of the settlement process – and the extent to which intended settlement outcomes are being achieved.

The qualitative evaluation currently focuses on the outcomes from the reception and community orientation programmes and will change as a result of implementing the evaluation of these programmes.

In the future, the evaluation will focus on refugee settlement outcomes at 12 months and three years, including employment, participation, health, education and housing. This will provide a better understanding of refugee settlement outcomes and identify what additional support services are needed and how these can best be delivered.

These evaluations will complement the annual outcomes updates provided by Immigration New Zealand on progress against the Strategy's success indicators and measures. A periodical review of the measures will also be undertaken.

Objectives

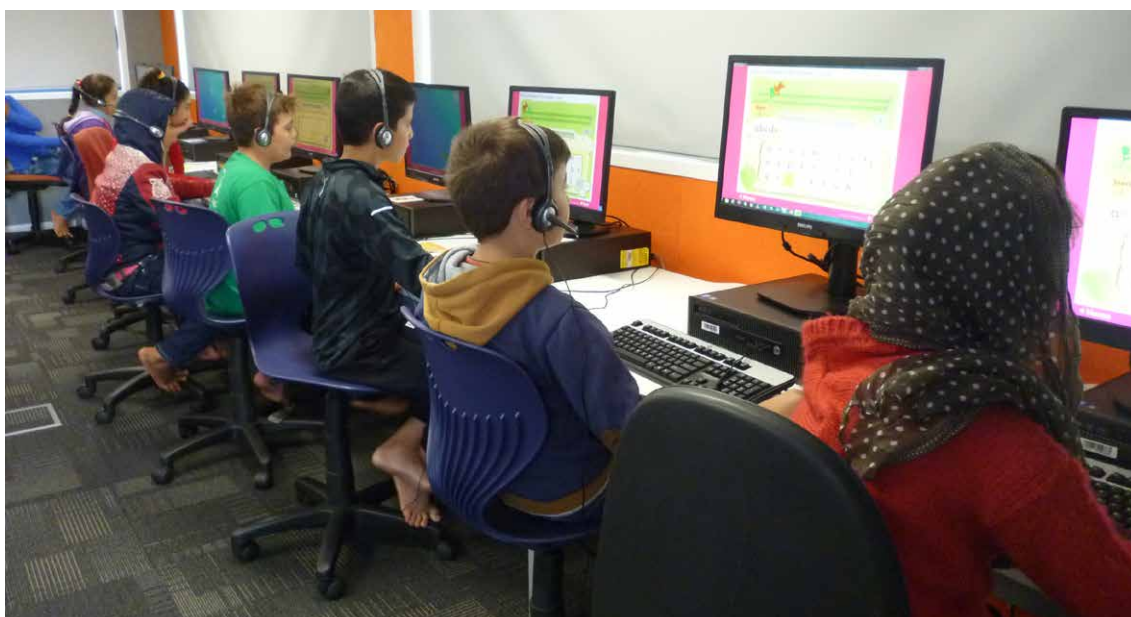
We will work across government agencies to:

- › Identify and address challenges and opportunities in year two and three of refugee settlement.

Planned results

We will:

- › Better inform the implementation of the Strategy and its goals around employment, housing, health, education and participation and future priorities.



Priority 5: Strengthening the delivery and coordination of health and disability services

In 2017 we conducted a mapping exercise of Quota refugees' access to health and disability services at the pre-resettlement and settlement stages of the refugee journey in settling in New Zealand.

The purpose of this exercise was to identify the key points at which refugees access health and disability services as well as any gaps, overlaps and barriers to service delivery in order to gain a better understanding how health and disability services contribute to improved settlement outcomes for refugees.

In order to shape a diverse picture across a wide range of experiences, we held workshops in all the settlement locations and continued our discussions at the 2017 National Refugee Resettlement Forum, which brought together refugee communities, health and other service providers to discuss the findings of this exercise and provide recommendations on next steps.

Objectives

We will work with the health and disability sector and across government agencies to:

- › Promote the use of the mapping exercise final report.
- › Seek to adopt some of the good regional practices identified during this exercise and outlined in the report.
- › Leverage the planned changes to the evaluation framework to continue to improve our understanding of the health and disability needs of Quota refugees.

Planned results

We will:

- › Strengthen the coordination and delivery of health and disability services provided to refugees in the settlement locations as well as nationally.





