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settlingin

NEWS

Welcome to the third issue of *Settling In News*.

Since 2004, the Settling In team has been working directly with refugee and migrant communities throughout New Zealand, to help them connect with the people who live and work in their communities, identify their social issues and come up with their own solutions to address these.

This newsletter celebrates the work happening in these communities.

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Budget gives funding boost to *Settling In*

The 2010 Budget has given a funding boost to the *Settling In* initiative. Since its inception in 2004, *Settling In* has operated within a very modest annual budget of \$500,000. The new budget will increase this funding to \$1.5 million each year over the next three years.

Hon. Tariana Turia, Associate Minister for Social Development, says the extra funding will help to meet the needs of our growing migrant communities.

"It is an acknowledgement that diversity is a reality for most New Zealand communities and that the *Settling In* approach has been successful in supporting both newcomers and the communities in which they live with settlement issues. There is a great deal of demand from communities across New Zealand for assistance of this sort" says Minister Turia.

The additional funding will help to extend the *Settling In* model into more communities across New Zealand. It will also enable additional activities to be supported in locations where *Settling In* has been operating but where demand is high and resources are stretched. This includes the main metropolitan areas of Auckland, Wellington and Christchurch where there are rapidly expanding and extremely diverse populations with high levels of unmet need.



family & community services
ratonga ā-whānau, ā-hapori
A service of the Ministry of Social Development

Settling In launches three new reports



Minister Turia speaks at the Settling In Albany launch

“
...migrants were asked what they wanted, and they felt part of the community for this fact.”

Quote from the *Settling In Albany Report*



Soo Young Lee (Coordinator for the Korean Women's Network) and Lily Lee (Settling In Relationship Manager)

Over the last year Settling In has worked in three new locations – Palmerston North / Feilding, Albany (in Auckland), and Tauranga / Western Bay of Plenty – to identify issues for local refugee and migrant communities and to compile reports that capture this information.

The reports also focus on actions to bring about positive change in communities. These include actions to support refugee and migrant communities, such as parenting within the New Zealand context, or work with mainstream agencies to improve local services such as the development of translated information resources.

Ann Dysart, Community Relations Manager, Family and Community Services says the reports bring together (in one place) information about newcomer communities and provide a view of this location through an “ethnic lens”.

“For perhaps the first time, they give newcomers a voice and an opportunity to contribute to positive change in their community;” she says.

“The Settling In process is the important thing. It can result in exciting developments for refugee and migrant newcomers – connecting individuals and communities and creating opportunities for ongoing friendships and fun.”

Settling In reports are available online from the Human Rights Commission website (www.hrc.co.nz) and in most cases from the respective Councils.

Albany

Settling In began working in the Albany area in response to the incredible population changes in this part of the North Shore of Auckland. Almost half of Albany's population is made up of overseas-born residents.

A key theme of the Albany report is the lack of community facilities in the area. A need for a greater range of services and resources tailored for migrants was also identified.

Since the Settling In process came to Albany a number of positive developments have occurred. This has included the establishment of the Albany Chinese Group, which meets regularly to provide social opportunities for local Chinese and to make connections with the wider community.

A Korean Women's Network now meets weekly in Albany to share experiences, such as their adjustment to living and parenting in New Zealand, to provide support and friendship, and to learn more about accessing government and social service agencies. (See page 5.)

A new social English class, run by English Language Partners, has also started in Albany as a direct result of feedback from focus groups.

Palmerston North and Feilding

The Palmerston North / Feilding Settling In Report was launched in September 2009 and a great deal of activity has taken place since then.

There was enormous local interest in the project with over 300 refugees and migrants taking part in focus groups.

Key issues identified included:

- a lack of local information and resources to help newcomers with settlement,
- socialisation and support for the many resident international students and their families
- specific issues for refugees settling in Palmerston North.

Actions arising from the report include the establishment of a Forum of Former Refugees which has since contributed to and initiated local and national events.

A Newcomers Network; a new co-ordinator for the Manawatu Multicultural Council and the development of a local information resource are also some of many actions coming from the report.

Tauranga and the Western Bay of Plenty

The Tauranga / Western Bay of Plenty sub-region is also experiencing significant population growth with migrants making an increasing contribution to these changes.

Local agencies were keen to work together to take stock of emerging issues, to coordinate services and to plan for the ongoing needs of the expanding local migrant communities.

A range of issues were raised by the Settling In work particularly in relation to better access to information, more English language support, safety and security concerns, intergenerational tensions and the need for more information about older migrants in the area.

Work is underway to address many of these issues with a significant amount already achieved, including the appointment of a new coordinator for the Tauranga Multicultural Council; a Newcomers Network up and running; and a new English class for older Sikh women established.

Closer links have been forged between community police and local services to address safety and security issues for local migrants.

For more information about these reports contact Brigid Ryan, ryan.will@xtra.co.nz | 029 650 2044

“
One of the ladies thanked me for asking their opinions – she said nobody else ever asked them how they feel/are doing in NZ... ”

Quote from Tauranga / Western Bay of Plenty Settling In Report



Performance by local Palmerston North Burmese group at a celebration for World Refugee Day in 2009



Locals enjoying a 'Living in Harmony' night organised by the Tauranga Multicultural Council





Practical resources to support newcomers

A common theme in all of the Settling In work is the need for local information and resources to help refugees and migrants understand their new communities and how to access local services and support. Settling In has helped with the development of a number of new resources.

Tips for migrants

'Tips for Migrants' information brochures were produced by the Settling In team for the Marlborough and Nelson regions. A similar resource is also being developed for the West Coast.

The brochures are popular with newcomers to these areas. They provide information about local services and support, such as schools and health providers, and how to access these. Settling In project manager Brigid Ryan says that the value of these resources should not be underestimated.

"Developing a 'Tips for Migrants' resource is such a simple thing to achieve. Yet it can make such a positive difference to the settlement experience of anyone new to an area," she said.

"Sometimes we do not stop to think how hard it might be to find out about a community if you are newly arrived, especially if English is not your first language," says Brigid.

Translated health DVD

A DVD on healthy living in New Zealand nutrition and oral health in both Chin language and English is being snapped up and used by Chin refugees and community workers in Nelson and Palmerston North.

Produced last August by the Nelson Settling In Health Sector group, the DVD reinforces key nutrition and oral health messages. It shows members of the Nelson Chin community as they interact with health professionals, go shopping for health food and model how to help their children avoid tooth decay by developing a good dental hygiene routine.

The resource, which was nominated for a Nelson Marlborough DHB Health Quality and Innovations awards is being shared with Palmerston North's Chin refugee community and is of course, available to other Chin speakers who need it.

Settling In's Brigid Ryan says it's a great example of how practical, focused collaboration between agencies can produce the practical resources that communities need.

"The beauty of this resource is that it can have voice-overs in other languages so it can be used within a number of refugee communities," she said.

The Nelson Settling In Health Sector Group is made up of representatives from Settling In, Nelson Multicultural Council, Refugee Services Aotearoa, Plunket, Nelson PHO, Nelson Marlborough DHB, Pregnancy Help and the Victory Community Health Centre.

For more information contact Evey McAuliffe, Coordinator for the Nelson Multicultural Council, info@nelsonmulticultural.co.nz 03 539 0030, or Brigid Ryan, Settling In Project Manager, 029 650 2044, ryan.will@xtra.co.nz

Korean Women's Network goes from strength to strength

Isolation is a major problem for Korean women living in New Zealand. At home, while their husbands work, sometimes in another country, many of these women speak limited English and have little contact with people outside their families.

Some are here as 'guardian mothers' bringing their school-age children up alone with their husbands still back in Korea.

Settling In Relationship Manager

Lily Lee says many of these women are anxious and at risk of depression. When Lily became involved in the Settling In project in Albany she was approached by a group of Korean women on Auckland's North Shore to help with some of these issues. They had already started their own Korean women's coffee club but were hoping to formalise the group and get more organised. In April 2009, Lily worked with them to start a women's network which now meets each week at the newly established Albany Community House. The women design their own programme, which includes advice on legal issues, starting a small business, how to access government services, and sessions on healthy living and parenting in the New Zealand context. They say they feel more valued because they are learning about their new country and making a worthwhile contribution to their community.

Settling In supports the group's own fundraising activities with venue and resources such as stationery and photocopying.

"This project is important because the Korean community traditionally keeps to itself. This group has given women confidence and marks the beginning of their integration into New Zealand society," Lily says.



The Korean Women's Network busy at work

The Women's Network played a vital role in the launch of the *Settling In Albany* report, helping to organise a strong Korean contingent and also a children's choir, which performed beautifully and looked amazing in colourful national costume. The Network helped to welcome guests, liaise with media and Korean dignitaries and distribute reports and other information. Soo Young Lee, the coordinator of the Korean Women's Network says that the women from the Network were so thrilled to be involved in this way.

"Through this function, our members had a great opportunity to join in the community – it made us feel that we are part of the main society plus we made lots of new networks and friends," says Soo Young.

Soo Young also notes that since the launch the Network has made great progress. They have organised for a Korean interpreter to join the group and make sure the women understand the information that they are being given. The Network already has a full schedule of activities, workshops and social outings planned for the next few months. Soo Young is delighted with the success of the Network and says that it has had a big impact on the lives of local Korean women.

"They are finding out so many new things about New Zealand and are happy to be meeting each other and getting out of the house. We are very grateful – we want to contribute to New Zealand and help it become a truly multicultural society. Many of the women are so busy now – they have gained confidence and some even have new employment – there is no time to suffer from depression and isolation," she says.

Soo Young also mentions that the Network would be very happy to talk to Korean women in other parts of New Zealand, to offer suggestions and provide any support that they can.

For more information please contact Soo Young Lee, Coordinator for the Korean Women's Network NZ, florasoo@hotmail.com 021 110 4771, or Lily Lee, lily@rautaki.co.nz | 029 200 6106

Unity through faith and song

‘Rainbow Praise – many people many songs’ is a celebration where Christian choirs from different ethnic communities come together and share their songs of worship.

The Nelson Multicultural Council in conjunction with Nelson Cathedral and the Council of Churches has organised Rainbow Praise events for the last three years with growing interest and success. Settling In has supported this event in Nelson (through its support of the Nelson Multicultural Council) and has initiated similar celebrations in both Palmerston North and Tauranga. Evey McAuliffe, Coordinator for the Nelson Multicultural Council, emphasises how uplifting and inclusive these events are.

“Rainbow Praise is a way for the host community to honour our guest workers. Singing in Nelson’s grandest church is such a special privilege and I wanted our seasonal migrant workers to

take back home with them this positive experience of being welcomed and respected in New Zealand,” says Evey.

This year Rainbow Praise was held at Nelson Cathedral in April, a time of year when there are large numbers of workers from the Pacific Islands in the Nelson Tasman area to harvest fruit. It featured almost 500 singers from the Philippines, Chinese State Myanmar, Tonga, Fiji, Samoa, Vanuatu and the Cook Islands.

“The Cathedral was packed to capacity, resonating with so many voices from around the world – it really is an amazing sight and sound!

“The overwhelming feeling generated by Rainbow Praise is that we have more in common as people, than not – a perfect expression of Nelson Multicultural Council’s mission statement – Unity in Diversity,” says Evey.

For more information contact Evey McAuliffe, Coordinator for the Nelson Multicultural Council, info@nelsonmulticultural.co.nz 03 539 0030, or Brigid Ryan, Settling In Project Manager, 029 650 2044 ryan.will@xtra.co.nz, or go to the Nelson Multicultural Council website for more details and great photos. www.nelsonmulticultural.co.nz



A new Chinese group for Albany

Chinese make up a significant and growing proportion of the North Shore City population including the rapidly expanding ward of Albany. The Albany Settling In work identified that social isolation, difficulties accessing and understanding local information and services and loneliness were all issues for many local migrants. It was also clear that despite the large numbers of some groups, like the Chinese, there were few opportunities for them to get together to share friendship and advice.

In response to this need, an Albany Chinese Group was formed. Settling In Relationship Manager Lily Lee was instrumental in getting the group off the ground, providing moral support and a small amount of funding to cover the costs of a meeting venue. The group has met regularly for social get-togethers, for sport such as badminton and for information sessions with local services. The group is looking for opportunities to organise activities for women and for Chinese youth.

George Chow is the coordinator of the Albany Chinese Group and he sees the group as being an important step in helping local Chinese to gain confidence in their new home and country.

"In this group we are all different – we have different backgrounds and each family has a different story – but our needs and experiences are all similar. We come here from such a different culture and although most of us have learned English at home it is no good here at first. We cannot understand what people are saying and they cannot understand us. Actually most people are too shy to



George Chow receives a Human Rights Commission Award from Race Relations Commissioner, Joris de Bres

even try to speak English when they first come. The first time I went to McDonalds I could not even order my meal, I had to point. The staff were laughing and this knocks your confidence."

George says that the first important step is to get people out of the house, to get them socialising and making friends.

"I say to people 'you have to open your mouth if you want to learn English, you have to offer to help your neighbour and give friendship if you want to receive friendship. You cannot stay at home waiting.'"

George is a very busy man. He is a successful businessman and he is also president of the Inner Mongolian Fellowship of New Zealand which has about 200 members nationwide. Now he is heavily involved with the Albany Chinese Group. George says that his motivation for this is to give something back to the community and to New Zealand.

"I came to New Zealand from Beijing 15 years ago and it was very hard. I had learned English at university but I could

not speak it here. My daughter was so shy and under-confident. But New Zealand people were very good to us and we received so much friendship and help. It took a long time to adjust and still some Kiwi customs are hard to understand. But my daughter has done very well here and we are very happy and very grateful. We want to repay something to New Zealand – to help other Chinese to become part of Kiwi life so that they can make a contribution here as well. The Albany Chinese Group is helping us with this."

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Building strong community foundations

Community organisations need strong foundations and Settling In Relationship Manager James Barrett (Ngāti Whātua, Ngāpuhi, Ngāti Maniapoto), makes sure that those run by refugee and migrant groups are set up to succeed.

From his home in Whangarei, James works with refugee and migrant organisations throughout the country to ensure they are properly constituted legal entities. He offers a framework against which they can review their management and governance structures and provides financial management advice to ensure their processes are transparent to funders as well as their members.

He's the team's trouble-shooter, offering infrastructure reviews and capacity development tailored to his clients' specific needs, which could be anything from how to work with local and central government and NGOs to management expertise.

Although his work may seem technical James says it's really all about leadership and capacity building.

"There are a lot of natural born leaders within these communities, well educated people with 'street cred', often gained in refugee camps, who have the respect of their people. When they reach New Zealand they have to learn to navigate our society and many don't have a clue how to operate in our community and voluntary sector."

Since February, James has been working with refugee communities in Auckland, who have identified social needs within their own community and have asked for linkages with New Zealand organisations that can help them. In what James describes as an extension of his work, and in true Settling In fashion, he uses his contacts and common sense to bring kiwi and refugee groups together.

"Young people, for example, are often sports mad but they're not confident enough to front up to an established sports clubs where everyone looks different from them and comes from a completely different culture. I'm working to link them up with local soccer and basketball clubs."

James who has a training and development background honed a lot of his skills at the 'business end' of Māori

organisations, like marae committees and kōhanga reo. He also spent three years conducting Treaty of Waitangi workshops and delivering Māori health promotion training and is currently a Treaty Settlement Negotiator for Te Rūnanga o Ngāti Whātua.

"As a Māori I can see the parallels between our experience and that of refugee and migrant communities. I know how hard it can be to operate in a different culture. I can identify the barriers they are likely to hit and the consequences. The concerns elders have that their children will lose their culture by adapting too well to their new home is classic. Māori understand this. We need to support these communities to keep their cultural beliefs at the same time as helping them operate as full members of New Zealand society."

**For more information contact
James Barrett, 021 636 269
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Working collaboratively in Auckland to support Muslim, migrant and refugee families

When the Auckland Family Safety Team needed advice on working with Muslim, migrant and refugee communities they turned to Settling In's Jenny Janif. They needed to know if their practices were culturally appropriate and if particular behaviours by members of these communities were antisocial or, in fact, acceptable from a different cultural perspective.

"For example," says Jenny, "the police wanted some guidance around what was appropriate when they wished to exhibit pictures of crime victims from different cultural and religious backgrounds – such as Muslim women – as part of their investigations. They wanted to do their job well but did not want to cause any offense. I could tell them that in most circumstances if showing that picture would help prosecute the perpetrator then it was fine."

Jenny organised and facilitated meetings between the Auckland Family Safety team and men and women from refugee, migrant and Muslim communities to answer questions like these and to clarify a number of issues.

These initial meetings sparked an interest and got some healthy dialogue started around family safety issues, especially in relation to accommodating different cultural and belief systems within the New Zealand context. This led to a forum on preventing violence in the home, held at the Fickling Centre

in Auckland last September, and jointly organised by Settling In, the Auckland Family Safety Team, SHINE, and Child, Youth and Family. The forum was attended by over 80 people including members of refugee and migrant communities and a number of people from government and non-government agencies. All were keen to learn about the issues facing the refugee and migrant communities and in particular the prevalence of family violence within those communities.

The feedback from this forum led to a second forum, which focused on programmes that had been developed to combat family violence within particular communities. The forum heard from members of the Chinese, Indian and Somali communities as well as keynote speakers from the Police, the Ministry of Social Development and the Ministry of Ethnic Affairs.

Since these forums there have been a number of developments. Jenny mentions the involvement of the Auckland Muslim community with White

Ribbon Day at the Warriors rugby league game on 1 May of this year. The white ribbon is a symbol used by communities to show that they do not condone violence towards women and children. Members of the Umma Trust (a local trust that provides services and support to the wider Muslim community in Auckland) attended the game and handed out white ribbons to other spectators.

"It is fantastic that the Warriors got in behind White Ribbon Day and it is especially rewarding for me to see members of our Auckland Muslim community taking a stand against family violence and getting involved in their community in this way," says Jenny.

**For more information please contact
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09 916 1836**





Building bridges – multicultural holiday programme in Palmerston North

Over recent years Palmerston North has become home to newcomers from many different parts of the world, largely because of the growing numbers of international students, but also since it became a refugee resettlement destination in 2006.

As a result cultural diversity is flourishing in Palmerston North and there are many local events and opportunities to celebrate these differences. However rapid population change of this sort can also bring a number of challenges.

The children's holiday programme was started in response to tensions between different groups living in a particular area of Palmerston North. Early in 2009 incidents between the groups were serious enough that the police became involved and there was a front page report in the local paper. Recently

arrived refugee families from Bhutan had reported not feeling safe in the area and one family felt so threatened that they moved out. With a large number of new refugee families due to arrive in the city, it was decided that something should be done to help break these escalating tensions and build greater understanding of difference within the community.

Settling In funded the programme which was run by a paid coordinator and a very supportive team of volunteers, including one Bhutanese worker and two Tongans. Approximately 20 primary aged children attended each session, some of whom had younger siblings or their mums in tow. The children were Tongan, Bhutanese and Maori.

Jill Spicer, Holiday Programme Coordinator, said that the programme was a great start to building bridges in the area and helping to foster an appreciation of the

many benefits that different people can bring to a community. Through the children, the programme helped to diffuse tensions, develop skills, grow friendships and build confidence within the wider families and communities. Jill noted that the media helped with this also.

“Two local newspapers sent reporters and photographers with very positive stories resulting. The children had the thrill of seeing their names and photos in the paper – a positive story about their street to take to school on their first week back.”

**For more information contact
Jill Spicer, Holiday Programme
Coordinator, jjspicer@slingshot.co.nz,
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The Mixing Room

Stories from young refugees in New Zealand

**New Exhibition at
Te Papa Tongarewa,
Museum of New Zealand
10 April 2010 – April 2013**
Community Gallery, Level 4,
Free entry

Te Papa has recently opened a new long-term exhibition in which over 70 young refugees to New Zealand tell their extraordinary stories – through art, film, poetry, performance and new digital media. This exhibition is personal and very moving. It is also an acknowledgement of the increasing role that refugees have in helping to shape a more diverse New Zealand, especially those who are young and will build their futures here.

The exhibition came together over a period of time with Te Papa facilitating a series of workshops around the

country with young refugees. These workshops enabled some of these young people to record their experiences – including enormous difficulties as well as some great joys – and their aspirations as they settle into a new way of life in New Zealand. Settling In was pleased to support this project by helping to connect Te Papa with refugee communities and their young people across New Zealand and by assisting with travel and associated costs.

**For more information go to
www.tepapa.govt.nz**

Newcomers Network takes off!

www.newcomers.co.nz

Settling into a new community takes time and one of the most difficult challenges for any newcomer is meeting people, socialising and making friends.

The Settling In needs assessment work throughout the country consistently identifies social isolation as a major barrier to successful resettlement. The idea of social networking for newcomers grew in response to this need.

The first Settling In supported Newcomers Network was established as a pilot in Nelson in 2006. Members loved it and the idea spread.

There are now Newcomers Networks in 17 locations – Whakatane, Whangarei, Hawke’s Bay, Hamilton, Manawatu, Western Bay of Plenty, Rotorua, Nelson, Motueka, Marlborough, Reefton, Westport, Greymouth, Hokitika, Selwyn, Mid-Canterbury and Eastern Southland – with several more planned for the near future.

The Networks’ activities are predominantly run by volunteers and are open to anyone new to an area regardless of whether they are from overseas or New Zealanders transferring within the country.

Settling In supports the Networks by coordinating the development and distribution of resources like posters and information brochures and helping each group share ideas. In some areas Settling In also supports the local coordinator to manage the Network.

Claire Nichols (National Coordinator for New Zealand Newcomers Network) says the concept is a natural way for people of all ethnicities to come together.

“It’s a win-win situation. New Zealanders and migrants from all over the world meet and enjoy each other’s similarities and their differences. It’s all about people connecting, making friends and having fun,” she said.

The Newcomers Networks also help to foster an appreciation of cultural diversity within a community by linking newcomers into mainstream activities, making use of local facilities and helping newcomers become more visible.

“The Networks help to ‘fast-track’ newcomers into the fabric of a community and they bring real benefits for the wider community as well – they often set in motion all sorts of community based activities and connections. I love the way that these Networks evolve and grow, and make such a difference in each location.” says Claire.

For more information about the Newcomers Network, contact the National Coordinator, Claire Nichols, info@newcomers.co.nz ph: 03 539 0565, or visit the website www.newcomers.co.nz



**New Zealand
Newcomers Network**

Connecting People



Motueka Newcomers ukulele group perform for local Rotary Club

What is a Newcomers Network? **(www.newcomers.co.nz)**

Newcomers Networks are local social networks designed to help anyone new to settle in their new community, including immigrants and newcomers from other parts of New Zealand. They provide a user-friendly means by which newcomers can quickly tap into local activities and meet up with others who are also new to the area. Anyone is welcome to join regardless of age, nationality or language spoken. Once someone has registered they will be kept informed about local events, new initiatives and anything else of interest.

Meet the Settling In team

The Settling In team is currently working in eleven locations around New Zealand:

Auckland	Northland	Hamilton / Waikato
Hawke's Bay	Palmerston North	Wellington
West Coast	Marlborough	Canterbury
Nelson / Tasman	Tauranga / Western Bay of Plenty	

Contacting the Settling In team

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Our vision

A New Zealand that welcomes and celebrates diversity, where refugees and migrants settle well and are able to contribute to our nation in all aspects of life – social, economic, civic and cultural.

Settling In was established in 2004 to help build relationships between refugee, migrant and host communities and to ensure that government policy affecting them is developed in a collaborative way. Settling In coordinators work with a range of agencies and organisations at the community level to identify service gaps, and to pool resources and expertise to get the best results. The Settling In initiative is administered by Family and Community Services (Ministry of Social Development), www.familyservices.govt.nz

