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# ARMS REACH

"Leading the way in facilitating successful settlement for migrants and refugees across the Auckland Region"

Vol 2: December 2008 Quarterly Newsletter of the Auckland Regional Migrant Services

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## CONTACT DETAILS

ARMS Regional Resource Centre  
(Three Kings)

Ph: 64 9 625 2440  
Fax: 64 9 625 2445  
E-mail: reception@arms-mrc.org.nz  
Information Service:  
info@arms-mrc.org.nz  
Postal Address: Three Kings Plaza  
P.O. Box 27 367  
532 Mt Albert Rd, Mt. Roskill  
Three Kings, Auckland

ARMS Manukau Resource Centre  
Ph: 64 9 263 5490  
Fax: 64 9 263 5491  
E-mail: manukau@arms-mrc.org.nz  
Postal Address: 6 Osterley Way  
P.O. Box 276 035 Manukau City  
(Next door to Work and Income)

ARMS North Shore  
Ph: 09-419 7340  
Fax : 09-480 7824  
E-mail: linleem@arms-mrc.org.nz  
Address:  
Level 1, Norman King Building  
(opposite the Northcote Library),  
Norman King Square,  
Ernie Mays Street,  
Northcote, North Shore

## A Rewarding Journey

In 2008, ARMS marked five years since opening, as a regional –not-for-profit organisation - in the critical area of settlement.

Since 2003, ARMS services have expanded to meet the key needs of the fast-growing flow of skilled migrants, and later to address gaps in services for refugees.

Our major funder, the Department of Labour (DoL), funds ARMS' regional staffing and physical resource infrastructure as well as our ARMS' led Settlement Support initiatives in Manukau and Auckland cities. DoL also funds the National CAB Language Link. This tried and true partnership has been the lynchpin of our very successful multi-agency service delivery model.

Our client numbers continue to climb, with Manukau Centre becoming significantly busier, and ARMS fielding the bulk of SSNZ enquiries for the country. An ARMS North Shore Service, now exists, and our ESOL advisory service has extended into Manukau East.

The Ministry of Social Development funds our expanding Migrant Employment Assistance programme, as well as allowing ARMS rent-free use of Work and Income premises for our Manukau Centre. Through the Digital Strategy Community Partnerships Fund, ARMS is funded by the Department of Internal Affairs to create a regional settlement website. The Tertiary Education Commission continues to fund our regional ESOL Specialist Advisory Service.

Despite the impact now of increasing rental costs, this stable strong funding regime has been critical in enabling ARMS, over the past 18 months, to develop innovative initiatives, responding to key needs particularly of the refugee communities. Various projects have been established over the past financial year, funded by other channels, namely the ASB Community Trust, Lottery Community, JR McKenzie Trust, and COGS.

In November 2007, our Patron, His Excellency Anand Satyanand, opened the ARMS Learning Centre adjacent to our Three Kings Centre, to house our refugee focused services. ReactNOW, our Refugee Employment Assistance programme, has continued through the past year, with a further three series of workshops for refugee job seekers. Early in 2008, ARMS became an umbrella organisation to the Somali Concern



ARMS Executive Director, Dr Mary Dawson at the Annual Public Meeting in November.

Organisation for 18 months, to enhance their capacity to deliver services to refugee community members. Also using the premises each Saturday is a Study Group of overseas trained refugee doctors.

This increased complexity in our operations has resulted in an organisational restructuring, with eight coordinators each overseeing an activity area. New staff have been

appointed in the communications, ESOL advisory, and employment areas, and an HR Manager position created. Our Volunteer Scheme is in full swing, providing valuable support for our wide range of activities.

On the governance level, much has been achieved. A full review of the ARMS Trust Deed was completed, with a Trustee Appointment Committee established in time for the Board appointment process in late 2008. Our Vision, Mission, Values and Strategic Directions were thoroughly revised, and a full policy review commenced. ARMS has continued to contribute to the Auckland Regional Settlement Strategy, as lead or contributing agency for several actions, providing leadership for Workstrand One, and NGO representation at the governance level.

ARMS' accomplishments this past year have been possible only through the concerted and weighty efforts of staff, trustees, volunteers, colleagues in our collaborating organisations, and our funders. My whole-hearted thanks to all concerned for your contributions to the mission of facilitating the successful settlement of newcomers and new Kiwis and valuing their contribution to the Auckland Region.



opening of the learning centre

## CAB Language Links New Arrivals to NZ


Migrants arriving in beautiful New Zealand for the first time must deal with a multitude of issues before they can start to find their feet in their adopted country. The Citizens Advice Bureau Language Link (CABLL) provides a first information port of call and free assistance to all newcomers. The Language Link staff offer a confidential 'face to face' telephone and email service in 25 languages in addition to English.

In the year to July 2008, the CABLL dealt with a total of 26,193 enquiries – a 22% increase on the previous year. Clients of all ages accessed the service with the 40-59 year-old group being the highest users of the service at 43%, followed very closely by the 20-39 year old group at 42%.

Sixty-eight percent of enquiries came via phone and 30% by 'face to face' visits. Females were more likely than males to access

the service. The most common languages requested were Chinese (8884 enquiries), Korean (4394) and Arabic (3615). Clients came from all regions of the globe.

Interpreting and Translation requests were very high.

Clients also sought assistance with visa applications and permits, sponsoring short term visitors, immigration; and practical assistance in completing documents. Many enquiries related to embassies & consulates, customs and passports, government benefits, education, employment and accommodation issues. 



Citizens Advice Bureau Language Link Staff members.

## New ARMS North Shore Initiatives



Lin Lee, North Shore Employment Coordinator with Volunteers and Service Provides

The Auckland Regional Migrant Services Charitable Trust (ARMS) proudly opened its North Shore doors in Northcote on 1 September 2008. This signaled the merging of the Migrant Services North Shore with ARMS.

ARMS North Shore is one of the four organisations based in the Multi

Agency Information and Resource Centre in the Norman King Building in Northcote.

ARMS North Shore is staffed by Employment Coordinator Lin Lee Mahendran who works on a permanent basis 26 hours weekly and is ably assisted by volunteers. She is joined every Thursday by Marian Patrizio, English Language Advisor, who provides individual advice to migrants and refugees about how to improve their English skills, and what provision is available to meet their needs. Both of these services are free and funded by the NZ government,

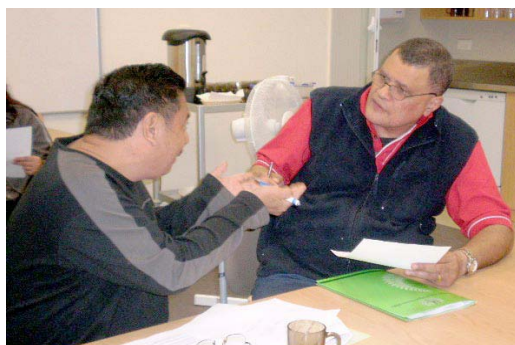
Since the Multi-Agency Centre was opened, ARMS North Shore has delivered a variety of workshops for migrants and settlers including monthly generic Job Search workshops, specialist workshops for migrant teachers and information technology /personnel, and a separate workshop for migrant women wishing to enter New Zealand workforce.

The ARMS North Shore team is enthusiastic about the challenge of assisting a diverse group of skilled immigrants to gain entry into the New Zealand workforce. So far this year, migrants from the following countries have attended these seminars: Chile, China, Colombia, Germany, Hong Kong, India, Indonesia, Iraq, Korea, Lebanon, Malaysia, Philippines, Russia, South Africa, Taiwan, UK, and USA.

## Orientation Opportunities - A Busy Year!

The past year 2007-08 was a very successful one for orientation workshops with 530 participants. The most popular orientation event – the Orakei Marae visit - attracted 55% of total attendees, followed by 13% attending 'Buying Your First Home' and 11% participating in the 'Treaty of Waitangi' workshops. This year also saw the introduction of a variety of new workshops such as 'Inland Revenue Department', 'Home Ownership' and 'Business set-up', which were well-received by our newcomers to Auckland.

In 2009 we will be introducing even more new informative events - like a monthly "Health Information Seminar" discussing different health issues, as well as workshops on education, driving, water safety, child safety, legal advice, and many more. We are currently creating a 'Welcome Pack' for newcomers, with detailed information about ARMS orientation workshops and other



Participants in discussion at the Treaty of Waitangi Workshop

settlement support services. Our aim is for the ARMS Orientation Programme provides a "first-stop-shop" menu of settlement information and orientation opportunities to aid newcomers to settle successfully in New Zealand.

**Feedback from clients attending our workshops:**

"Got useful information about importance of networking which helped me to connect to the local society." Participant, Relating Well in New Zealand Workshop.

"The handouts, discussions and the exercises were just great." Participant, Treaty of Waitangi

workshop.

"Very informative and made it easier for me to understand the tax structure and I am now confident to handle the tax matters." Participant, IRD Workshop

## ARMS BOARD MEMBERS 2008 - 2011

### M. Daud Ahmed

Originally from Bangladesh, Daud is a Senior Lecturer at Auckland University. An expert in Computing and Information Technology, Daud is currently completing his PhD in sustainable business management, sustainability modelling reporting. He has an extensive background in management consultation and is a very active member of the Bangladesh New Zealand Friendship Society in Auckland.

### Douglas Astley

Doug is now retired from active business after 38 years, and previously served as an Auckland City Councillor for 12 years. He has a background of extensive service to the community, including being a Justice of the Peace, and is currently also a Trustee of the Wesley Community Trust.

### Etetu Bowden

Originally from Ethiopia, Etetu has been working with refugees and migrants in New Zealand for the past 15 years in a variety of settings as an interpreter in the fields of healthcare, immigration, legal and welfare. She has been a bilingual tutor at the Mangere Refugee Centre as well as an ESOL teaching assistant with AUT.

### Allen Ah Chang (JP)

Allen was born in New Zealand of Chinese parents, and is currently the Executive Manager of the City of Manukau Education Trust. His extensive background in the education field includes very senior roles in the New Zealand Correspondence School and Ministry of Education. Allen is a JP, and has held senior positions in service organisations and Chinese organisations, including the Wellington Chinese Association and the Tung Jung Association.

### Sou Chiam

Sou holds a Masters degree in Law from Cambridge University. She was Senior Legal Counsel and Head of the Human Rights Policy Team at the Human Rights Commission. She was formerly Senior Legal Counsel at the Attorney General's Chambers in Hong Kong and represented the Hong Kong Government at the Privy Council.

### Colin Dale

Colin has been involved with ARMS since its inception and retired this year after 21 years as City Manager (Chief Executive) of the Manukau City Council. Colin is very involved in the community, both in recreation and sport, as well as health and education. He is also a Board member of Housing New Zealand.

### Santino Deng

Santino was born in Kenya, attended school and university in NZ, and has obtained a BA in Education, Diploma in Counselling, and Certificate in Interpreting. He has worked with children, families and professionals across several work sectors, both voluntary and government. Currently, Santino is the Chairman of the Sudanese Community Inc., Treasurer for the Auckland Refugee Community Coalition, and a part-time Community Link Worker for Refugees as Survivors NZ Trust.

### Dr Philippa Reed

Chief Executive of the EEO Trust, Philippa has a strong interest in diversity issues in the community, with a particular emphasis on employment. The EEO Trust has a membership of over 420 employers in the public, private and not-for-profit sectors. Prior to working for the EEO Trust, Philippa had a senior management role in the Graduate School of Business at the University of Auckland and spent 10 years with KPMG, specialising in taxation, change and client relationship management.

### Kai Luey

Kai was born in New Zealand and is of Chinese heritage. He is the proprietor of a small marketing business. His professional background is electrical engineering, international marketing, and general management. Kai has been extremely prominent for many years in the New Zealand Chinese community, holding executive and advisory roles for a number of significant Associations, Trusts, and Clubs.

### Kave S. Paky

Kave came to New Zealand with her family five years ago, with her country of origin being the Democratic Republic of Congo. A trained teacher with an MA in English, she has been active in the Auckland French speaking refugee communities as an interpreter, cross-cultural worker, and co-facilitator of employment assistance programmes.

### Cynthia Sengupta

Cynthia is a recent immigrant from India, with a professional background in travel consultancy and administration in both her home country and the United Arab Emirates. She is now Technical Advisor for the New Zealand Immigration Service and has a keen interest in contributing to the community and to settlement services.

### Dr Michael Siyad

As the first Somali refugee settling in NZ in 1985, Michael has a long association with Refugee Services, refugee settlement, community consultation and development. Previously he has worked in many research and consultant roles including for the NZ Immigration Service, NZ Police, and Refugee Education Centre (AUT). Michael is now a self-employed community consultant.

### Dr Amritha Sobrun-Maharaj

Formerly from South Africa, Amritha has been in New Zealand for 20 years. She is a Doctor of social psychology and has a special interest in the social acceptance of migrants and refugees, acculturation, wellbeing and identity issues. She is currently interim Director of the Centre for Asian Health Research and Evaluation at the University of Auckland and senior research fellow, researching and consulting in the field of migrant and refugee health, settlement and inter-ethnic relations. She is a member of Rotary and currently serves as Assistant Governor of District 9920 in New Zealand. She is also vice-president of the Hindu Council of New Zealand.

### Pramjit Rai Suchdev (Jeet) – QSM - JP

Jeet came to New Zealand from India many years ago. Since then, he has been very active in assisting new migrants of all ages with settlement and social integration. He has also coordinated major Indian festivals. Jeet is President of Bhartiya Samaj Charitable Trust and also has experience in the small business sector, particularly in the hospitality and tourism fields.

### Pieter de Zwart

After an operations career in the Netherlands Air Force, Pieter has worked in NZ in a range of professional development, training, management and sales positions. More recently, he has also involved himself in numerous community activities, including event coordination, Mind-Body tutoring, and small business mentoring. He established the Pakuranga Laughter Yoga Club, is a member of the Accredited Business Consultants Association and a board member for the NZ Association for Migration and Investment.

### Charm Jin Cai (Co-opted)

Charm is a migrant from China who has a background in accounting, marketing, banking and administration. Charm completed her MBA thesis on migrant settlement issues. She is currently the Area Administrator in the Finance Team of the Business and Information Planning Service for the Department of Corrections.

## Settlement Support NZ Auckland's Future Vision

### Early Childhood Education

SSNZ Auckland held successful meeting at the Fickling Centre on 2nd December attended by government, non-government organisations and community groups. The SSNZ Coordinator is available to help organisations to provide the best and most appropriate services to parents of migrant and refugee background - and to let parents know what is available to them.

For more information about this seminal meeting and its outcomes, please contact your Settlement Support Coordinator, Bevan Chuang.



### Monthly E-zine

Settlement Support New Zealand – Auckland City now has an electronic newsletter! You can read it online at [www.arms-mrc.org.nz](http://www.arms-mrc.org.nz). Please email Bevan on [bevac@arms-mrc.org.nz](mailto:bevac@arms-mrc.org.nz) to subscribe to this new and informative e-zine.



**SETTLEMENT SUPPORT**  
NEW ZEALAND

### A Very Big Thank you!

SSNZ would like to say a very BIG thank you to everyone who has used the SSNZ services this year, and for everyone who has worked closely with and supported SSNZ. You all make a great contribution to the successful settlement of newcomers to Auckland City and we look forward to more collaboration in 2009! Have a very enjoyable and safe Christmas and New Year holiday.

## Meet new staff at ARMS

**Name: Harmeen Joher**

**Position at ARMS:**

Project Worker Communications Development

**Profile:**

Harmeen looks after orientation activities at ARMS and coordinates, promotes and facilitates them. Harmeen is Indian by origin. She started her career as a freelance fashion designer successfully established an export-import business for eight years. Harmeen is a proud mother of two sons and her hobbies are travelling, outdoor activities, reading and spending her time with her family.



**Name: Fatima Mohamed**

**Position at ARMS:**

Administration Assistant, Somali Concern

**Profile:**

Fatima came to New Zealand from Somalia 10 years ago, She has a Diploma in Applied Sciences from AUT and is currently enrolled in Diploma studies on Violence and Trauma. She has three kids and loves cooking, listening to music, shopping, playing sports and to spend time with family friends.



**Name: Irma Purnomo**

**Position at ARMS:**

Administration Officer, Finance, Somali Concern

**Profile:**

Irma moved to New Zealand from Jakarta in 1992. She holds an Economics degree gained in Indonesia, and is an avid sportswoman - playing golf, tennis and also enjoying swimming. Another favourite activity of Irma's is travelling, when she gets the chance.



**Name: Lulette Carnie**

**Position at ARMS:** Regional Employment Coordinator

**Profile:**

Lulette oversees, develops and promotes all migrant employment activities run by ARMS throughout the Auckland Region. She emigrated from the Philippines in 1986. Lulette has a degree in political science, and is currently studying towards a National Diploma in Social Service. She has three daughters who are all half-kiwis and enjoys ballroom dancing, singing, cooking, and spending time with her family and friends.

**Name: Anju Kaushal**

**Position at ARMS:**

Assistant Programme Coordinator, Somali Concern.

**Profile:**

Anju came to New Zealand from India in 2002. She has an MSc & PhD (Science) gained in India and is studying towards a professional certification on Quality Assurance & Management. Her hobbies are learning about different cultures, cooking, and watching Bollywood movies.



**Name: Kristika Chetty**

**Position at ARMS:** Administration Support, Manukau

**Profile:**

Kristika was born in Fiji and moved to New Zealand five years ago. She is currently studying for a Diploma in Business at Manukau Institute of Technology. Kristika's hobbies include reading, watching movies, travelling and hanging out with family and friends.



## Workshops and Activities at ARMS for 2009

### Three Kings Centre

#### TREATY OF WAITANGI WORKSHOPS

March 28, May 23, July 27, September 26, November 21

#### REGIONAL BUSTOUR FOR NEWCOMERS

February 21, June 13,

#### MARAE VISIT

March 1, April 18, June 28, September 5, November 28

#### WOMEN'S HEALTH WORKSHOPS

March 18

#### EMPLOYMENT WORKSHOPS

January 20, 27; February 2, 10, 17, 24; March 3, 10, 17, 24, 31; April 7, 14, 21, 28  
May 5, 12, 19, 26; June 2, 9, 16, 23, 30; July 7, 14, 21, 28; August 4, 11, 18, 25  
September 1, 8, 15, 22, 29; October 6, 13, 20, 27; November 3, 10, 17, 24  
December 1, 8, 15.

### Manukau Centre

#### TREATY OF WAITANGI WORKSHOPS

February 28, July 4, October 17

#### REGIONAL BUSTOUR FOR NEWCOMERS

March 1

### North Shore Centre

#### SEMINAR ON JOB OPPORTUNITIES IN ACCOUNTING AND FINANCIAL SECTORS

Wednesday October 29

#### REGIONAL BUSTOUR FOR NEWCOMERS

March 1

#### EMPLOYMENT WORKSHOPS

February 18; March 18, 31; May 20; June 24;