



www.arms-mrc.org.nz

ARMS REACH

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

Vol 1: September 2008 Quarterly Newsletter of the Auckland Regional Migrant

CONTENTS

Page 2

- Editorial
- Support Programmes for Refugees
- Communities Discuss Safety Awareness

Page 3

- ARMS Staffs
- ARMS Internship and Volunteer Programmes

Page 4

- Volunteers
- Free English Advisory Service
- Workshop Schedule

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

ARMS Turns Five!!

The Auckland Regional Migrant Services Charitable Trust (ARMS) recently celebrated its first five years of service to the new settler communities of Auckland. This milestone was marked by a birthday cake and entertainment enjoyed by over 100 supporters.

A not-for-profit charitable organisation, ARMS assists and supports the successful settlement and integration of migrants and refugees in the Auckland Region. It was established after consultations with communities and stakeholders recommended that a 'one-stop-shop' centre would be of real benefit to migrants and refugees.

The Auckland Regional Centre at Three Kings Plaza opened on 21 March 2003, while the Manukau Centre opened in June 2004

Since then, ARMS runs a variety of job search and information workshops and a range of other orientation sessions and activities such as the Treaty of Waitangi workshops

Buying your First Home, and visits to the Orakei Marae. Since 2003, over 3000 migrants have participated in ARMS' orientation programmes, with more than 2000 attending employment assistance workshops.

In response to the client and community needs, ARMS has grown as an organisation. As of September of this year, 26 Staff are employed, assisted by five volunteers and one intern. The Manukau Centre has a team of five, and one person is based at the North Shore Multi Agency and Community Centre for Newcomers in Northcote.

Working alongside the ARMS staff at the Regional Centre is the CAB Language Link, operating as a national and regional information resource for migrants and refugees. CAB staff provide settlement information and support in 26 languages, in response

to now over 20,000 face to face, telephone or email enquiries per year.



Mary Dawson, Executive Director, ARMS, cutting the birthday cake.

ARMS Opens Doors in North Shore



Lin Lee, ARMS North Shore Coordinator with the Prime Minister at the Centre opening ceremony.

Prime Minister Helen Clark opened the Settlement Support Multi Agency Building on the 2nd of October on the North Shore. In her opening speech, the Prime Minister highlighted the importance of continuing support for Migrants and Refugees. Lin Lee Mahendran is the ARMS employment Coordinator based at Level 1, Norman King Building, North Cote.

Taking a Positive Approach

Kajaal Devi moved to New Zealand with her family in 2005, however, the settlement process wasn't an easy transition for her.

"I feel that there are some stereotypes attached to being a Pacific migrant, and as a result, finding employment is very difficult", she said.

Kajaal is a qualified teacher and had been teaching in Suva Fiji before migrating to New Zealand.

"When I first came to NZ, I had to get provisional registration as a teacher, which took 18 months, and during that time, I had to have my qualifications verified by New Zealand Qualification Authority (NZQA)".

Kajaal started to feel positive about teaching when she got a year long contract at a prestigious local high school. She was sure that this local experience was going to make it easy to get the next teaching position. It did not work out like that. Kaajal spent a year doing day relief and was ready to give up on teaching. "There was a time when I was feeling so low and depressed and didn't know what to do. One of my friends mentioned to me about ARMS offering workshops for migrant teachers and I haven't looked back since", she added.

ARMS currently offer occupationally specific employment support to skilled migrants. It offers a very comprehensive support package for migrant teachers. ARMS works in collaboration with NZ Career Services to deliver 3 workshops per annum,

cont on page 4

Editorial by Mary Dawson, Executive Director, ARMS

Five years on since ARMS opened its doors, 'settlement', 'diversity' and 'multiculturalism' have become buzz words, highlighting the greater visibility and significance in the Auckland Region of our newcomer populations. During those years, ARMS' vision - "Leading the way in facilitating successful settlement of migrants and refugees across the Auckland Region" - has been justified by increasing numbers of clients, information and orientation programmes, and outreach activities, as well as numerous partnerships and relationships with other organisations.

Underpinning all this activity has been ARMS' strong commitment to collaboration, coordination, and community networking. In addition to our settlement support activities, employment assistance programmes, and English language advisory service, ARMS now supports the client support programmes and holiday activities run by the Somali Concern Association. A refugee employment assistance programme (ReactNow) provides support and workshops for job seekers from different refugee communities.

On a more strategic level, ARMS has forged ahead with coordinating and developing regional communication and information projects related to settlement and included in the Auckland Settlement Action Plan. These are just some of our activities, run from our two centres in Three Kings and Manukau, and from our satellite offices in Northcote and Howick.

All this would not be possible without funding from four government departments, with the Department of Labour as our main funder, from four City Councils, and from the ASB Community Trust and Lottery Community Grants. Our resourcing means that ARMS now has seven "Activity Streams", headed by Activity Coordinators, who closely collaborate with one another to ensure that services are streamlined, well promoted, and responsive to our clients and community needs.

It is with confidence that ARMS embarks on its next five years, determined to support the region's newcomers to feel welcomed, valued and settled into their new lives here in Auckland.

The ARMS Charitable Trust consists of community members who are committed and equipped with skills and experience to promoting the objectives of the organisation. The appointment process for the ARMS Board is happening through October/November this year. Should you be interested in being considered for appointment to the ARMS Board, please contact Dr Mary Dawson (Mary.Dawson@arms-mrc.org.nz) for an application form.

Support Programmes for Refugees

The Somali Concern Refugee and Migrant Organization based at the Auckland Regional Migrant Services Office provide advocacy, support and referrals to other services; promotes sports, education, arts and cultural programs to the Refugee communities in Auckland.

Through the Living in Harmony Project activities enable refugee community members to rebuild their confidence and to gain more independence.

English expressions classes include communication, expressions, reading, writing conversation and role play. The Health and nutrition classes create

awareness around health, food and nutrition.



Holiday program participants

In addition to the above initiatives, the Holiday Programmes provide the opportunity for children and adolescents (age 5 to 17 years old) to enjoy different activities like

arts and crafts, water safety, kickboxing, and other sports, as well as visits to other parts of Auckland.

With support and assistance from ARMS, Somali Concern moved in early 2008 to the ARMS Learning Centre at Three Kings. Funded by the ASB Community Trust and Lottery Community, their programmes are open to refugees of any ethnic background.

Currently, these group and individual support programmes are being run by Amina Daud, supported by three assistants funded partly by the Work and Income Task Force Green. Office hours at the ARMS Learning Centre are 9.30 - 4.30pm.

Contact Amina Daud on 625 3182 or email: aminad@arms-mrc.org.nz

Communities Discuss Safety Awareness

Key stakeholders in the Manukau City came together last month to discuss crime prevention, safety and settlement issues. Contributing to the gathering in the City Square were Manukau City Council (MCC) Community Advisory Services, Auckland Regional Migrant Services Charitable Trust (ARMS), Settlement Support NZ Initiative, New Zealand Police, ACC, Smooth Stream Orchestra and MCC Safe Communities Coordinator.

The gathering was held to foster community awareness about ways to increase community safety.

In her welcome speech, Bernadette Pereira, Community Advisor for Howick, said that community safety can only be maintained if all stakeholders work together as partners.

"Manukau is the most diverse city we have in New Zealand, and as a result, it's very important for different communities to understand each other, so they can be of help to one another in times of need".

Manukau Community Police Constable, Steven Smith and Sgt Neil Truman, described the different services they provide, such as liaison



Vimbai, SSNZ Manukau Coordinator - giving media interview on safety expo

with local Victim Support Groups, maintaining a positive profile and close liaison with persons, groups and schools, and providing advice on crime prevention to the public. They emphasised the need for people to report information on local crime and disorder problems.

Vimbai Mugadza, Settlement Support Coordinator for Manukau, talked about the importance of successful settlement and safety. "Part of facilitating successful settlement is providing information to our migrants about safety networks and facilitating the information exchange process".

The Manukau Local Settlement Network will be organising similar workshops for other communities in the coming months.

Some safety tips;

- Know your neighbours. They are your best defence. Join or start a neighbourhood support group.
- Don't open the door to strangers.
- If you get a 'wrong number' phone call, don't chat. Just say 'wrong number' and hang up quickly. Never give your name and address.

111 is the number to call in emergencies

Meet new staff at ARMS

Name: **Lin Lee Mahendran**

Position at ARMS:

North Shore Employment Coordinator
Profile:

Lin Lee is based at the new Multi Agency and Community Centre for Newcomers, located on Level 1, Norman King Building (opposite the Northcote Library), Norman King Square, Ernie Mays Street, Northcote. Lin Lee will continue to provide a range of workshops and pathway support for migrant job seekers.



Name: **Bevan Chuang**

Position at ARMS:

Settlement Support NZ Coordinator (Auckland City). Bevan acts as a facilitator between migrant and refugee communities, service organisations and local government.

Profile:

Bevan was born in Hong Kong, came to New Zealand in December 1996 and has been settled in New Zealand since then. She holds a BA in Anthropology and is also working toward a Postgraduate Diploma in Museum Studies. Bevan loves watching movies, tango, music, shopping and travelling.



Name: **Navin Jhinghan**

Position at ARMS:

Finance Officer, with responsibility for all aspects of ARMS financial management and reporting.

Profile:

Navin came to New Zealand 2 and half years ago from India. He has B.Com (Hons) and is currently completing his Diploma in Professional Accountancy at Unitech to complete the study requirements of the NZ Institute of Chartered Accountants. Navin spends his leisure time in swimming and travelling.



Name: **Shoma Prasad**

Position at ARMS:

Communication & PR Officer. Her role involves all aspects of marketing, branding, and promoting the work of ARMS.

Profile:

Shoma is a Fijian Indian who recently married and joined her husband in New Zealand. She has a BA in journalism and sociology from University of the South Pacific. She loves reading, travelling, swimming and participating in debates.



Name: **Lawton Hakaraia**

Position at ARMS:

Human Resources Manager. The job covers all the human resources tasks as well as organisational development.

Profile:

Lawton was born in Otaki near Wellington and has Maori-Chinese and German-Scottish heritage. Lawton has a BA and MBA and will finish a Masters in Management in October 2008. In leisure time, Lawton enjoys reading, listening to music, particular 70s-80s music and helping out his large extended whanau.



Name: **Heidi Birgel**

Position at ARMS:

ESOL Advisor, providing migrants and refugees with consultations on English language and advice about suitable upskilling courses.

Profile:

Heidi was born in New Zealand and is married to an Austrian with one son and one daughter. She has a BA in Economics from Victoria University and an MA (Hons) in Language Teaching and Learning from the University of Auckland. Her hobbies include tramping, watching ice hockey and drinking good wine in her leisure time.



ARMS Internship Programmes



Auckland Regional Migrant Services offers internship and volunteer opportunities to new settlers. ARMS' internship programme is a structured work experience opportunity, allowing tertiary students to gain experience and exposure in different aspects of ARMS.

Milo Chen is an AUT student who is currently involved in the internship programme. He has worked on the production of the ARMS newsletter and brochure. "It is an exciting role, as it gives me an excellent opportunity to explore local and national settlement programmes and promote ARMS services to new and existing settlers", said Milo.

ARMS Volunteer Scheme

The ARMS Volunteer Scheme, funded by a Lottery Community grant, has so far involved over 20 migrants and refugees.

Volunteers work in different roles, from receptionist duties, assisting with workshops, other administration tasks, and working on small projects.

Avive Benitez and Ravika Java have been working voluntarily in ARMS since July 2008. They are currently supporting the ARMS Communications staff. "Volunteering at ARMS has offered me a great opportunity for networking with other people and organisations", Avive said.

Gaining New Zealand work experience is often vital for new migrants and refugees who are trying to find employment. Volunteering can provide a useful stepping stone into paid work and an opportunity to learn about the NZ work culture.

EXPRESSIONS OF INTEREST FOR APPOINTMENT TO TRUST BOARD

The Auckland Regional Migrant Services Charitable Trust is calling for expressions of interest from suitable residents of the Auckland region to be considered for appointment to the ARMS Trust Board. The ARMS Trust Deed requires that members of the Trust Board have skills and experience in at least one of the following areas:

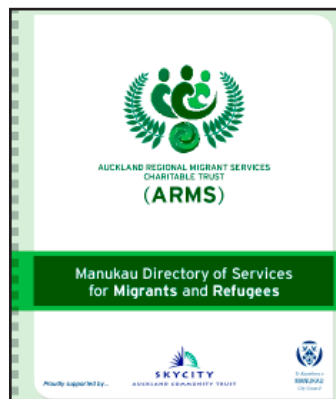
- ★ Governance
- ★ Management
- ★ Business
- ★ Finance
- ★ Law
- ★ Fundraising
- ★ Social services
- ★ Central and/or local government
- ★ Community development, or re-settlement

You will have sound communication skills and empathy for the views and experiences of migrants and refugees. Please visit www.arms-mrc.org.nz to apply online by completing the Expression of Interest Form and attach your CV and covering letter.

CLOSING DATE: 17 OCTOBER 2008

NEW DIRECTORY "MANUKAU DIRECTORY OF SERVICES FOR MIGRANTS AND REFUGEES"

In 2006, Auckland Regional Migrant Services (ARMS) received a generous grant from the Sky City Community Trust to compile a directory of services for migrants and refugees in the Manukau region. Such a directory had already been compiled for new settlers in North Shore (by Raeburn House). The Directory contains comprehensive information provided to ARMS by local organisations and community groups. It will be updated each year. ARMS acknowledge the support of Manukau City Council and Salah Messiah, who worked as Resource Developer on this project.



Employment support for refugee communities

ARMS delivers employment support through a programme called ReactNow. This is inclusive of both a workshop series and individualised employment support. This employment support is currently being delivered to the Congolese community. It is a collaborative initiative - Congolese leaders are part of the employment team designing and delivering the programme.

Angela Yatri, Refugee Services Co-ordinator would be interested in hearing from refugee community groups or individuals who would like to discuss employment support. Please email her on angelay@arms-mrc.org.nz.

cont. from page 1

individualised consultations and ARMS co-ordinates a stakeholder group which identifies issues and advocates on behalf of migrant teachers.

Kajaal attended a teachers' workshop in April of this year and it proved to be the support that she needed to get the coveted teaching job. The workshops offer pathway information to new migrants and focuses on employment strategies. The need to tailor CVs, cover letters and interviews so that job and school fit are signalled to the employer is highlighted in the workshops.

Participants are encouraged to make follow up appointments with ARMS and Career Services. Kaajal honed her CV, cover letter and interview skills under this guidance. She remembers ringing the ARMS consultant the day before a crucial teaching interview and discussing probable questions and answers. She got the job because she is a very good teacher, but the reason she missed out on previous jobs was probably down to her marketing skills. Kaajal is emphatic that the comprehensive support she received from ARMS and NZ Career Services improved her skills.

Three Kings Centre

FIRST STEPS TO EMPLOYMENT WORKSHOPS

October 7, 14, 21, 28

November 4, 11, 18, 25

RELATING WELL WORKSHOP

Saturday October 18

INFORMATION TECHNOLOGY EMPLOYMENT SEMINAR

Friday October 31

TANGATA TIRITI - TREATY PEOPLE WORKSHOP

Saturday November 1

TEACHER WORKSHOP

Saturday November 8

Manukau Centre

FIRST STEPS TO EMPLOYMENT WORKSHOPS

October 8, 22

November 5, 19

December 3

TANGATA TIRITI - TREATY PEOPLE WORKSHOP

6-Dec-08

Understanding the legal system of NZ

by Community law centre

Nov-08

INFORMATION TECHNOLOGY EMPLOYMENT SEMINAR

28-Nov-08

North Shore Centre

SEMINAR ON JOB OPPORTUNITIES IN ACCOUNTING AND FINANCIAL SECTORS

Wednesday October 29

Free English Advisory Service

The ARMS' English Language Advisory Service is now available from the North Shore Centre (Northcote - as above) and from the Howick Social Services Hub. Our two Advisors offer advice, support and referral to suitable courses for migrants seeking to improve their English skills to advance their career goals.

Marian Patrizio, Coordinator of the ESOL Advisory Service, sees clients on the Shore and in Three Kings. Heidi Birgel is based at the Manukau

Centre, and has meetings with clients at Howick and Three Kings office as well.

In 2008, the ARMS' Advisors saw 750 individual clients. The majority were skilled migrants, with all clients benefitting from their individual consultations.

For further information, please visit our website.

www.arms-mrc.org.nz