



Vol 3:07: (October)

# ARMS Reach

Newsletter of the Auckland Regional Migrant Services (ARMS)

## Message from ARMS Executive Director

Dear Readers

It is encouraging to see a steady increase in collaborative activity by service providers keen to be more effective in supporting newcomers to get the support, information and opportunities to settle swiftly and easily. Thanks in part to the 2006 census information, the Auckland region is awakening to the opportunities and realities of having a greater proportion of its residents born overseas, compared with any other city in Australasia. This newcomer population comes from nearby Pacific Island nations and from countries far across the globe.

Collaboration, essential as it is to effective settlement, is challenging, time-consuming, and needs effective leadership. In this, the Auckland Settlement Action Plan (ASAP), newly revised for 2007-08, and its Strategic Coordination Manager, Therese Weir, play a critical part. Having Therese based in Auckland, working closely with all the ASAP agencies, will provide the Plan with critical strategic support and leadership.

Our Board member, Dr Amritha Sobrun-Maharaj, represents ARMS at the governance level of the ASAP. ARMS leads five of the activities with a regional scope. We convene the Regional Settlement Support NZ Group, are developing the Regional Settlement Portal, and the Settlement Communication Framework. We also work closely with the Committee for Auckland on its migrant employment opportunities programme, provide English Language Advisory services across the region, and now are working

trained refugee doctors to advocate for improved support for them to work in this country, and with the City Councils to support their settlement work. ARMS' revised 3 year Strategic Plan (07-10) focuses strongly on strengthening our regional coordination ambit and stakeholder relationships, and our advocacy and policy influencing role, these having been a key feature of the original vision for ARMS when it was established in 2002.

Although Auckland now has a regional settlement plan,, there is still a long way to go before we attain the level of streamlined communication and collaboration that cities elsewhere have achieved.

In October, I will be in Melbourne, attending the Metropolis 2007 Conference and visiting settlement-related agencies. This will hopefully provide some useful insights into other means by which ARMS can carry out its key role of instigating effective collaboration and advocacy for newcomers.

**Dr Mary Dawson**

### From the Editor

The September issue of ARMS Reach comes to you with updates about the services of ARMS, the SSNZ initiative in Manukau and Auckland, and key settlement initiatives around the Auckland region.

For all enquiries and for feedback, please contact me on 625 3095 or asokab@arms-mrc.org.nz

**Asoka Basnayake**

## Update on Regional Settlement Communications and Portal

The Regional Settlement Communication Framework is now actively progressing with the three following key components:

### The Regional Settlement Portal

In August, the NZ Digital Strategy provided ARMS with a \$250,000 grant to create a Regional Settlement Portal over the next three years. The Technical Team, consisting of a Design Collective working with AUT ICT students, are currently working on the first stages of the design and build process. A Website Advisory Group (WAG) will be created in October comprising technical and communications managers with experience in community-based websites and online resources. The Technical Team plans to provide Stakeholders and Partners a first "glimpse" of the portal ([settlement.org.nz](http://settlement.org.nz)) in **December 2007**.

### Regional Settlement Communication Framework

Around 70 "essential" Stakeholders have been identified, 30 of them approached in Rounds 1&2, with 24 now 'signed up' to the Framework. Each Stakeholder has expressed their commitment to participate and contribute. ARMS will continue to identify and approach new Stakeholders to promote this initiative.

To date, our consultations have highlighted that most Stakeholders want to build networking capabilities. To actively support this, the first **Cluster Network Meeting** will be held in **October 2007** for Stakeholders with a common focus e.g. employment, understanding English, social support etc.

### Personalised Planning Tools

A Personalised Planning Tools pilot will be conducted in **October 2007** in the ARMS Manukau Office.

Supported by the **Regional Communication Framework** and the **Regional Settlement Portal**, the Planning Tools will be developed to:

- guide people to plan out their settlement process
- direct people to follow general signposts to sources of information, advice and practical support that are readily available
- direct people to follow 'individualised' specific to their current professional, family and social situation
- direct people to follow 'personalised' signposts specific to their personal circumstances and particular goals

**Carolynn Day, Framework Coordinator**

# Settlement Support New Zealand

## Update on Auckland City Settlement Support NZ Initiative

In the last quarter, Settlement Support Auckland City organized meetings in response to the information needs of five local migrant and refugee groups. The Settlement Network Support Group continues to initiate a collaborative focus in addressing locally identified migrant and refugee issues.

In August, a Local Settlement Network meeting held at Mt Roskill Grammar School addressed the role of parents in their children's education. This was in response to prior community and school consultations which identified that migrant and refugee parents needed clarity in certain areas of education. Presentations were provided for groups of parents, with interpretation, explaining the NZ education system and expectations on students and parents. The programme included short skits by Mt Roskill Grammar students to further illustrate some of the key messages to the parents.



Settlement Coordinator for Auckland working with community groups

The Communities @ Onehunga Network had their third meeting at the Onehunga Library on the 6<sup>th</sup> September. These meetings are open to all local communities and community service providers and are scheduled for the first Thursday of every month at the library, between 10am and 12 noon. The next one is scheduled for the 4<sup>th</sup> October 2007.

Do contact the Settlement Support Coordinator at 625 3093 for any information or advice needed by your community.

For individual information and advice on settlement issues, please contact the Multi-Lingual Information Service on 625 3090 or 625 2440.

**Kiran Mallapur, SSNZ Coordinator Auckland**

## Update on Manukau Settlement Support NZ

Under the leadership of the new SSNZ Coordinator, the Settlement Support initiative is taking root in Manukau City.

### SSNZ Networking and Promotions

After a series of meetings with service providers in Manukau to explore ways of possible collaboration, the Coordinator has focused on increasing targeted publicity for the initiative. This has included distributing SSNZ flyers at all network meetings, placing them on public notice boards, in community centres and libraries. More media coverage is planned for local newspapers and newsletters. The aim is to let newcomers to Manukau know where to go for advice, information and referral to appropriate services.

The Coordinator is linking up with existing networks within the Manukau wards, raising issues that pertain to the settlement needs of new migrants and refugees.



A Settlement Network Meeting in Manukau

Recent positive publicity has resulted in the Coordinator receiving invitations to talk about Settlement Support Initiative to different migrant groups as well as host community members. This is an important way of encouraging communities to acknowledge newcomers and learn to live together with respect and acceptance.

### Settlement Network Support Group

This group of dedicated individuals continue to meet bi-monthly to give the much needed guidance to the settlement support Coordinator. Their passion - *to see migrants settle smoothly in Manukau City.*

### Local Settlement Network Meeting

The local Settlement Meeting had over 50 people attending from various community groups and service providers within Manukau City. Generic issues pertaining to youth were raised at the meeting. The challenge is to involve youth in addressing these concerns and work with them to develop practical strate-



The next Local Settlement Network meeting will be held on Sunday 16<sup>th</sup> of December 2007, to celebrate International Migrant Day. We are calling on all newcomers in Manukau City and the host community to come out to celebrate. It will be a fun day full of activities for the whole family.

Invitations will be going out in November but for more information or to express interest in attending please contact **Vimbai Mugadza, SSNZ Coordinator Manukau City, Tel 262 5983, email - ssnzmanukau@arms-mrc.org.nz.**

*Also if you are new to the vibrant city and require information then, please get in touch with me.*

**Vimbai Mugadza, SSNZ Coordinator Manukau**

## English Language Advisory Services

The ARMS ESOL Advisory Service continues to offer specialist assessment and referral advice to refugees and migrants seeking to upskill their language to help them settle more easily.

We offer free and impartial consultations in 4 offices across the Auckland region. Following a thorough one-to-one interview, we can provide migrants and refugees with specific English language advice for those seeking employment, such as the communication skills required for effective job searching and working in particular NZ workplaces. This includes specialist occupations such as teaching, accountancy, medical professionals, administration staff.

In addition to the English Advisory Service at our Three Kings Centre and the ARMS Manukau Centre, an English Advisory Service is now available on the North Shore and in Waitakere.

The Service on the Shore is based at the Community Constable building (next to the entrance to the Northcote Central library). Email: [mari-anp@arms-mrc.org.nz](mailto:mari-anp@arms-mrc.org.nz) Ph: 09-262-5982

In Manukau, the ARMS Centre is near the Westfield Mall at No 6 Osterley Way, Manukau City Centre. Email: [marianp@arms-mrc.org.nz](mailto:marianp@arms-mrc.org.nz) Ph: 09-262-5982

For English Advisory Services at Three Kings and Waitakere, contact Angela Yatri on [angelay@arms-mrc.org.nz](mailto:angelay@arms-mrc.org.nz)

### ESOL Advisory Team at ARMS

#### New Staff At ARMS

**Donna Lusby** has joined the team recently. She has two roles as the Manukau Workshop Facilitator and as the ESOL Advisor in Three Kings. Donna has held various roles in the ESOL teaching in NZ, China and France. She holds a MA in language teaching, a BA in French with Spanish and Japanese. Her interests include independent learning and computer assisted language learning (CALL)



## Employment Workshops

### Update

These free employment workshops are held weekly at Three Kings and fortnightly at Manukau from 9 a.m to 3 p.m. Participants will learn about NZ employment culture and labour market, job search skills, CV preparation and interview skills and workplace language skills.

#### Participant feedback on the First Steps to Employment workshops:

- *I found this workshop full of information that will guide me into landing a job*
- *Good learning experience, I acquired new tips and techniques to go about my job search*
- *Great, really highlights the main points in writing a CV & having the interview*
- *I absorbed all the tips given and went back and changed my CV. Instantly I had three interviews and now have a job*

First Steps to Employment workshops are held in collaboration with ARMS, Auckland Chamber of Commerce, NZ Career Services Rapuara, and Work and Income.

For registration and further information: call Reception at Three Kings on 625 2440 or email [reception@arms-mrc.org.nz](mailto:reception@arms-mrc.org.nz) and Manukau Centre on 263 5490 or email [manukau@arms-mrc.org.nz](mailto:manukau@arms-mrc.org.nz)

## Multi-lingual Information Service

Staff of Multi-lingual Information Service of Citizens Advice Bureau Auckland City continue to serve the migrant and refugee communities. During the last three months, they received an average of 2200 enquiries per month in 26 languages. Of these enquires 69% are received by phone and 29% are face to face. The most commonly required language is Chinese, followed by Korean and Arabic.

Enquiries cover all aspects of settlement, e.g. installing of telephone lines, paying a bond, conditions necessary to obtain an Indefinite Residency Visa etc. Most common enquiries are about Immigration and Interpreting.

What sort of queries do we get in a days work? Let's look at a couple of case studies:

A person paid \$4000 to an employer to secure a job for which he received a receipt. The receipt provided very little information and the date on the receipt was before the man had arrived in NZ and did not have the recipient's signature. Both parties had signed off on an individual employment agreement which was a standard agreement. The new migrant worked for five months without receiving any wages. When he resigned from the job, the employer did not agree to pay his wages. The CAB arranged for the client to see a lawyer and informed him about his rights and obligations.



Information Officer, Norah with a client

In another instance, a person who had migrated a long time ago insisted that another quite elderly close family member to sell all their assets overseas and migrate to NZ. Eventually, the other member agreed and disposed of all assets and brought the money to New Zealand. On arrival in NZ, that elderly relative transferred all the money into their relatives bank account but after some months that elderly person was thrown out of the home penniless.

People from the elderly person's church arranged accommodation etc. and referred them to CAB. Assistance was arranged with clothing, food parcels and they were provided assistance in their own language about the different procedures in NZ, police, justice system, court, etc. A bi-lingual Lawyer assisted them and finally a court ruling has been given in the client's favour.

To conclude, we would recommend that you refer your family or friends that have any kind of assistance in any such issues to the CAB Multi Lingual Information Service at (09) 6253090 or Email at [durgar@arms-mrc.org.nz](mailto:durgar@arms-mrc.org.nz). If you would like to get more information contact the Manager, Durga Ray at 625 3096.



# WHAT'S NEW AT ARMS?

## ReactNow Refugee Employment Update

Following a successful version of our skills workshops for refugee jobseekers, we are now planning to hold another series of four workshops in early December.

During our last workshops in late June/early July, we had 17 jobseekers attending from many communities, including Burundian, Somali, Afghani and Ethiopian. They travelled from as far as West Auckland and the North Shore to the course at Three Kings.

The December workshops provide refugees with the opportunity to improve job-search skills to assist them with looking for part or full-time work over the summer.

Our workshops cover a range of topics, including CV and cover letters, interview techniques, New Zealand workplace culture, motivation and self-confidence, legal employment rights. Speakers from firms such as New Zealand Post will explain what they look for when recruiting staff and the big "do's and don'ts" when applying for jobs.

Places are limited, so if you are interested in registering for the course of four free workshops on December 5, 7, 12 and 14th, or know someone who is, please telephone Anna on 625 2440 ext 751 or for more information email [annaf@arms-mrc.org.nz](mailto:annaf@arms-mrc.org.nz)

**Anna Fyfe-Rahal**

## New Job Search Workshops at Waitakere

First Steps to Employment workshops will be held at Waitakere in collaboration with Career Services Rapuara, Work & Income, Migrant Action Trust and ARMS.

These free workshops will be held on the last Wednesday of each month (31Oct, 28 Nov) from 9 a.m to 2 pm at the Man Alive Counselling Centre, 11 Edmonton Road in Central Henderson.

For further information and for registration, please call 625 2440.

**Natalie Savery**

## Employment Support for Engineers

SIGIE will hold its Annual General Meeting to on Tuesday 9<sup>th</sup> October at the Auckland Regional Migrant Service, 532 Mt Albert Rd, Three Kings Plaza, at 6.30pm for a 7pm start. The meeting will be for an hour with time for networking over refreshments.

SIGIE is looking for new Committee members so if you have a desire to help others then this is your opportunity to get involved.

Up to date, over 100 migrant engineers expressed their interest in or made an inquiry about the Supporter Programme; A total of 82 migrant engineers have participated in this programme, among of these participants, except 22 have withdrawn from the programme due to a variety of reasons such as moving out of Auckland, doing further study, or having left their professional field too long to have suitable skills and so on, 45 percent of participants, which is 27 migrant engineers, have gained a job in their fields.

**Contact Reception (625 2440) for information**

## Employment Support for Teachers

ARMS and Career Services collaborate to offer support services to overseas trained teachers seeking employment. These include information workshops and individual consultations. Migrant teachers have valuable skills to offer New Zealand but need local advice and training to understand and adapt to the schooling environment in New Zealand. Employment opportunities exist in ECE, primary and secondary sectors. Media reports signal that next year there could be a shortage of primary teachers. Please call Angela Yatri on 6252440 for advice.

**Angela Yatri**



## ARMS Regional Centre –

532 Mt Albert Road, Three Kings, Auckland

Tel: 09 625 2440 email: [reception@arms-mrc.org.nz](mailto:reception@arms-mrc.org.nz)

## ARMS Manukau Centre—

6 Osterley Way, Manukau City, Tel: 09 263 5490

Email: [manukau@arms-mrc.org.nz](mailto:manukau@arms-mrc.org.nz)

Web address: [www.arms-mrc.org.nz](http://www.arms-mrc.org.nz)

## Information Workshops

Recent workshops include *Relating Well in NZ* (how to settle successfully into NZ), *Volunteering*, and *Buying Your First NZ Home*. *Relating Well* is a workshop that focuses on the stages people go through when trying to settle into a new country and helps new New Zealanders to understand Kiwis and to settle successfully here. *Volunteering* showed how volunteering can help new Kiwis meet new people, make friends and develop a network, which in turn can lead to finding a job. *Buying Your First NZ Home* covered buying a family home, the buying process, home loan options, and negotiation strategies and tactics for the NZ market. As our most popular information workshops, these three workshops will be held again in October or November.

**Lorraine Newman**

## Orientation Programme for Newcomers (Auckland City)

Over the last two months, 120 people have participated in two orientations held on Orakei Marae, home of the Ngati Whatua people. Visitors were welcomed onto the Marae, introduced to Maori marae protocol, and were able to learn about local Maori history and culture, as well as try their hand at flax weaving. This was topped off by a fabulous traditional hangi lunch. Feedback from visitors has been extremely positive.

The next Marae trip will be held on Saturday 24th November, so this could be the opportunity for you. Priority for the Saturday Marae visit will be given to ARMS clients and their families, especially those who have attended the Tangata Tiriti (Treaty People) workshop.

**Lorraine Newman**

## Tangata Tiriti - Treaty People Workshops

Another Tangata Tiriti workshop is to be held on 10th November. This is an opportunity for newcomers to understand their relationship as new settlers to Maori as the original settlers.

**Lorraine Newman**

## Diversity Arts Programme

This programme was funded jointly by Creative Communities and the Auckland City Council. It consisted of 5 participatory workshops focused on diverse performing arts.

Workshops were on Stories of Migration : Stories from the Heart; *Kapahaka Maori Dance and Song* - attendees learnt Maori poi, songs and other performing arts and on *Diversity Arts school holiday programme* - young people experienced 3 forms of performing arts over three days. In puppetry, young people created puppets and presented a short puppetry play. Drumming was the most popular of the holiday workshops. In Clowning, participants developed a character, and created a short scene. Attendees were very positive about the workshops.

It is hoped that future funding will allow ARMS to support newcomers with strong creative arts backgrounds to run participatory workshops to strengthen their profile locally.

**Lorraine Newman**