

# Regional Settlement Newsletter

Updates for the Regional Settlement Network

Edition 5. 2011

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*Season's* greetings to our Regional Settlement Network members. Wasn't it superb to see Auckland buzzing with people from many nationalities, speaking their various languages, and enjoying the many dynamic multicultural events provided throughout the region during the Rugby World Cup.

These past 12 months have been very rewarding for ARMS, co-ordinating the Regional Settlement Network and gaining insight into the views and issues of both new Aucklanders and service providers. In total, our two Network meetings this year brought together 150 personnel from over 90 service providers, and our network membership stands at 270. The meeting evaluations strongly suggest that members see the Regional Network as providing a very useful platform for service providers to connect with each other, share information and network, and learn more about Auckland's diversity.

This newsletter reports on the critical issues faced by many Network members, in meeting the diverse language needs of newcomers. By way of contrast is an article on embracing cultural diversity through cooking.

If your organisation has some exciting developments, activities or events to share, relevant to helping newcomers and other service providers, do please contact our newsletter editor, Shoma Prasad, on [shomap@arms-mrc.org.nz](mailto:shomap@arms-mrc.org.nz)

*Wishing you restful holidays and a Happy New Year!*

## Interpreting - a Hot Topic

The opportunity to examine topical issues related to interpreting, translation and multilingual services drew a good crowd to the October Regional Settlement Network meeting hosted by ARMS in Western Springs and funded by Immigration New Zealand.

Over 60 attendees from 35 organisations heard a range of presentations from providers and trainers, and experienced first-hand the challenges involved in an interpreting situation during an activity led by the lead speaker, Robyn Pask, Chief Executive of Interpreting New Zealand.

Other speakers on the day included: Rachel Noble from Deaf Aotearoa, Charles Cui from Waitemata Auckland Translation and Interpreting Service (WATIS), researcher Dr Ineke Crezee from AUT, and experienced interpreter, Etetu Bowden.

From the plenary discussion were identified a set of gaps and issues for potential future action, including; the costs of interpreting for service providers, (particularly those outside of the health or justice

sectors), education for agency staff about unethical and potentially risky use of children/family members and other untrained interpreters, and the need for greater awareness of clients' rights to have an interpreter.

Inconsistency in fees for interpreting services across Auckland was also raised as a concern, as was the need to train service providers on how to work more effectively with interpreters. Currently such training is available mainly within the health sector through the Culturally and Linguistically Diverse (CALD) competency training course; consideration is needed to determine how this can be rolled out more widely.

The meeting also included a "mini information expo", providing attendees with the opportunity to gather up resources on services available in Auckland through providers including: CAB Language Link, Office of Ethnic Affairs Language Line, the district health boards' interpreting services, Pacific International Translations, iSign and the main tertiary institutions offering interpreter training in Auckland.



Service providers at the Regional Settlement Network meeting



Auckland Regional Migrant Services  
Charitable Trust (ARMS)



SETTLEMENT SUPPORT  
NEW ZEALAND  
Connecting newcomers locally



IMMIGRATION  
NEW ZEALAND

A SERVICE OF THE DEPARTMENT OF LABOUR

## Compare Tool - helping people make smart choices

Service Providers working in the migrant employment area can now use a new tool on the Careers New Zealand website, which helps people to make smart career choices by comparing a job outline against others.

Careers New Zealand website content manager Bernie Burrell said people are often faced with either too many or too few career choices and, as a result, they sometimes struggle with weighing up the options available.

“The new tool will allow people to go to our website and compare various job outlines from our jobs database, which has information on more than 600 job profiles.” Ms Burrell said the new tool allows a young person to select and compare two jobs alongside each other on aspects such as tasks, requirements for entry, the chances of finding work and the amount they can earn.

“Visitors to our site are encouraged to think more broadly about their career decision-making. For example, if someone has pinned their hopes on being a graphic designer, they can compare the role with other jobs to help them discover why being a graphic designer is for them. It’s also helpful for those who want to narrow down diverse options to weigh up two very different career paths.”

Ms Burrell said Careers New Zealand is continuing to add more features to the Compare Tool, enabling website visitors to link to full job summaries and save results to My Career Space, a personal area on the site specifically set aside for frequent visitors.

“We had more than 3 million New Zealand-based visits to our website in the last year so it’s really important that we develop effective tools and have the right kind of information to help New Zealanders make smart career decisions.”

For more information on Careers New Zealand’s new online Compare Tool, visit [www.careers.govt.nz/compare](http://www.careers.govt.nz/compare)



## Cooking Up Diversity

In 2010/11, 21,212 people were approved for residence through the Skilled Migrant Category (SMC). While the principal skilled migrants embark on their new employment journey, their family members are often keenly searching for other settlement information. The Anglican Trust for Women and Children (ATWC) has piloted a ‘Cooking and Friendship’ programme for migrant and refugee women – as a means to make friends, practise English language skills, experience different cultures and gain understanding of commonalities and cultural backgrounds.

“I love the smell of diversity!” - an enthusiastic statement by Kawkeb Sadik, who coordinates the ‘Cooking and Friendship workshops’ at ATWC. Kawkeb says it was her own personal experiences which led to establishing the workshops.

“As a migrant myself and working with migrants and refugees, I saw a need to bridge the gap between initial arrival and integration into the community”, Kawkeb said.

“Participants come to the workshop as just women, without the other labels and baggage they may struggle with on a daily basis.”

The Cooking and Friendship workshops happen every month and are divided into two main parts: cooking together and culture sharing. Cooking provides the initial common ground, as well as facilitating discussion and providing learning opportunities. The cooking takes place first, with women from one country demonstrating the preparation of some of their country’s dishes.

Later in each workshop, those women who had directed the cooking the previous month share some of their country’s culture, history, clothing, geography, crafts, and their own personal stories. As well as educating the rest of the group, this leads onto fascinating discussions on different topics, such as different challenges faced by newcomers to the country.

Kawkeb says that food is very often a large part of a country’s culture and comes with a great deal of meaning. Sharing that culture with new friends reminds them of their culture, while connecting them with their new country in a spirit of cooperation and intercultural understanding.

If you want to know more about these workshops, please contact Kawkeb Sadik on [KawkebS@atwc.org.nz](mailto:KawkebS@atwc.org.nz)



▲ The cooking and friendship group, hosted by The Anglican Trust for Women and Children.

**Editor’s Note:** We welcome your comments and feedback on this edition of the Regional Settlement Newsletter. Please contact Shoma Prasad, Communications and Public Relations Officer on 625 3095 or email her on [shomap@arms-mrc.org.nz](mailto:shomap@arms-mrc.org.nz)

## *English Language Partners (ELP) looking at New Strategic Directions*

*The English Language Partners (ELP) has recently created a new position of Strategic Development Manager based in Auckland, focused on building on the work of the four Auckland ELP centres and liaising with like-minded agencies to foster cooperation in the settlement sector.*

Charles Hayward brings extensive training and language teaching experience to the newly-created Auckland Strategic Development Manager role.

However Charles, who is located in Auckland, says that he won't be making any assumptions based on his previous experience, and plans to spend time gaining a thorough understanding of the organisation.

"I am also a volunteer tutor with English Language Partners, something I started before this job came up," he said. "I thought I would already be well informed because of my ESOL teaching experience but I quickly found out that it is a whole new sector, and assumptions I had made about it were not true. I was impressed, for example, with the focus on 'Kiwi English' and the fact that there are no set texts as lessons are aimed at the needs of each learner."

In his new role, Charles will focus on supporting ELP's Auckland centres and working with other agencies to increase ELP NZ's capacity to provide relevant English Language support for migrants and refugees. "Our aim is to liaise with like-minded agencies to foster cooperation in the sector as well as to map provision (of English language support) and gaps within our sector and put in place strategies and programmes to fill those gaps."

Charles added that "English language support is vital to refugees and immigrants achieving good settlement outcomes but it doesn't happen in a vacuum, which is why collaboration across agencies needs to be on-going."

ELP NZ currently has around 1,000 trained volunteer tutors across Auckland, many of whom are bilingual. They provide English language training to around 3,000 learners across 100 suburbs within Auckland.

### **Programmes offered by ELP;**

1. ESOL home tutoring
2. English language groups
3. ESOL-Literacy
4. English for Employees
5. English for Migrants (pre-paid programme)
6. Additional local programmes

Charles is keen to meet with service providers to discuss future collaborative ideas. You can email Charles on [charles.hayward@englishlanguage.org.nz](mailto:charles.hayward@englishlanguage.org.nz)

Alternatively, if you would like to make a referral to ELP, please call on (09) 523 0071 or visit <http://www.englishlanguage.org.nz/>



▲ Charles Hayward with Nicola Sutton, Chief Executive of ELP.

## *Knowledge is Power and Networking is Crucial!*

The Manukau Local Settlement Network (LSN) meeting on the 28th of October 2011 was dedicated to agency networking, with 62 service providers participating.



Vimbai Mugadza, Settlement Support Coordinator for Manukau, said the objective of the meeting was to empower service providers through direct information sharing. "It was an opportunity for service staff to become really clear about what is available in the local area so that as a network we can become more effective in our responses and referrals for newcomers," she added.

One of the issues highlighted by the Manukau Network meeting was that most support services offered by main stream agencies are certainly available to newcomers as well. This needs to be better understood and recognised amongst the service provider networks in order to optimise the referral process and assistance for newcomers.

Service providers called for more meetings of a similar nature to be held in the future in order to strengthen the Settlement Network and build a strong information sharing platform.

If you would like to join the Manukau Local Settlement Network, please email Vimbai Mugadza on [Vimbaim@arms-mrc.org.nz](mailto:Vimbaim@arms-mrc.org.nz)

▲ Zhengxiu Xie, from the disability resource centre presenting at the LSN.

## *New SSNZ Coordinator and Multilingual Services for Auckland Central*



Joseph Ngui commenced his new role at ARMS in October, as the new Settlement Support Coordinator for Auckland Central. Joseph has a Masters of Professional Business Studies in Management (Hons) as well as several other graduate and undergraduate qualifications from Auckland universities.

Joseph's background is primarily in the area of education management and administration. He has worked for AUT in a support role with international and ESOL students, and as an IHC Support Worker empowering people with intellectual disabilities.

Apart from working with settlement service providers to organise workshops such as 'Water Safety', 'Immigration Information', and 'Buying Your Own Home', some of the new workshops on Joseph's planning list include 'Intercultural Awareness for Service Providers', 'NZ Health Information' and 'Key Settlement Information' for newcomers. You can contact Joseph Ngui on Email: [josephn@arms-mrc.org.nz](mailto:josephn@arms-mrc.org.nz)

**Multilingual Services:** Through our settlement support services in Auckland central, ARMS is now offering information in the following languages - French, Chinese, Spanish, Urdu, Arabic and Hindi.

For more information on SSNZ visit [www.ssnz.govt.nz](http://www.ssnz.govt.nz)

# Useful Websites

## New Map shows Jobs in Demand

The Careers New Zealand website now has a geographic map on its job summary pages, displaying current vacancies in related jobs on Trade Me. The map shows students where certain jobs are right now and provides an indicator of demand through the number of relevant vacancies.

Visit [www.careers.govt.nz/maps](http://www.careers.govt.nz/maps) and type a few letters of a job title and get a result.



# Useful Resources

As part of its work to support employers to retain newcomer employees, Immigration New Zealand has launched two information toolkits. Each toolkit aims to make the employment and settlement process easier for both parties.

## Employee Toolkit



The Employee toolkit is an 8 page fold-out booklet which introduces the most common points of communication difference for most new migrants, particularly at the workplace.

## Employer Toolkit



This Kit consists of ten handy flip cards highlighting the differences in communication styles between Kiwis and other cultures that can, when misunderstood, contribute to incorrect first impressions.

## Ways you can use these cards

The cards have been designed as a set but can also be used individually for specific situations in the workplace. We suggest you:

1. Refer to them before and after recruiting migrant staff
2. Discuss them with your managers or team supervisors
3. Use them for in-house training programmes

To order the Immigration NZ toolkits, please email on [settlementinformation@dol.govt.nz](mailto:settlementinformation@dol.govt.nz)

## The Voice of Ethnic Communities

The first newsletter of the Auckland Council's Ethnic Peoples Advisory Panel (EPAP) has been published. It includes profiles of the panel members, and an introduction to the Panel's work. This newsletter is one of a number of communication tools that will assist the Panel and Auckland Council in the vital task of ensuring that the many diverse ethnic communities that make up Auckland have a means of communicating with the Council and its representatives. You can download the newsletter from <http://www.aucklandcouncil.govt.nz> and search for Auckland Ethnic Peoples Advisory Panel. To contact the Panel, please email on [ethnicpanel@aucklandcouncil.govt.nz](mailto:ethnicpanel@aucklandcouncil.govt.nz)



# Upcoming Events

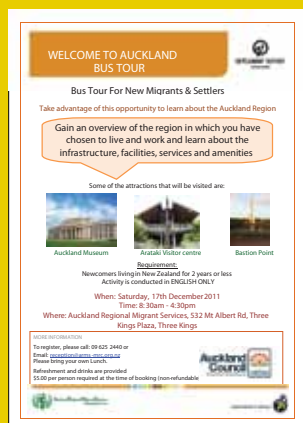
## SSNZ Auckland

Information for Service providers to refer onto newcomers to Auckland.

What: Free Bus Tour of Auckland City  
When: Saturday, 17th December 2011  
Time: 8:30am - 4:30pm  
Where: Auckland Regional Migrant Services, 532 Mt Albert Rd, Three Kings Plaza, Three Kings  
Register: [reception@arms-mrc.org.nz](mailto:reception@arms-mrc.org.nz)

The Treaty Education For Migrants Group is offering an excellent training course for community facilitators and workers who want to run interactive workshops for their communities to understand the relevance of the Treaty of Waitangi.

What: Free Treaty Facilitator Training Course  
Where: 532 Mt Albert Road, Three Kings  
When: 3rd December and 17th December – both days required  
Register: 09 625 2440 or email [sallyc@arms-mrc.org.nz](mailto:sallyc@arms-mrc.org.nz)



## The Norman King Resource & Community Partners

What: Christmas Brunch and Celebration of International Migrants Day  
Where: Level 1, Norman King Building, Norman King Square, Northcote  
When: Tuesday 6 December, 2011  
Time: 11:00am - 1:00pm  
RSVP: (09) 486 8635