

Annual Report 2008

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



**Auckland Regional Migrant Services Charitable Trust
(ARMS)**



VISION

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

MISSION

Our mission is to facilitate successful settlement through:

- coordination
- community networking
- specialist services
- informed advocacy

ARMS VALUES

- Respect:** ARMS respects, accepts and values all communities and cultures.
- Accessibility:** ARMS is recognised throughout the region for its convenient points of contact for new settlers.
- Quality:** ARMS provides the highest standards of relevant, responsive and timely settlement support.
- Collaboration:** ARMS works closely, openly and constructively with diverse communities, service agencies, and local and central government.
- Advocacy:** ARMS acts on behalf of and encourages community members to have their views heard and their rights respected.

STRATEGIC DIRECTIONS 2008 – 2011

STRATEGIC DIRECTION 1: SUSTAINABLE FUNDING

An increased and sustainable funding base for ARMS' Strategic Plan

STRATEGIC DIRECTION 2: SPECIALIST SETTLEMENT SUPPORT

Effective enhancement of specialist settlement support across the region through innovative service models and multi-agency collaboration

STRATEGIC DIRECTION 3: REGIONAL LEADERSHIP

Position ARMS as the regional leader in settlement support coordination

STRATEGIC DIRECTION 4: ORGANISATIONAL DEVELOPMENT

Strengthening of organisational effectiveness

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Governor General's Message

ARMS Patron, Hon Anand Satyanand PCNZM, QSO
Governor-General of New Zealand



Greetings, kia ora, kia orana, fakalofa lahi atu, taloha ni.

It was with great pleasure that I accepted the role of Patron of the Auckland Regional Migrant Services Charitable Trust on being appointed Governor-General in August 2006. I regard the work of the Trust as vital in recognising the cultural diversity of the Auckland region. It is helping to build a cohesive and tolerant society by providing appropriate services for the successful settlement of new migrants.

Though migrant families are often under considerable pressure when moving to a new land, the Trust works to ensure that all new settlers are treated with dignity, respect and tolerance. A key part of this work is education and raising awareness among the wider community. As Governor-General and Patron, I send my sincere best wishes to the Trust and all the communities of interest it serves.

ARMS Chairperson's Message

ARMS Chairperson, Colin Dale, CNZM, JP



I wish to convey our appreciation and thanks to His Excellency, Hon Anand Satyanand, PCNZM, QSO Governor-General of New Zealand for his continued Patronage. I also convey my sincere thanks to all those government agencies and community organisations involved in supporting ARMS.

Once again we have delivered on our promises and we look forward to a strong and progressive future with a new elected Board. Our relationships with relevant Ministers, government officials and the civic leaders of the Auckland region continue to be very positive.

I wish to convey my thanks and appreciation to my fellow trustees for their commitment and dedication in furthering the work of the Trust. I would particularly like to mention the tremendous contributions by retiring trustees John Wong the first Chairman of the Board, Adam Halango Deputy Chair, Robin Wray as Chair of the Policy Committee, Hashem Slaimankhel and Amit Ohdedar.

To produce a successful organisation requires a visionary and strategic Trust Board focusing on governance and an outstanding and highly skilled Executive Director responsible for its successful management. Dr. Mary Dawson fills that role with tremendous ability and has been a strong advocate for the migrant and refugee population in the Region. We are very proud and inspired by Mary and her excellent staff.

Special thanks should also go to the Trustee Appointment Committee, chaired by Malcolm Shotter. This has added real value to the governance of the Trust Board. It is a great pleasure and privilege to be involved in ARMS in providing successful settlement for migrants and refugees which is vital for a harmonious New Zealand.

ARMS Executive Director's Message

ARMS Executive Director, Dr Mary Dawson



ARMS has had a very full and productive year, thanks to the huge commitment from our staff team, in a year of significant staff changes, increasing client numbers and organisational demands. The excellent teamwork of our very diverse staff has resulted in very effective delivery of key services and the development of innovative responses to settlement needs.

Of very real support to me throughout the year has been our Trust Chair, Colin Dale, with his wide networks, organisational experience, and enormous commitment to the work of ARMS. My sincere thanks to all members of the Board, for their excellent attention to their Trustee roles and personal support throughout a very busy year. I have great confidence that our staff and new governance team will continue to enhance ARMS' effectiveness with and for its communities of interest and to strengthen its profile within the region.

Joint Report: Chairperson & Executive Director

The ARMS Trust was established in 2002, and this year marked our fifth anniversary - a significant milestone for an organisation focused on a very sensitive area of service delivery, namely the successful settlement of migrants and refugees. The establishment of ARMS was the result of the emerging need to support new settlers to Auckland, and followed a widespread community consultation process. This was instigated by the then Minister of Immigration, with the support of the Auckland Mayoral Forum and initially funded by the Auckland and Manukau City Councils, with assistance from NZ Immigration Service (from the Migrant Levy Fund) and Housing NZ who supported the accommodation costs of our Regional Centre.

Over the past five years, the services of ARMS have expanded significantly in response to the key needs of the fast growing flow of skilled migrants, and more recently to address support gaps for refugees. Our success in providing these services has been due to several factors. The first is our government funders. Our major funder, the Department of Labour, supports the staff and physical infrastructure that enables the coordination and accessible provision of settlement information across the region. This funding also enables ARMS to host the co-location of the CAB Language Link (previously known as the Multi Lingual Information Service). This excellent partnership, benefitting large numbers of migrants and refugees each year, has been the lynch-pin of our very effective multi-agency service delivery model.

In 2005, the Trust assumed the lead agency role for the nation-wide initiative - Settlement Support NZ - in both Auckland and Manukau cities, also funded from the Department of Labour. ARMS handles the bulk of SSNZ enquiries for the Auckland Region and nationally.

For the past five years, the Tertiary Education Commission has funded our regional ESOL Specialist Advisory Service. For a second year, the Ministry of Social Development has funded our expanding Migrant Employment Assistance programme, as well as allowing ARMS rent-free use of Work and Income premises for our Manukau Centre. More recently, the Department of Internal Affairs Digital Strategy Community Partnerships Fund is enabling ARMS to create a regional settlement website.

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. Rental assistance has also come from organisations such as the NZ Community Trust, Lion Foundation, and the Auckland City Council. We wish to record our very sincere appreciation to all our benefactors.

In November 2007, our Patron, His Excellency the Governor-General Anand Satyanand, opened the ARMS Learning Centre adjacent to our Three Kings Centre, which offers 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. In 2008, ARMS entered into an umbrella arrangement for 18 months with the Somali Concern Organisation, to enhance their capacity to deliver services to refugee community members. This is also housed in the Learning Centre.

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 support for our wide range of activities. Client numbers have continued their upward climb, with Manukau Centre becoming significantly busier with a higher profile in that region. Steps were taken to establish an ARMS North Shore Centre, and to extend our ESOL advisory service into Manukau East.

A full review of the ARMS Trust Deed was completed, with a Trustee Appointment Committee chaired by Malcolm Shotter responsible for future Board appointments. Our Vision, Mission, Values and Strategic Directions were thoroughly revised, and our full policy review commenced. There has been an emphasis on strengthening our relationships with central and local government.

Continuing throughout the year has been our contribution 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. Securing funding for and commencing work on the regional settlement portal has been a challenging exercise - with coordination and accessibility of information being its key objectives.

In all areas, our key focus has been to identify how better to respond to the needs of newcomers, at the same time working on infrastructural requirements of the organisation to support our client services and maintain organisational effectiveness. ARMS' accomplishments this past year have been possible only through the concerted and weighty efforts of all concerned - Trustees, staff, volunteers, colleagues in our collaborating organisations, and our funders.

Our whole-hearted thanks go to all of you for your contributions into a most worthwhile endeavour - that of facilitating the successful settlement of newcomers and new Kiwis and valuing their contribution to the New Zealand society.

Settlement Support Auckland City



Coordinator: Bevan Chuang

Kiran Mallapur vacated the SSNZ Auckland City Coordinator role in March, having done a superb job. It was then filled by Bevan Chuang. It was a busy year, with over 220 people attending 27 meetings held with individuals, communities and service providers. The purpose of these meetings was to gain a better understanding of community issues and concerns, to link service providers with communities, to network, and to seek ways of addressing identified needs and barriers

Through their co-location, the SSNZ Auckland City initiative, supported by other ARMS staff, and the CAB Language Link staff was able to provide newcomers and longer term settlers with easy access to information about services to help them with their settlement needs. During the 07-08 year, 5436 clients contacted ARMS, including 4589 new clients. Approximately 46% of all SSNZ clients had been living in New Zealand for 3 years or less.

The majority (33%) of the clients were in search of employment information or services, while 16% had immigration-related enquiries and 14% were enquiring about English language assistance. Many SSNZ clients were referred to CAB Language Link (40%) or to ARMS workshops (52%).

Many thanks go to the members of our Settlement Network Support Groups for their superb contribution and support to both Kiran and Bevan.

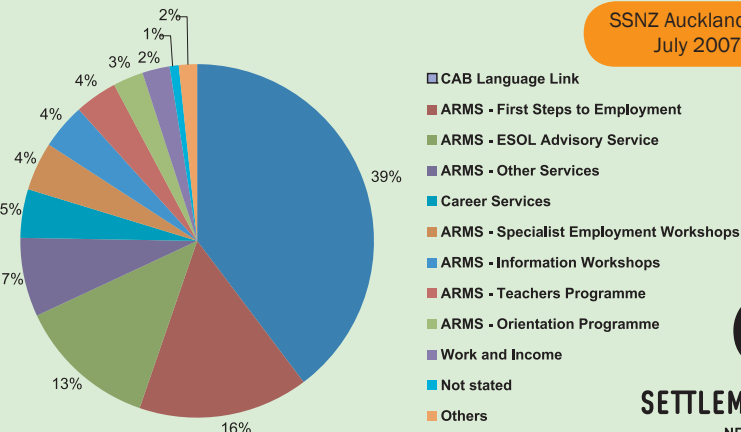
SSNZ Clients 2007/2008 (Auckland & Manukau)

| | Auckland | | Manukau | | Total |
|-----------------------------|------------------|-----------------|------------------|----------------|-------|
| Total SSNZ Enquiries | 5436 | | 1035 | | 6471 |
| Total SSNZ Clients | 4159 | | 931 | | 5090 |
| Length of time in NZ | Client No | Auckland | Client No | Manukau | |
| < 3 yrs | 1663 | 39.97% | 387 | 41.57% | |
| > 3 yrs | 2126 | 51.12% | 318 | 34.16% | |
| Not stated | 370 | 8.91% | 226 | 24.28% | |

Notes:

Enquiries : Number of enquiries received through SSNZ Clear Point of Contact at ARMS centres from SSNZ clients.

Clients: Number of clients who accessed information/services through SSNZ Clear Point of Contact at ARMS (Auckland & Manukau)



Settlement Support Manukau City



Coordinator: Vimbai Mugadza

The Manukau Local Settlement Network (LSN), made up of Government sector departments, non government organisations and community groups, continued to strengthen in numbers and commitment to the needs of newcomers to Manukau. Three local settlement network events were held focusing on:-

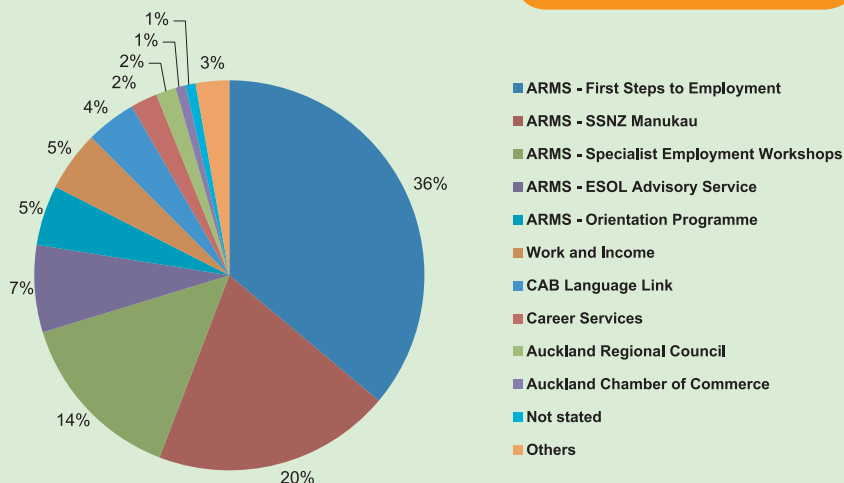
- Migrant and refugee youth settlement – what is working and what is not?
- Overcoming lack of NZ work experience as a key barrier faced by migrant and refugee job seekers.
- Celebrating International Migrant Day on the 16th of December 2007 at Totara Park.

Manukau's Settlement Network Support Group (SNSG), which guides the operations of the Settlement Support Initiative, has consisted of staff from Career Services, ADHB, Housing New Zealand Corporation, ESOL Home Tutors, NZ Immigration, COMET, Pakuranga – Eastern Manukau CAB, Chinese New Settlers Services Trust, Manukau City Council, Manukau City Library, Work and Income Manukau Centre, Refugee Services, and ARMS.

The SNSG met six times in the year and various working groups were established to work on specific assignments identified by the group.

Good teamwork between ARMS colleagues and volunteers resulted in three information workshops being held for service providers and seven orientation and information workshops for newcomers. Our client members and enquires increased significantly over the year, evidence of our improved profile across Manukau City.

SSNZ Manukau Clients Referrals
July 2007 - June 2008



SETTLEMENT SUPPORT
NEW ZEALAND

Migrant Employment Services

Coordinator: Luettele Carnie. Member: Lin Lee Mahendran



ARMS was funded for the second year by the Ministry of Social Development for the delivery of a range of job search and assistance activities for newer migrants. These included 93 workshops run in Three Kings Centre, Manukau City and Waitakere City, attended by over 1200 migrants. Individualised support was provided to nearly 100 teachers. Most targets were exceeded, especially in terms of participant numbers.

Specialist occupation workshops were delivered for accountants, IT professionals, administration and customer service personnel, and new migrants interested in starting up a business. The workshops for migrant teachers continued to be very popular, with 136 attendees. Smaller workshops were run for women exploring options for themselves in the NZ work environment.

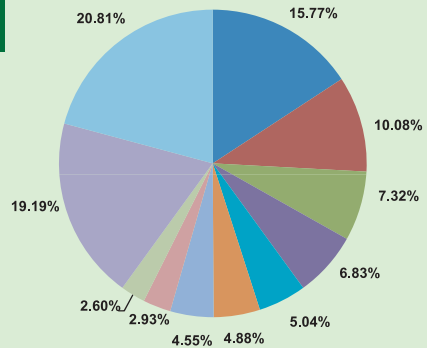
Our follow-up interviews of workshop attendees indicated that, overall, 38% had obtained a job within 3 or 6 months of attending the workshop. Best results were reported for attendees of the specialist workshops, with over 50% finding jobs subsequently.

ARMS staff excelled themselves in the development and delivery on this Migrant Employment Assistance contract, with administration staff stepping up in the absence of a Coordinator for several months. A key recent development has been the incorporation of the MSD funded employment workshops delivered on the Shore, into the ARMS employment services. Valuing her extensive knowledge and networks, ARMS was delighted to welcome Lin Lee Mahendran to take up the ARMS North Shore Employment Coordinator position. Another new member of ARMS' Migrant Employment Assistance staff team is Luettele Carnie - our Regional Employment Coordinator.

In the 2008-09 year, ARMS will be delivering and developing a range of employment assistance programmes across the Auckland region, responding to the specific needs identified in each city.

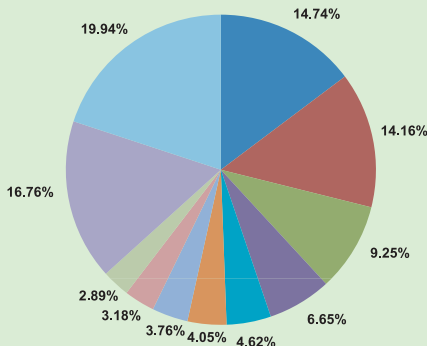
ARMS Migrant Employment Assistance Clients 2007/2008 Auckland City

- Education and Training
- Administration
- Accounting
- IT and Telecommunication
- Engineering
- Banking and Financial Services
- Healthcare / Medical
- Sales and Marketing
- Trades and Services
- Not stated
- Other industries



ARMS Migrant Employment Assistance Clients 2007/2008 Manukau City

- Administration
- Education and Training
- Accounting
- Banking and Financial Services
- Sales and Marketing
- Manufacturing/Assembly Line Workers
- IT and Telecommunication
- Healthcare/Medical
- Engineering
- Not stated
- other industries



ESOL Assessment & Access Service

Coordinator: Marian Patrizio.
 Team member's: Heidi Birgel, Angela Yatri (07-08)



In the 2007/2008 year the team delivered over eight hundred English Language consultations to migrants and refugees, under the ESOL Advisory Service funded by Tertiary Education Commission (TEC).

This ESOL Advisory Service is a national service offered in four regions: Auckland, Hamilton, Wellington and Christchurch. First established at the Auckland Regional Migrant Centre in Three Kings five years ago, it has provided thousands of migrants and refugees with individualised English assessment and impartial advice on which provision would best suit their needs.

The Service was initially offered at the ARMS Three Kings Centre in 2003. It extended in 2004 to the Manukau Centre, in 2007 to the North Shore and in 2008 to Manukau East (Howick).

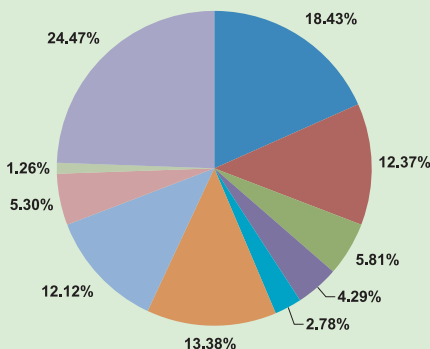
The ARMS ESOL Advisors have met with ESOL providers throughout the region over the last year. They also hosted a national Hui in April for all the English Advisors and their managers across the country to review the English language assessment tool in use and to plan further growth and improvement of the service.

Priorities 2008 – 2009

- External Quality Assurance evaluation of the Service
- Development of an electronic database of ESOL providers in the Auckland region
- Semi-annual meetings with ESOL providers throughout the Auckland Region
- Expansion of the Service to West Auckland

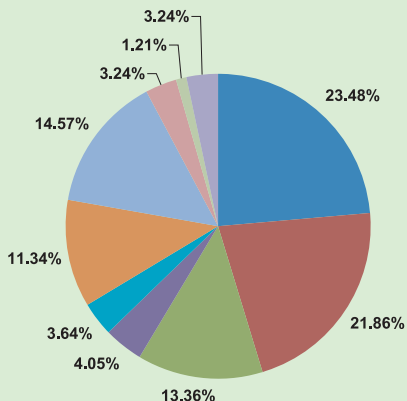
**ARMS ESOL Advisory Clients
2007/2008 Auckland City**

- Chinese
- Indian
- Korean
- Sri Lankan
- Japanese
- MELAA
- Other Asian
- All other ethnicities
- Pacific Peoples



**ARMS ESOL Advisory Clients
2007/2008 Manukau City**

- Chinese
- Korean
- Indian
- Filipino
- Thai
- MELAA
- Other Asian
- All other ethnicities
- Pacific Peoples



Communications Development

Coordinator:Carolynn Day.
Communications and PR Officer: Shoma Prasad



The level of our communication activity has steadily expanded, given ARMS regional ambit and coordinating responsibilities, the sheer number of settlement stakeholders, and our increasing client services and numbers.

Added to this has been the extensive work involved in the development of a regional settlement website/portal, following the approval of a Digital Strategy grant.

Staffing

Communications and Relationships Manager, Asoka Basnayake, was farewelled fondly from ARMS after 5 years of service. Shoma Prasad was appointed as Communications and PR Officer.

Promotion and Media Coverage

The year saw a significant increase in promotional activities. These included several stalls, use of local and ethnic print media, radio and television, an ARMS newsletter, development of new posters for both centres and new signage.

Advertising in the likes of the Manukau Courier, the Central Leader and Korean and Chinese-language media has brought more clients to the centres. Media coverage for ARMS was noticeably greater, supported by excellent relationships with local, ethnic and national media.

ARMS Reach newsletter

ARMS Reach, the quarterly newsletter of ARMS, was relaunched in December 2006, and published in June and October 2007. It is available as an e-newsletter (online and by email) and in printed form.

Progress on the Regional Settlement Framework

Regional Communication Network

Good progress has been made through 'Cluster' meetings held over the last year. The Refugee Services Cluster is particularly interested in the creation of a set of Terms and Conditions around communication and making referrals.

The Employment Services Cluster has made significant progress on the creation of a Regional Workshop Information Share network.

Regional Settlement Website

With funding from the Department of Internal Affairs in May 2008, building of the technical infrastructure is now fully underway, involving a Web Design company and computer science students from AUT, with features being developed and tested by our Project Partners.

A Website Advisory Group has been formed to offer advice and support during the design and build of the Website.

Individualised Planning Tools

An Online planning tool is one aspect of the Regional Settlement Website Project. The online and hard-copy versions of the 'Top Twenty' settlement tips are being created in conjunction with PlanetFM and CAB-Language Link.

Orientation Programmes



Project Officer: Harmeem Joher

In the 2007-08 financial year, our SSNZ and ARMS' orientation opportunities were attended by 530 participants.

The main activities run at the two centres were:

- Regional Bus Tour funded by Auckland Regional Council
- Visits to Orakei Marae, funded by Auckland City Council
- Treaty of Waitangi Workshops
- Buying your First Home in New Zealand Workshops
- Volunteering Workshops
- Relating Well in New Zealand Workshops
- Setting Up Your Business Workshop
- Diversity in the Workplace Workshop
- Money Management Workshop
- I.R.D Workshops
- Migrant Women Workshops

Many new workshops and orientation activities are being planned for the year ahead, involving many other service providers to meet identified information needs for our clients.

Total Number of Activities at ARMS July 2007 - June 2008

| Type of Activities | Total Number of Activities |
|--|----------------------------|
| ARMS activities | 173 |
| Coordination meeting held by ARMS | 17 |
| Employment activities | 58 |
| ESOL activities | 29 |
| Hosted activities on ARMS premises | 17 |
| Orientation/Information programme | 16 |
| Refugee activities | 44 |
| Services provided by outside agencies | 118 |
| SSNZ activities | 21 |

PICTORIAL OF ACTIVITES AT

North Shore Centre Opening



Mary at Settlement Support Strategy meeting



Farsi Class



Service providers meeting

Holiday Programme

Teachers Workshop



ARMS JULY 2007 TO JUNE 2008



Treaty Workshop Participants



Lin Lee with Ex- Prime Minister Helen Clark, at North Shore Office Opening



Governor-General opening the Learning Centre



ESOL Advisor with a client



I.R.D. Workshop participants



Overseas trained Refugee Doctors

Manukau Resource Centre

The four staff members working in ARMS' Manukau team have provided superb service in welcoming people new to Manukau. They are Heidi Birgel, the ESOL Advisor; Kristika Chetty, Administration Support; Vimbai Mugadza, Settlement Support Co-ordinator, Manukau City; and Sharon Xue, the Centre Co-ordinator.



During the 2007-2008 year, 931 clients visited the ARMS Manukau Centre seeking help and information on settlement services, English classes, immigration and other issues.

During the year, 226 clients attended First Steps to Employment workshops; 152 attended the specialist workshops (for customer services, teachers and accountants); and 128 participated in Settlement Support NZ orientation programmes.

Also, 27 people attended the three-day workshop run by the Auckland Regional Chamber of Commerce at ARMS Manukau.

In total, ARMS Manukau organised 21 First Steps to Employment workshops and 14 specialist-occupation workshops with very favourable client evaluations.

The ARMS Manukau team works very closely with numerous ethnic groups, agencies and organisations, and with Manukau City Council staff.

Facilitators for our workshops come from the Auckland Chamber of Commerce, Work and Income, Career Services, Auckland Regional Council, Relationship Services, Profiles International and the Electoral Commission New Zealand. We thank the staff from all these organisations for their cooperation during the past year.

On 16 December 2007, our Settlement Support Manukau service, supported by the Council, organised a celebration at Totara Park in Manurewa. Its purpose was to bring together local and migrant communities in a spirit of informal celebration, to share food, dances, games and interaction. The day was attended by over 300 people – mostly from the migrant community.

The Mayor Len Brown officially opened the event, taking time to mingle and chat with people from different parts of the world.

Information Services

Strong ICT systems are needed to provide a solid platform for effective communication and data reporting, in support of our client and community services.

Ongoing upskilling and support are provided to staff by the Information Services Coordinator through group training and individual coaching.

A range of significant improvements was implemented over the past year.

- Introduction of the SSNZ database for client and service provider information, integrating ARMS' other reporting functions;
- Implementation of a Data Quality Control System.
- Enhancement of IT facilities including;
 - Better connections across ARMS centres in Auckland, Manukau and North Shore;
 - Networking of the new ARMS Learning Centre;
 - A small computer lab in the Learning Centre for English learning and job search training;
 - Computers located in the lobby for use of clients
 - Improved systems to record and manage centre activities, room bookings, and calendar



Information Services Coordinator: Jun Luo.
Team members: Fazilat Rashid, Sally Chu, Gorretti Rodrigues.

Human Resources Development

The Human Resources Service was created in July 2008. It provides support to the Executive Director, and includes a full range of accountabilities.

The service is focused on strengthening organisational effectiveness through initiatives such as:

- policy development
- recruitment and selection
- health and safety
- performance management
- learning and development
- organisational development.

The service has finalized an update of all individual employment agreements and position descriptions for staff.

Attention has been given to robust recruitment processes to secure the best people in key positions, based on operational and funding contract requirements.

VOLUNTEER PROGRAMME

ARMS utilised the services of 13 volunteers throughout the 2007-2008 period. Volunteers were involved in a range of functions from project work, reception and administration. The programme is now managed through the Human Resources Manager, with coordination and operational functions administered by the Customer Services Representative – Fazilat Rashid.

Over the recent months, we have coordinated a Volunteer Roster on a weekly basis to cover reception and administration duties. This has been extremely successful, and ARMS has benefitted from the contribution of the volunteers. Many of our volunteers eventually secure full-time and part-time employment in other organisations, as a result of their volunteer involvement.

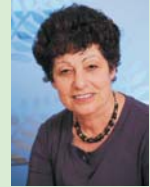
Our thanks go to Lottery Auckland Community for the funding of the Volunteer Programme.



Finance Officer: Navin Jhinghan
Excutive Director: Mary Dawson
Human Resources Manager: Lawton Hakaraia

Refugee Services

Coordinator Angela Yatri



The main service currently being delivered is the 'ReactNow' employment programmes for refugee communities. This has two components: workshops and individual employment support. Participants have given very positive feedback on this programme. There are three key reasons for its success.

Flexibility: Over the past 12 months, two workshops targeting young refugee women and men were delivered at ARMS Three Kings. Another workshop was delivered to a diverse group of adults at Selwyn College. More recently, there has been a collaborative initiative with the Congolese community to conduct the ReactNow workshops in a computer laboratory at Unitec in Henderson.

Professional delivery of workshops: Most of the programmes involved collaboration between ARMS, Migrant Action Trust, and Career Services to deliver the very successful employment workshops. The last programme, delivered by an ARMS/Congolese community employment team, showed strong participation and learning outcomes using a bilingual approach.

Focus on employment outcomes: The success of the ReactNow programme is largely due to its recognition that participants want real jobs, while guiding participants to develop realistic employment expectations. The workshops assist this outcome through becoming more informed and supported in their job searching knowledge and endeavours. This programme has been funded by ASB Community Trust and Lottery Community.

Other Activities;

Overseas Trained Refugee Doctors Group: This Group, co-convened and supported by ARMS, meets monthly with a focus on peer support and advocacy. Over 30 qualified doctors from refugee-sending countries are on our database and, with a grant from the JR McKenzie Trust, a Saturday Study Group has met weekly and been provided with key text books relevant to the exams for NZ Registration. Group members have met with Human Rights Commission staff, made a presentation to a major stakeholder forum convened by the Auckland University of Technology.

Early Childhood Education Initiative: ARMS is leading a consultation process to determine if current ECE provision in Central Auckland is meeting the needs of refugee children and their families in Central Auckland.

Somali Concern Developmental Programmes

Coordinator Amina Daud. Members: Fatima, Anju, Irma



Somali Concern is a small community organisation, created in 2000 by refugees and migrants, which has an umbrella arrangement with ARMS for 18 months to strengthen their service delivery and management capacity. Somali Concern's tenancy in the ARMS Learning Centre at Three Kings began in early 2008. With funding from the ASB Community Trust and Lottery Community, their programmes have been able to continue, open to refugees from all local communities.

ARMS' partnership with Somali Concern includes not only management and governance capacity building but also assisting the organisation to build referral links with other services. The three key programmes run by Somali Concern are:

1. 'Living in Harmony', which has three key goals:
 - To improve language capacity and confidence, and support to move on to other learning or work.
 - To provide greater awareness and practical advice about nutrition, cooking and hygiene.
 - To provide (through Acupuncture and Counselling) general health and well-being.
2. Client Support Services: This service varies according to clients' needs and is by appointment only. More than 80 people have benefitted from this service since May 2008.
3. Holiday programmes: These have proved very popular. They provide opportunities for young children and teenagers to experience the Auckland environment and new activities (always including water safety), and thus strengthen their confidence and sense of belonging to the wider society.

ARMS Board Members



Sitting front line left: Dr Mary Dawson, Colin Dale (Chair), Adam Halango (Vice Chair)
Standing left: Dr. Philippa Reed, John Wong, Etetu Bowden, Douglas Astley, Dr. Amritha Sobrun-
Maharaj, Robin Wray, Amit Ohdedar. Absent: Hashem Slaimankhel, Sou Chiam

ARMS Staff Members



ARMS Funders & Partners



ASB Community Trust
Te Kaitiaki Putea o Tamaki o Tai Tokerau
 supported by ASB



Auckland Regional Council
 TE RAUHĪTANGA TAIAO



ARTS COUNCIL OF NEW ZEALAND *TOI AOTEAROA*



Department of Labour
 TE TARI MAHI



Work and Income
 Te Hiranga Tangata

A service of the Ministry of Social Development



JR MCKENZIE TRUST
 ESTABLISHED IN 1940



SETTLEMENT SUPPORT
 NEW ZEALAND



Te Kaunihera o
MANUKAU
City Council





AUCKLAND REGIONAL MIGRANT SERVICES
CHARITABLE TRUST
(A.R.M.S.)

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

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