

Wellington Regional Action Plan
for
Refugee Health and Well-Being

2011 - 2012

OUR VISION

Our planning is guided by our vision:

Resettlement priorities are identified by the refugee background communities and achieved through a partnership between the communities and the non-governmental and government agencies involved in the refugee sector. The partnership will build on the strengths of the communities and individuals involved. It will uphold the right of people with refugee backgrounds to live their lives like other New Zealanders.

OBJECTIVES

The goals for the Refugee Health & Wellbeing Action Plan are:

1. Enhance the capacity and connectedness of refugee-background communities in the Wellington region
2. Ensure that the sector connects well and works effectively with people with refugee-backgrounds
3. Focus on the particular needs of refugee-background youth
4. Improve access to appropriate services, information and resources
5. Ensure existing services effectively meet the needs identified by the refugee background communities
6. Improve cross-cultural understandings between refugee background communities, NGOs and government agencies
7. Increase the financial Independence of people with refugee backgrounds
8. Improve the safety and security of communities with refugee backgrounds in the home and in the community
9. Improve access to affordable, appropriate and healthy housing for people with refugee backgrounds in the Wellington region
10. Promote successful participation of people with refugee backgrounds in (all sectors of) education and training in Aotearoa New Zealand
11. Assist people in Wellington with refugee backgrounds to reunite with their families

IDENTIFIED PRIORITIES FOR 2011-12

The table below lists the priority areas or strands identified for this year. The strand facilitators are also listed.

Identified Priority Areas (Strands) of the Plan	Strand facilitators
○ Economic Wellbeing	Liz O’Kane , Work and Income, Regional Office
○ Education and Training	Judi McCallum, Refugee Services Aotearoa;
○ Family Reunification	Dina Wahid, Wellington Community Law Centre; Amanda Calder, Refugee Family Reunification Trust
○ Health	Koos Ali & Anne-Maree Delaney, Regional Public Health
○ Housing	Jackie Pivac , HCNZ
○ Safety and Security	Bud Butler & Dale Heyward, Police, Wellington
○ Strengthening Communities	Naomi Tocher & Robert Byer, ChangeMakers Refugee Forum
○ Youth	Kirsten Le Harivel, ChangeMakers Refugee Forum

Some common themes emerged across the priority areas identified above. They are:

- Partnerships & Engagement
- Information & Communication
- Advocacy
- Cultural Competence
- Statistics, research and evaluation

The people (communities, students, women, clients) we refer to in this plan are all from refugee backgrounds

ECONOMIC WELLBEING

What will we do?	How will we know when it's done?	When will we do it?	Who will do it?	Report on progress
1. One training session per year on cultural issues, refugee intakes and to increase the use interpreters is held in each Work and Income office.	Increased understanding among Work and Income staff of people from refugee background communities. Increased usage of interpreting services.	June 2012	Refugee Services Work and Income	
2. Evaluate current work readiness programmes for people with refugee backgrounds to identify gaps and develop a response.	Plan is developed to address gaps Appropriate work-readiness training is developed	June 2012	Multicultural Learning and Support Services (MCLaSS) ChangeMakers Refugee Services Careers New Zealand	
3. Identify, promote and provide information on, education, training and industry training programmes for people from refugee backgrounds	Increased awareness of programmes and information is accessed	June 2012	MCLaSS ChangeMakers Refugee Services Careers New Zealand	
4. Identify the factors that helped people from refugee backgrounds to secure employment	Research paper produced and promoted	Feb 2012	ChangeMakers	

EDUCATION AND TRAINING

What will we do?	How will we know when it's done?	When will we do it?	Who will do it?	Report on progress
5. Explore funding options to continue Pathways to Employment programme beyond the 1 year pilot	Funding identified	Feb 2012	Refugee Services Aotearoa Work & Income (Regional Office) MSC agencies Pathways Advisory Group	
6. Advocate for refugee-background students to be recognised as an equity group both in policy and at tertiary education institutions	Discussion paper distributed to key decision makers Advocacy plan developed and implemented	Aug 2011	ChangeMakers Refugee Forum National Refugee Network Victoria University of Wellington (VUW) Network MCLaSS Refugee Services-Pathways	

7. Hutt Valley Refugee Learning Centre is supported to begin operations	<p>Support for funding applications provided</p> <p>Classes begin</p> <p>Centre expands to include programmes for adults and secondary students</p> <p>Additional funding is secured</p>	<p>On-going</p> <p>Oct 2012</p> <p>Mar 2012</p> <p>June 2012</p>	<p>Hutt Valley Learning Centre Trust</p> <p>ChangeMakers</p> <p>Ministry of Education</p> <p>Hutt Valley Learning Centre Trust</p> <p>Hutt Valley Learning Centre Trust</p>	
8. DVD and Resource booklet on the impact of bullying on refugee-background students is produced	<p>Resource completed and promoted to communities and educators</p>	<p>Oct 2011</p> <p>June 2012</p>	<p>ChangeMakers</p>	
9. Provide workplace orientated ESOL	<p>ESOL courses are designed to prepare students for the demands of specific workplaces</p>	<p>June 2012</p>	<p>MCLaSS</p> <p>Refugee Services (Pathways to Employment)</p>	

10. Inform communities about the NZ education system	Community workshops are organised on the NZ education system, NCEA, school governance, and how parents can support their children's learning	June 2012	Hutt Valley Learning Centre ChangeMakers Ministry of Education	
11. Ensure communities and services providers are aware of the Diversity Project in schools	Presentations are made at community forums. Best practice that emerges is shared with other schools	June 2012	Ministry of Education	
12. Media training for community leaders	Training is delivered Community leaders have developed skills to engage with the media	Feb 2012 June 2012	ChangeMakers and relevant media trainers	

13. Develop support for refugee-background students at Massey University and Weltec	Support model is promoted to Massey and Weltec Inter-institutional support network is set-up		VUW Network (Sara Kindon, Angela Joe Diane O'Rourke, Mary Roberts) Refugee Services (Pathways to Employment)	
14. Continue research project to identify students at VUW and follow their progress	Students and their programmes are identified and recording of progress begun	June 2012	Diane O'Rourke	
15. Deliver Tamariki Kahukura – the Rainbow school based programme for 9-12 year old refugee background children and their parents - to schools in the Wellington region that have sufficient numbers of refugee background students (subject to funding)	At least 2 programmes delivered.	June 2012	Refugees As Survivors RS social worker Identified school community	
16. Resource booklet collating information about services/resources available to refugee background students at VUW to support their studies – including	Booklet produced Material available on VUW	Feb 2012	VUW Network	

how to access hardship grants, how to access additional support via existing equity tutorials/ mentoring programmes	website			
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FAMILY REUNIFICATION

What will we do?	How will we know when it's done?	When will we do it?	Who will do it?	Report on progress/ Comment
17. Promote and distribute manual used by the Refugee Immigration Legal Advisory Service (RILAS)	Manual promoted and distributed	Ongoing	Wellington Community Law Centre (WCLC)	
18. Continue training RILAS volunteers and increase involvement of refugee providers in the RILAS service that Wellington Community Law Centre provides	Quality of advice is improved and less complaints received	Ongoing	Community Law Centres RAS Refugee Services	
19. Look at ways to improve RILAS across the Wellington region	Consistent RILAS advice available throughout the Wellington region Regular "suitcase clinics" are held	Monthly, beginning with Porirua	WCLC Hutt & Whitireia Community Law Centres Refugee Services Refugees As Survivors (RAS) Refugee Family Reunification Trust	

20. Continue advocacy to improve family reunification outcomes	More successful cases Changes made include applications being lodged on-shore and medicals being conducted at the end Quarterly meetings with Immigration Refugee Quota Branch continue	Ongoing Quarterly	ChangeMakers Refugee Family Reunification Trust WCLC Refugee Services RAS ChangeMakers Department of Labour	
21. Explore how families coming under RFSC can be supported	Resettlement support offered to new RFSC arrivals	June 2012	Refugee Services DoL Community Law Centres Family Reunification Trust RAS ChangeMakers	
22. Information about family reunification is made available and accessible	Workshops with communities and DoL held	Dec 2011	DoL ChangeMakers Family Reunification	

	<p>Wellington Community Law Centre hold information sessions in the region.</p> <p>Fact sheets translated and distributed</p> <p>Information kit to support the development of a housing plan for RFSC sponsors is produced</p>	<p>Sept 2012 (Porirua)</p>	<p>Trust Refugee Services Community Law Centres</p> <p>DoL</p> <p>ChangeMakers</p>	
<p>23. Provide Restoring Family Links services, e.g., tracing of missing family members, facilitation of Red Cross Messages, issuing of ICRC Travel Documents, and transport of official documents to support immigration applications</p>	<p>Case statistics, and summary in annual report</p>	<p>Continuous service</p>	<p>New Zealand Red Cross</p>	

HEALTH

What will we do?	How will we know when it's done?	When will we do it?	Who will do it?	Report on progress
24. Provide workshops for practitioners on working with refugee-background people and the experience and skills people bring to NZ.	Workshop held Feedback from written evaluation is positive	April 2012	Regional Public Health Primary Health Organisations Primary Care RAS ChangeMakers	
25. Provide two interpreting workshops annually for health providers	Two training sessions held annually rotating across the region Number attending Feedback from written evaluation of sessions shows they were useful	April 2012	Regional Public Health Interpreting New Zealand Language Line	
26. Community forums are held on how to access an interpreter. 30 th November 2011	At least three forums are held Communities are better	April 2012	Interpreting New Zealand	

	informed about their right to have an interpreter.		ChangeMakers	
27. Refugee Health resources (including pictorial information) are effectively distributed to communities	<p>A catalogue of regional and national refugee health resources is collated</p> <p>Refugee health providers will access the resources and distribute effectively to communities</p>	Dec. 2011	<p>Regional Public Health</p> <p>ChangeMakers</p> <p>Refugee services</p> <p>RAS</p> <p>Primary health</p>	
28. Training as interpreters is promoted in refugee communities	Evidence of training opportunities promoted through refugee community networks	Dec. 2011 May 2012	<p>Interpreting New Zealand</p> <p>ChangeMakers</p>	
29. Re-establish and support the continuation of an intersectoral group to advocate and promote strategies for mental wellbeing by developing better links with providers	<p>Key stakeholders are identified and engaged</p> <p>Update Terms of Reference for the group</p> <p>Evidence of sharing knowledge and information through collaboration</p>	Nov. 2011	<p>Regional Public Health</p> <p>Refugees As Survivors (RAS)</p> <p>Refugee Services Aotearoa</p> <p>Managers of mental health services from</p>	

	Evidence of advocacy for more appropriate and responsive services		CCDHB & HVDHB Wellington Somali Council Kites Mental Health Foundation	
30. Promote and support cultural competency training for health and social organisations in the region	<p>One Training for Trainers (T4T) session on Intercultural Awareness and Communication (IAC) Programme delivered, contingent on relevant organisations signing a formal agreement with the Office of Ethnic Affairs for the initiative.</p> <p>Participating organisations deliver at least two Intercultural Awareness and Communication training</p>	<p>March 2012</p> <p>June 2012</p>	<p>Regional Public Health</p> <p>Office of Ethnic Affairs</p>	

	sessions			
31. Provide Culturally and Linguistically Diverse (CALD) training for health and social service providers (see also Action 2 + 37)	2 day programmes delivered	June 2012	RAS	
32. Provide information/ education for newly arrived refugee communities on a range of health promotion topics as requested by Refugee Services Aotearoa and tailored to the needs of each community.	Sessions held Feedback from attendees and Refugee Services Aotearoa staff	As requested by Refugee Services Aotearoa	Regional Public Health Refugee Services Aotearoa	
33. Continue to support and participate in sub regional multi disciplinary refugee health liaison meetings.	Regular meetings occur in Wellington, Hutt Valley and Porirua Evidence of improved health outcomes for refugee communities through collaboration	Monthly meetings Hutt Valley and Porirua region Fortnightly meetings Wellington region	Regional Public Health RAS Primary Health providers	

	<p>Evidence of sharing knowledge and information</p> <p>Evidence of advocacy for more appropriate and responsive services</p>			
<p>34. Provide training and education for Mental Health Professionals to raise their awareness and inform their practice regarding the health and wellbeing of people from refugee backgrounds.</p>	<p>A workshop or series of workshops held for mental health practitioners</p> <p>Invite speakers from relevant NGOs- Interpreting NZ, RAS and Community speakers</p> <p>Feedback from written evaluations of sessions</p>	<p>June 2012</p>	<p>CCDHB Mental Health Service</p> <p>with relevant NGOs and other relevant health services</p>	

HOUSING

What will we do?	How will we know when it's done?	When will we do it?	Who will do it?	Report on progress
35. Hold community forums on housing to explain new policies, where to go for help and how to lodge a complaint	Forums held in Hutt and Wgton	Oct 2011	Housing NZ (HNZC) ChangeMakers Refugee Services	
36. Create a guideline/checklist of key messages to be delivered to newcomers about living well in a NZ home based on community and service provider input	All new arrivals receive and understand information (or guidance on how to get information) about how to live well in a NZ home.	June 2012	Refugee Services	
37. Provide information to Wellington HNZC Regional Management staff on how to access Language Line and interpreting services to pass onto staff	Staff are using interpreters more often for refugee background clients	June 2012	HNZC Interpreting Wellington	
38. Deliver cultural awareness training that is appropriate for HNZC staff (see also Action 2+ 30)	Culturally and Linguistically Diverse Training delivered to front line HNZC staff	June 2012	RAS HNZC	

<p>39. Explore ways to increase options for housing that includes family members sponsored under the RFSC</p>	<p>Housing options are identified including emergency accommodation, rental housing and owning your own home.</p>		<p>Refugee Services DHB/RPH? Wellington Community Housing Trust Habitat for Humanity Wellington City Council Community Housing Aotearoa Inc ChangeMakers Family Reunification Trust.</p>	
<p>40. Refugee background communities have input to the Investment Plan for the Wellington City Council housing stock</p>	<p>Communities' suggestions and concerns have been considered at all stages of the Wellington City Council Investment Plan</p>		<p>Wellington City Council RAS ChangeMakers</p>	

SAFETY AND SECURITY

What will we do?	How will we know when it's done?	When will we do it?	Who will do it?	Report on progress
41. Train police on the refugee journey and their previous experiences of police	<p>Community members provide training for police</p> <p>Speakers Bureau graduates speak to new recruits about the refugee experience</p>	<p>June 2012</p> <p>June 2012</p>	<p>Police ChangeMakers</p> <p>Police ChangeMakers</p>	
42. Hold workshops for refugee communities about the role of police, how to develop and maintain a safe community and where to go for help and to deal with issues such as family violence	<p>Workshops are held through Community Police Centres</p> <p>Community members are informed about the role of police and are comfortable to approach police</p> <p>Workshop model is developed and widely distributed so it can be run again by other Community Police Centres</p>	<p>Three workshops: White Ribbon week March 2012 June 2012</p>	<p>Police ChangeMakers</p> <p>MCLaSS</p>	

30th November 2011

	ESOL classes are visited by Police		English Language Partners	
43. Identify the barriers and challenges for people from refugee backgrounds to join the Police and what can be done to address these.	Potential solutions to recruitment barriers are identified.	June 2012	Police RAS ChangeMakers:	

STRENGTHENING COMMUNITIES

What will we do?	How will we know when it's done?	When will we do it?	Who will do it?	Report on progress
44. Respond to communities training requests	Training needs delivered on agreed topics	Jun 2012	ChangeMakers Relevant agencies	
45. Workshops on creating a strong community organisation are delivered	Incorporation and governance workshops are delivered to Burmese and Colombian communities Other communities trained where appropriate Community organisations active	Jul 2011 As required	ChangeMakers Refugee Services (for new communities)	
46. Link refugee-background communities with a volunteer mentor to advise them and provide information about sources of funding and link them with mainstream services as required	Existing community leader and mentor relationships are supported New leaders have a mentor	Ongoing As required	ChangeMakers Volunteer Wellington	

47. Hold regular Refugee Issues Forums to maintain collaboration and information flow within the refugee sector	Refugee Issues Forums held regularly and well attended	Quarterly	Refugee Services	
48. Distribute a newsletter to keep the refugee sector network informed of action and opportunities within the sector	Set up an e-newsletter 3 electronic newsletters produced per year and made available on ChangeMakers' website	Quarterly	MCLaSS ChangeMakers	
49. Create a network of women across the refugee background communities	More women from all refugee background communities participate in each women's event Women participate in a wider range of activities	Ongoing Jun 2012	ChangeMakers	
50. Further Building Strong Families workshops are held	Communities discuss next stages Further workshops are held	Dec 2012 Jun 2012	ChangeMakers Refugee Services (for new communities)	

<p>51. Continue developing a driver licencing project for women</p>	<p>A sustainable project is developed</p> <p>Communities are involved in planning and supporting the project</p>	<p>Jun 2012</p>	<p>ChangeMakers</p> <p>Partners to deliver project</p>	
<p>52. Continue to deliver the Families in Cultural transition (FICT), a new interactive and participatory programme developed by former refugees in Australia</p>	<p>Two programmes delivered</p>	<p>Jun 2012</p>	<p>Refugees As Survivors</p> <p>Refugee Services</p>	
<p>53. Advocate a rights-based approach to resettlement to researchers, service providers and policymakers - <i>Nothing about us without us</i></p> <p>30th November 2011</p>	<p>A resource created that explains rights-based approaches and outlines ways to work with communities and agencies</p> <p>Communities' feedback is obtained and the resource is adjusted accordingly</p> <p>Meetings with service providers and agencies to</p>	<p>Feb 2012</p> <p>Mar 2012</p> <p>Jun 2012</p>	<p>ChangeMakers</p>	

	talk about how to apply a rights-based approach to resettlement programmes			
54. Communities are supported to hold community events that help embed people from refugee-backgrounds into the wider local community	<p>Funding workshop held</p> <p>Communities aware of where they can apply for funding</p> <p>Events for refugee-background and local community are held</p>	<p>Mar 2012</p> <p>June 2012</p>	ChangeMakers	

YOUTH

What will we do?	How will we know when it's done?	When will we do it?	Who will do it?	Report on progress
55. Create and implement a Youth Action Plan to address refugee-background youth issues and advocate for real change, including gaining committed support from other agencies	Plan developed Schedule of tasks developed	Dec 2011 June 2012	ChangeMakers + partner agencies	
56. Run workshops to inform youth of their rights and how they can claim them	Feedback from youth indicates they have more understanding of their rights	Oct 2011	ChangeMakers Office of the Children's Commission Victoria University Law School	
57. Complete at risk project for young men	Project report completed Youth-focused agency identified to deliver project Funding secured for first year with partner	Oct 2011 Feb 2012 June 2012	ChangeMakers + potential partners (Wellington City Mission, CART, BGI)	

58. Develop a Refugee Youth media project in the Hutt	Course delivered	April 2012	Refugees As Survivors ChangeMakers	
59. Develop and carry out a research project looking at youth health issues in refugee-background communities	Funding secured Research carried out and recommendations made	Dec 2011 June 2012	ChangeMakers	
60. Scope the delivery of the Capoeira Angola programme	Course delivered to young people in the Hutt Valley	Feb 2012	RAS	
61. Refugee-background youth art programme is developed in collaboration with schools	One programme delivered	June 2012	RAS	

62. To scope a further publication of short stories by refugee-background youth	Feasibility of another book is investigated Workshops delivered	Mar 2012 June 2012	RAS	
63. Speakers Bureau programme for youth developed	Programme delivered	Dec 2011	ChangeMakers	
64. Develop and deliver a youth digital stories project that highlights the contribution that refugee-background youth are making to NZ	Programme delivered	June 2012	Voice Arts Trust ChangeMakers	