

## THE ACTION PLAN

The dialogue process leading to the development of this plan confirmed six key priority areas for action: community capacity building; living well; economic well-being; safety and security; housing; knowledge and skills.

The objectives, required actions and lead agencies, which will guide the desired outcomes of the Wellington Regional Action Plan for Refugee Health and Well-being, are reflected in the following plan. The goals of each of the six key priority areas are listed below.

- Goal 1      Community Capacity Building:**  
To enhance the capacity and connectedness of communities with refugee backgrounds in the Wellington region.
- Goal 2      Living Well:**  
To improve access to appropriate services, information and resources.  
To improve cross-cultural understandings between communities with refugee backgrounds, health-related NGOs and government agencies.
- Goal 3      Economic Wellbeing:**  
To increase the financial independence of people with refugee backgrounds.
- Goal 4      Safety and Security:**  
To improve the safety and security of communities with refugee backgrounds in the home and in the community.
- Goal 5      Housing:**  
To improve access to affordable, appropriate and healthy housing for people with refugee backgrounds in the Wellington region.
- Goal 6      Knowledge and Skills:**  
To promote the successful participation of people with refugee backgrounds in all sectors of education and training in New Zealand.

The Action Plan is an overview of many planned activities and commitments for the coming year. It is a source of information and hopefully inspiration for all those involved in working with people with refugee backgrounds. It will be the responsibility of each lead agency to develop more detailed plans for each action identified. Monitoring of the plan will be undertaken by the Inter-sectoral Working Group. Each lead agency will build more detailed evaluations within their own planning processes.

## COMMUNITY CAPACITY BUILDING

**GOAL:** To enhance the capacity and connectedness of communities with refugee backgrounds in the Wellington region.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 1</b>					
Ensure communities with refugee backgrounds in the Wellington region are well networked and have the capacity and information to carry out functions on behalf of their communities.	Support communities with refugee backgrounds to build their capacity in areas of self-identified need.	Annual confirmation of training needs through ChangeMakers' monthly forums.	Jun 2008	ChangeMakers Refugee Forum (ChangeMakers)	
	Identify and secure resources to carry out the above action.	Sources identified.	Jun 2008	ChangeMakers	
		Resources obtained.	Jun 2008		
	Repeat governance workshop focusing on how to run a community organisation as a legal entity.	At least one workshop run.  Leaders of communities with refugee backgrounds have improved understanding of governance and feel better equipped to run their organisation.	Mar 2008	Wellington Community Law Centre	ChangeMakers
	Link communities with refugee backgrounds with a volunteer Refugee Community Mentor to advise them and link them with mainstream services as required.	Leaders of communities with refugee backgrounds have developed a working relationship with their mentors and feel well advised.	Within three months of the community's association being formed	Volunteer Wellington	ChangeMakers  Wellington City Council  Wellington Community Law Centre
	Provide the Refugee Community Mentors with support and information relevant to their work.	Mentors receive regular supervision.  Mentors well informed about the range of resources available to communities.	Ongoing	Volunteer Wellington	ChangeMakers
	Scope the need for a programme fostering leadership within communities with refugee backgrounds.	Funds are available to hire contractor.	Apr 2008	ChangeMakers	
		Content, proposed outcomes, existing courses and potential provider(s) identified.	Jun 2008		
	Implement a financial management course linked to the governance course.	80% of participants identify increased ability to manage their association's finances.	Feb-Mar 2008	ChangeMakers	Arts Access Aotearoa
Repeat fundraising course run in 2007.	80% of participants feel better equipped to apply for funds for their communities.	Feb-Mar 2008	ChangeMakers		

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
	Scope a participatory action research project that addresses inter-generational issues. Source funding.	Research proposal developed. Funds are available to conduct research in 2008-09.	Jun 2008 Jun 2008	ChangeMakers	Refugees As Survivors Evolve Human Rights Commission
	Adapt the Relationship Services model to develop Parenting in NZ workshops, particularly focused on preschool and primary age children.	Relationship Services model is assessed and developed with communities. One workshop is run. 80% of participants report increased knowledge of parenting in New Zealand.	Feb 2008 May 2008	Family & Community Services ChangeMakers	RMS Refugee Resettlement St Joseph's School (Upper Hutt)
	Investigate options for places where communities with refugee backgrounds can meet and hold activities including education, cultural events, fellowship and information sharing.	Meetings held with each local council to source venues and financial support. Communities with refugee backgrounds and mentors know about available venues.	Oct 2007	ChangeMakers	Upper Hutt City Council Hutt City Council Porirua City Council Wellington City Council

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners	
<b>Objective 2</b>						
Increase positive and active engagement between the Wellington region host community and communities with refugee backgrounds.	Plan a pilot project to promote dialogue between ethnic communities who were at war in their home countries.	Plan is developed.	Jun 2008	Social & Civic Policy Institute		
<b>Objective 3</b>						
Ensure a sector that connects well and is able to work effectively with those with a refugee background.	Maintain an active intersectoral network to ensure flow of information and maintain ongoing collaboration.	Refugee Issues Forums held six-weekly and well attended.	Ongoing	RMS Refugee Resettlement	ChangeMakers Regional Public Health	
	Assess what training on working with people with refugee backgrounds currently exists for service providers.	Report completed and direction and resources confirmed.	Dec 2007	ChangeMakers		
	Identify potential service providers and employers to be trained.		Dec 2007			
	Develop an outline of the content and form of any proposed training and resource materials.		Dec 2007		Office of Ethnic Affairs	
	Develop resources and training for service providers and employers in areas such as working with interpreters and cross-cultural work issues.	Resources and training developed.	Mar 2008			
	Develop an interactive website for the sector.	Website used by people with refugee backgrounds, NGOs and government agencies to find and distribute information and discuss issues.		Jun 2008	RMS Refugee Resettlement (National Office)	
	Distribute a newsletter to keep the network informed of action and opportunities within the sector.	Three electronic newsletters produced per year.		Nov 2007 Mar 2008 Jul 2008	ChangeMakers	

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
	Promote the use of a rights-based method of working.	Resources developed.  Workshops run.  80% of participants commit to this approach in their work.  Clients with refugee backgrounds report noticeable change of approach from government agencies and NGOs (to be surveyed in 2008-09).	Jun 2008	Human Rights Commission	
	Develop a plan that strengthens the relationship between the Multicultural Services Centre agencies and key government agencies, and improves service delivery to their clients.  Implement these strategies.	Staff from key government agencies are regularly available to agencies and clients of the Multicultural Services Centre.	Dec 2007	Multicultural Services Centre	Primary Health Organisations  Wellington Community Law Centre  Regional Public Health Immigration  Work & Income  Family & Community Services  Inland Revenue  Housing  Wellington City Council  ACC

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 4</b>					
Support new refugees and provide orientation to the Wellington region.	Identify agencies across all sectors to be part of an orientation programme for new refugees: <ul style="list-style-type: none"> <li>• identify and document information needs</li> <li>• identify appropriate ways of communicating information</li> <li>• develop methods for disbursing information</li> <li>• work with Department of Labour (Mangere) to provide information for refugees settling in Wellington region.</li> </ul>	New refugees have access to the information they require at an appropriate time and in an appropriate form.	Jun 2008	RMS Refugee Resettlement	Department of Labour (Mangere) ChangeMakers
<b>Objective 5</b>					
Assist maintenance of mother tongue and culture among children with refugee backgrounds in Wellington.	Produce a plan to fund, develop and establish mother tongue classes.	Project defined and funding sought to establish mother tongue and culture classes.	Jun 2008	ChangeMakers	Ministry of Education Multicultural Learning and Support Services (MCLaSS)
<b>Objective 6</b>					
Focus on the particular needs of youth with refugee backgrounds.	Appoint a youth worker to implement youth projects.	Funds are obtained and worker appointed.	Dec 2007	ChangeMakers	
	Work with youth "caucus" to determine priorities for youth and develop action plan.	Implementation plan sets out priorities and plan for 2008-10.	Jun 2008	ChangeMakers	Evolve Ministry of Youth Development Wellington City Council (Youth)
	Scope a youth leadership programme for youth with refugee backgrounds.	Funds are available to hire contractor. Content, proposed outcomes, existing courses and potential provider(s) identified.	Apr 2008 Jun 2008	ChangeMakers	Evolve Ministry of Youth Development Wellington City Council (Youth)

## 2. LIVING WELL

**GOAL 1:** To improve access to appropriate services, information and resources.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 1</b>					
Improve access to professional interpreting services.	Provide training for health providers on use of interpreters.	Two training sessions held annually across the region.  Feedback from written evaluation of sessions shows they were useful.  Feedback from interpreters and communities indicates increased availability of quality interpreting services.	Jun 2008	Wellington Community Interpreting Service	Regional Public Health Primary Health Organisations District Health Boards Non-Government Organisations Professional health bodies Office of Ethnic Affairs ChangeMakers
	Promote interpreter training opportunities to communities with refugee backgrounds.	Evidence of training opportunities promoted through community networks of people with refugee backgrounds.	Ongoing	Wellington Community Interpreting Service  Regional Public Health	

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 2</b>					
Develop the appropriate health promotion services to address the identified priority health needs, including mental and sexual health.	Set up an intersectoral group to consider ways of promoting mental well-being to people with refugee backgrounds and providers of services to people with refugee backgrounds.	Intersectoral group established and priorities identified.	Jun 2008	Refugees As Survivors ChangeMakers Evolve Regional Public Health	RMS Refugee Resettlement Primary Health Organisations Skylight Relevant NGOs
	Support the development and implementation of appropriate health promotion activities around mental and sexual health by cross-cultural workers.	Numbers and type of health promotion activities delivered. Evaluation of activities is positive. Increased understanding of mental and sexual health issues in communities with refugee backgrounds.	Jun 2008	Refugees As Survivors ChangeMakers Evolve Regional Public Health	RMS Refugee Resettlement Primary Health Organisations Skylight Relevant NGOs
	Trial the appropriateness of new sexual health resources for youth with refugee backgrounds.	Positive feedback from participants and providers in evaluation of the trial.	Dec 2007	Evolve	AIDS Foundation Office of Ethnic Affairs Regional Public Health Family Planning District Health Boards
	Establish relationship with Eritrean women to determine health priorities.  Prepare a programme.  Involve women from other communities as project progresses.	Relationship established with Eritrean women and priorities determined.  Delivery of programme arranged.  Ethiopian and Sudanese women have been included in this programme.	Jul - Dec 2007	ChangeMakers	Community Mentor Regional Public Health

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 3</b>					
Support and enhance existing health services for people with refugee backgrounds, and address gaps.	Undertake a stocktake of current services.	Stocktake completed	Jun 2007	Regional Public Health	
	Advocate for more responsive services (in particular for women and mental health). Refer to Objective 2.	Evidence of successful advocating – letters, emails, attendance at meetings.	Ongoing	Regional Public Health	
	Improve Primary Health Organisation and District Health Board data collection to capture refugee background status.	Working group set up with Primary Health Organisations and District Health Boards to discuss ways of improving data collection.	Ongoing	Regional Public Health	Primary Health Organisations District Health Boards
		District Health Boards collect information on demographic makeup of regional communities with refugee backgrounds.	Ongoing		
<b>Objective 4</b>					
Involve communities with refugee backgrounds in the planning and delivery of services.	Promote representation from communities with refugee backgrounds on Primary Health Organisations and District Health Boards.	Evidence of refugee representation on relevant Primary Health Organisations and District Health Boards.	Dec 2007	Regional Public Health	Primary Health Organisations District Health Boards ChangeMakers
		Meeting with human resource departments and Primary Health Organisation managers on recruitment strategies.	Dec 2007	Regional Public Health	
	Provide career development opportunities for people with refugee backgrounds in the health sector.	Evidence of initiatives that provide career development opportunities in the health sector.	Jun 2008	Regional Public Health	
		Evidence of increased numbers of staff with refugee backgrounds working in Primary Health Organisations and District Health Boards.	Ongoing		

**GOAL 2: To improve cross-cultural understandings between communities with refugee backgrounds, health-related NGOs and government agencies.**

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 1</b>					
Increase health providers' knowledge of refugee health, culture and human rights issues.	Support the training and development of cross-cultural workers at health agencies working with clients with refugee backgrounds (with appropriate supervision, mentoring and career development opportunities).	Evidence of increase in the number of cross-cultural workers employed.	Dec 2007	Regional Public Health	Primary Health Organisations District Health Boards
<b>Objective 2</b>					
Improve coordination and sharing of resources.	Promote concept of multi-disciplinary team service delivery with primary health providers through an education day.	Education day held.	Dec 2007	Regional Public Health	Primary Health Organisations District Health Boards
		Feedback from written evaluation is positive.			
		Increase in primary providers adopting this model of service delivery.	Jun 2008		

### 3. ECONOMIC WELLBEING

**GOAL:** To increase the financial independence of people with refugee backgrounds.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 1</b>					
To support people with refugee backgrounds into training and employment.	Hold an informal intersectoral summit to identify: <ul style="list-style-type: none"> <li>• who is doing what</li> <li>• priorities</li> <li>• funding streams</li> <li>• what we need to do to support communities.</li> </ul>	<p>Work &amp; Income can operate strategically to employ clients with a refugee background.</p> <p>Government agencies and RMS Refugee Resettlement keep better information on the employment outcomes of people with refugee backgrounds.</p>	May 2008	Work & Income, Ministry of Social Development (MSD)	ChangeMakers Industry Training Organisations Regional Council - Trade Start City councils
	Compile an inventory of skills that people with refugee backgrounds in Wellington can offer.	<p>Inventory identifies:</p> <ul style="list-style-type: none"> <li>• who is in communities with what skills</li> <li>• what resources are needed to get them into employment.</li> </ul>	Jun 2008	ChangeMakers	Work & Income Regional Economic Development Agency Centre for Applied Cross Cultural Research Department of Labour Wellington City Council
	Survey Year 11-13 students with refugee backgrounds about employment goals.	<p>Survey identifies:</p> <ul style="list-style-type: none"> <li>• what the students are aiming to do when they leave school</li> <li>• what labour resources exist within this group.</li> </ul>			
Work & Income develops a programme for interns with a refugee background.	<p>Programme developed.</p> <p>Interns have been employed under the programme.</p> <p>The programme is assessed as being effective in contributing to longterm employment outcomes and promoted to other agencies.</p>	<p>Jun 2008</p> <p>2008-09</p>	Human Resources, Work & Income (National Office)	ESOL Assessment & Access Specialist Service Work & Income (Wellington Regional Office)	

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
	Train case managers in how to work with clients with refugee backgrounds successfully through the Work & Income process.	Clients with refugee backgrounds report appropriate interaction with case managers and achieve employment appropriate to their skills and circumstances.	Feb 2008	Work & Income	ChangeMakers
	Assess the issues and develop a plan of action for a high need group of longterm unemployed with a refugee background.	Each client's health needs are reassessed and they are transferred to Sickness Benefit where appropriate, and/or pursue suitable options.	Jun 2008	Regional Public Health	Refugees As Survivors ChangeMakers
	Career Services hold training courses for people with refugee backgrounds on writing good quality CVs.	Participants report improved skills at writing a CV.	Sep-Dec 2007	Career Services	ChangeMakers
	Run a mentoring programme for men wanting to achieve owner-operator taxi licences.		Dec 2007	Wellington High School	ESOL Assessment & Access Specialist Service Work & Income (MSD)
<b>Objective 2</b>					
Generate resources and structures to provide training and work opportunities for skilled and unskilled people with refugee backgrounds.	Develop strategic and action plans to provide increased training and work opportunities for people with refugee backgrounds.	Action plan developed.	Jun 2008	ChangeMakers	Enterprising Communities (MSD) Wellington Regional Labour Market Strategy Industry Training Organisations Work & Income (MSD) Key local businesses Tertiary Education Commission
<b>Objective 3</b>					
Improve financial management skills of people with refugee backgrounds.	Offer budgeting training to people with refugee backgrounds.	Participants report increased ability to manage their finances.	Dec 2007	RMS Refugee Resettlement	Budgeting Service

## 4. SAFETY AND SECURITY

**GOAL:** To improve the safety and security of communities with refugee backgrounds in the home and in the community.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 1</b>					
Reduce family violence within communities with refugee backgrounds.	Develop an inventory of family violence reduction programmes available in the region and publicise these services to communities.	Inventory completed.  Increased awareness of services to reduce family violence amongst communities with refugee backgrounds.	Jun 2008	Family & Community Services (MSD)	
	Begin the Building Strong Families programme in at least three communities.	Each community has determined a strategy and action plan for the programme.  The programme has begun in the community.	Jul 2008	ChangeMakers	Family & Community Services (MSD)
<b>Objective 2</b>					
Promote understanding and use of services available to promote safety and security.	Highlight services provided by the police and other agencies through meetings with ChangeMakers' monthly forum and leaders of communities with refugee backgrounds.	Meetings with ChangeMakers occur.  Communities with refugee backgrounds are utilising police services.	Dec 2007	NZ Police	
	Provide workshops for youth with refugee backgrounds about their rights and responsibilities under NZ law.	Workshops run.  Feedback from workshops indicates participants gain useful knowledge.  Improved relationships between youth with refugee backgrounds and police.	Jun 2008	Wellington Community Law Centre	

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 3</b>					
Improve relationships between communities with refugee backgrounds, police and other agencies with a role in safety and security.	Hold regular meetings between police and community leaders with refugee backgrounds to enhance communication.	Regular local meetings held.  Police and community leaders report improved communication.	Dec 2007	NZ Police	
	Hold meetings between Wellington City Council and leaders of communities with refugee backgrounds to discuss appropriate Council safety initiatives.	Meetings held.  Safety initiatives identified by communities with refugee backgrounds have been approved.	Sep 2007 – Apr 2008	Wellington City Council	

## 5. HOUSING

**GOAL:** To improve access to affordable, appropriate and healthy housing for people with refugee backgrounds in the Wellington region.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 1</b>					
Improve the quality of housing provided to families with refugee backgrounds.	Continue Housing New Zealand Corporation's (Housing NZ) overcrowding project	Crowding amongst families with refugee backgrounds is reduced.	Ongoing	Housing NZ	
	Continue the energy efficiency programmes in Housing NZ houses of people with refugee backgrounds.	Housing NZ receives a reduced number of SECPHO referrals of people with refugee backgrounds.  Complete 25 energy retrofits from referrals tenanted by people with refugee backgrounds.	Ongoing	Housing NZ	South East City Primary Health Organisation (SECPHO)
	Encourage families with refugee backgrounds to apply for a Habitat for Humanity house.	Families with refugee backgrounds have applied for a Habitat for Humanity house.	Feb 2008	Habitat for Humanity	Housing NZ
	Provide input into the development of the Investment Plan for the Wellington City Council housing stock.	Communities with refugee backgrounds have had input into Wellington City Council Investment Plan.	Dec 2007	Wellington City Council	Housing NZ

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 2</b>					
Develop relationships between Housing NZ and communities with refugee backgrounds to identify housing concerns and deliver appropriate services.	Explore a satellite Housing NZ office based at the Wellington Multicultural Services Centre.  (see also Objective 3, Capacity Building)	Satellite office starts.	Sept 2007	Multicultural Services Centre	ChangeMakers Housing NZ Work & Income (MSD)
	Provide Housing NZ services at sites accessible to people with refugee backgrounds.	Housing NZ satellite service provided weekly at Lower Hutt.	Ongoing	Housing NZ	
	Housing NZ improves ability to house larger families.	Housing NZ acquisition programme targets opportunities for homes suitable for larger families (subject to budget limitations).	Jun 2008	Housing NZ	
	Develop further settlement areas to house newcomers with a refugee background in the Wellington region.	New settlement areas for people with refugee backgrounds are developed in Mana and Hutt Valley.	Jun 2008	Housing NZ	

## 6. KNOWLEDGE AND SKILLS

**GOAL:** To promote successful participation of people with refugee backgrounds in all sectors of education and training in New Zealand.

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners	
<b>Objective 1</b>						
Address current gaps in resources to promote good practice with people with refugee backgrounds in education sectors from early years to adults.	Advocate for an increased level and duration of ESOL funding for schools.	Schools report funding for provision of ESOL services is increased.	Jun 2008	Schools' Network		
<b>Objective 2</b>						
Promote existing resources and models of good practice for effective participation in the school sector by people with refugee backgrounds.	Establish regular meetings and develop structure of a Network of Schools (ECE, primary, secondary) for responding to needs of students with refugee backgrounds.	Schools report better links with each other.	Jun 2008	St Joseph's School (Upper Hutt)	Ministry of Education - Refugee Education Advisor	
		Schools are sharing information and supporting each other in meeting needs of students with refugee backgrounds.				
		Schools report better links with key support services.				
			Effective methods for using bilingual assessment are used in schools.	Dec 2007	Mt Cook School Schools' Network	Ministry of Education - Special Education Ministry of Education - ESOL
			Computers are available to students with refugee backgrounds. Computer literacy among families with refugee backgrounds is increased.	Ongoing	Ministry of Education - Refugee Education Advisor	
			Career advice is increasingly utilised by students with refugee backgrounds.	Jun 2008	Ministry of Education - Refugee Education Advisor	
		Deliver professional development with staff (ECE, schools) on responding to the needs of students with refugee backgrounds.	Refugees As Survivors' services are increasingly utilised by schools.	Jun 2008	Refugees As Survivors	Schools' Network
	Carry out specialist clinical work with families and students with refugee backgrounds.	Powerpoint presentation is shown to Schools' Network.	Dec 2007	Refugees As Survivors	Schools' Network	

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
	Promote and monitor pilot of Home School Partnership Scheme in secondary schools.	Presentation is made to Schools' Network .	Dec 2007	Ministry of Education - Secondary Schools ESOL Advisor	Ministry of Education - Refugee Education Advisor
	Establish network in region between the three existing homework centres.	Network has identified key issues, solutions and ways of collaborating.	Mar 2008	ChangeMakers	Wellington High School Upper Hutt Homework Centre Wellington Homework Centre Lower Hutt Homework Centre
<b>Objective 3</b>					
Continue existing models of good practice that assist families to help their children and to be better connected with schools.	<p>Continue working with children and youth in the Hutt Valley (up to 17 years) and their families to build their knowledge and skills on how best to help their children.</p> <p>Work with schools to support and help schools build stronger relationships with families.</p> <p>Develop St Joseph School's capacity as a centre of good practice for communities with refugee backgrounds.</p>	<p>Eight programmes are completed that contribute to the outcomes.</p> <p>Resources are available to parents/ caregivers and schools to support this work.</p>	Jun 2008	St Joseph's School (Upper Hutt)	

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 4</b>					
Promote existing resources and models of good practice for effective participation in the tertiary sector.	Build capacity of institution-wide Victoria University network for responding to needs of students with refugee backgrounds in tertiary institutions.	Teaching staff, support services and student services report increased awareness of needs of students with refugee backgrounds.  Funding is secured to support coordination of network.	Jun 2008	Victoria University of Wellington (Victoria University)	
	Promote Modern Apprenticeship programme to people with refugee backgrounds.	Communities with refugee backgrounds are informed about Modern Apprenticeship programme.	Jun 2008	ChangeMakers	ESOL Assessment & Access Specialist Service  MCLaSS Employment/Career Coaches
	Organise open evenings for students and families with refugee backgrounds to provide information on study at Victoria University.	Families with refugee backgrounds understand the culture of tertiary institutions and the learning and financial demands on students.	Jun 2008	Victoria University Tertiary Network	Evolve  ESOL Assessment & Access Specialist Service  Victoria University Student Learning Support, Financial Services, Recruitment
	Provide resources and information to Evolve and other appropriate centres about study at Victoria University.	Students with refugee backgrounds enrolling at Victoria University make informed decision about appropriate courses of study.		Victoria University Tertiary Network	ChangeMakers
	Develop contact points and liaison contacts throughout Victoria University.	Students with refugee backgrounds enrolling at Victoria University have increased awareness and utilisation of services.			
	Extend refugee study grants for those enrolled in Year 1 university study.	First year students with refugee backgrounds are receiving study grants to cover fees of first year programmes.	Jun 2008	ESOL Assessment & Access Specialist Service	Tertiary Education Commission

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 5</b>					
Develop and pilot specific actions that improve participation in tertiary training.	Collaborate with ESOL providers to deliver literacy/language courses in preparation for undertaking trades courses.	Literacy/Numeracy/ Language Programmes are targeting specific trades, including carpentry, automechanics, electricians.	Jun 2008	ESOL Assessment & Access Specialist Service	Tertiary Education Commission
<b>Objective 6</b>					
Develop and pilot specific actions that improve participation in secondary and tertiary sectors.	Deliver seminars at secondary schools for students with refugee backgrounds intending to go on to tertiary study.	Students with refugee backgrounds report improved understanding of requirements for tertiary study.	Mar 2008	ESOL Assessment & Access Specialist Service	Ministry of Education - Secondary Advisor (ESOL) Somali Council Homework Club
	Establish a pilot volunteer tutor/mentor scheme to support senior secondary and first year tertiary students in their study.	Senior secondary students with refugee backgrounds are supported in the transition to tertiary study.  Students are better integrated into the university and achieve better results.	Jun 2008	ESOL Assessment & Access Specialist Service	NZ Federation of Graduate Women Victoria University Tertiary Network Somali Council
	Develop strategies for engaging 14+ year-old boys in learning activities.	Strategies are developed.	Jun 2008	Schools' Network	
	Set up study group for African students at Victoria University.	Students report sense of increased support.	Jun 2008	Victoria University	
	Trial other compositions of study groups for students with refugee backgrounds at Victoria University.	Various study groups established.	Jun 2008	Victoria University Tertiary Network	
	Establish a Study Advisor who is responsible for students with refugee backgrounds as one of their portfolios.	A Recruitment/ Course Advisor with a "students with refugee backgrounds" portfolio is established.	Jun 2008	Victoria University Tertiary Network	Victoria University Recruitment & Course Advice Team

Objectives	Actions	Performance Measures	Completion Date	Lead Agency	Potential Partners
<b>Objective 7</b>					
Develop and pilot specific actions that ensure effective participation in Early Childhood Education and Tertiary.	Establish a multi-service centre that includes Early Childhood Education for children with ESOL classes for caregivers, parenting classes and resources.	A centre of excellence is piloted.	Jun 2008	Wellington Free Kindergarten Association	ESOL Assessment & Access Specialist Service Victoria University Early Childhood Education ChangeMakers MSD Wellington City Council
	Explore an intergenerational ESOL literacy programme for mothers of young children.	A programme is developed for implementation.	Jun 2008	MCLaSS	Wellington City Council
	Explore models for a bridging programme for women with refugee backgrounds wanting to enter Early Childhood Education teacher training.	Feasibility study for women with refugee backgrounds into Early Children Education is completed.	Jun 2008	ESOL Assessment & Access Specialist Service	Ministry of Education - Early Childhood Victoria University College of Education Early Childhood Teacher Training
	Instigate a means of collecting baseline data on numbers of students with refugee backgrounds enrolled at Victoria University.	Data is available on students with refugee backgrounds	Jun 2008	Victoria University Tertiary Network	Victoria University Enrolments, Public Affairs and Website Team
	Information about support services, seminars etc is sent to students with refugee backgrounds.	Students with refugee backgrounds report being better informed about resources and support available throughout their study.			
	Set up professional development training for teaching and administrative staff to develop cultural sensitivity and greater understanding of students with refugee backgrounds at Victoria University.	Professional development is delivered. Evaluation shows increased awareness of needs of students with refugee backgrounds.	Jun 2008	Victoria University Tertiary Network	Victoria University Teaching Development Centre ChangeMakers
	Heighten campus-wide image of students with refugee backgrounds at Victoria University eg. World Refugee Day.	Significant events for students with refugee backgrounds are marked on campus.	Jun 2008	Victoria University Tertiary Network	Victoria University Students Association ChangeMakers
	Spread success stories through media and on-campus initiatives.	Stories appear in mainstream and campus media.	Jun 2008	Victoria University Tertiary Network	Victoria University Careers Service Victoria University Marketing/Public Affairs

