

Refugee and Migrant Needs: an annotated bibliography of research and consultations

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for

RMS Refugee Resettlement Inc

with assistance from the Centre for Social Research and Evaluation and Family
and Community Services, Ministry of Social Development

February 2006

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Overview

This resource provides a summary of research relating to refugee and migrant needs as identified by service providers, communities and researchers in New Zealand. The findings are classified into two parts, the first part reflecting the needs of refugee communities, and the second part providing an overview of the needs of both refugees and migrants.

The document provides a list of references and highlights important findings from each source. For both parts of the document, references are listed first according to the nature of the research (e.g. health, education, employment) and then alphabetically.

The resource will be of use to refugee and migrant communities and non-governmental organisations. It will also benefit government agencies and academic researchers with an interest in refugee and migrant well-being. It should be considered a work in progress, with updates and changes to the database of references reflecting an on-going commitment to providing a comprehensive overview of current and emerging research.

This resource and updates to it will be managed by RMS National Office. If you have any comments or references to add please contact: Teresa Wyndham-Smith email: teresa.wyndham-smith@rms.org.nz

1. Refugee

Health

Auckland Uni-Services Ltd. (2000). *Literature Review: Interventions for Refugee Children in New Zealand Schools: Models, Methods, and Best Practice.* Wellington: Ministry of Education.

- Cultural considerations like fasting during Ramadan need to be taken into consideration in the care of patients from Muslim backgrounds (Mortensen and Young, 2004). Lack of recreational activities for elderly migrants was an issue noted by participants at one of the Asian senior citizens' meetings (Auckland refugees and migrants, September 2004).

Bihi, A. (1999). *Cultural Identity, Adaptation and Well Being of Somali Refugees in New Zealand.* Unpublished research paper submitted in partial fulfilment of Master of Development Studies, Victoria University of Wellington.

- Interpreters need to be of the appropriate gender when dealing with men's and women's health needs. Interpreters also need to be from the appropriate cultural group, i.e. Amharic speaking Ethiopian or Oromo Ethiopian (see also Mortensen and Young, 2004).
- Current trauma care is inadequate; there is a lack of appropriate services (see also Refugee Issues Forum, 2005).

Crampton, P. (2003). *"A New Population, A New Direction": An Evaluation of Primary Care Provided to the Hutt Valley Refugee Population by Hutt Union and Community Health Service (HUCHS).* Wellington: Department of Public Health, Wellington School of Medicine and Health Sciences.

- Medical practitioners need to be of the appropriate gender, particular for women's health needs.
- For new Iraqi's there is often confusion around expectations of health care, people expect to receive prescriptions, and not advice for health problems.
- There needs to be someone from the refugee community employed at local PHO's.
- There are different health needs for those who have just arrived, and for those who have been in NZ some time, these differing needs should be recognised.
- Refugees enrolled at Pomare, Petone and HUHCS have a higher primary health service usage rate than other client population groups.
- There is a lack of knowledge about the proper usage and understanding of medication prescribed in some refugee populations.
- There are different health needs for those who have just arrived, and for those who have been in NZ some time, these differing needs should be recognised.
- There needs to be information raising and careful targeting of mental health issues in refugee communities.

Madjar, V., and Humpage, L. (2000). *The experiences of Bosnians and Somali Refugees.* Working Paper Series No. 1 School of Sociology and Women's Studies, Massey University.

Health screening on arrival needs to be more focused on the health needs of refugees rather than protecting NZ from communicable diseases.

- Better education about nutritional issues and the importance of exercise (see also Refugee Issues Forum, 2005).
- Better education about contraception, sexual health, sexual abuse and female genital mutilation.

- Recognition in service provision and policy that the health issues refugees face are unique (see also Refugee Issues Forum, 2005).
- There is a lack of adequate health screening, particularly for cervical and breast cancer.
- There is a lack of appropriate treatment for gynaecological/obstetric health problems
- There needs to be better provision of trained interpreters, and these interpreters need to be more readily accessible (See also Blakely, 1996).

There needs to be greater mental health screening and support on arrival. RAS has moved to Mangere so this service is now being provided.

- Bosnians in Auckland experienced a lack of confidence in the provision of mental health services.

MacGibbon, L. (Sept 2004). *"We don't want to seem demanding": Information needs of refugee and new migrants to Christchurch.* Christchurch: Christchurch City Council.

- There needs to be more social workers and cross-cultural workers available for refugee populations.
- There needs to be post trauma support groups established, to assist refugees learn to deal with stress.

Family and Community Services (2004) *Key Social Issues and Priorities as identified by Auckland refugees and migrants*, Wellington (unpublished paper): Ministry of Social Development.

- There is a lack of family, friends, employment, cultural and spiritual nurturing and this has a negative impact on mental health.
- Alcohol, drugs and other addictions were big issues in communities, as are providing holistic services which target the risk factors that cause these behaviours.
- There needs to be more bi-lingual social workers and counsellors to support people with addictions and mental health issues.
- GP visits are too expensive, and there is a lack of female medical practitioners.
- The waiting lists for surgery are too long.
- The cost of dental and eye care is too high.
- There is a lack of knowledge about the access to health services.
- Sexual health issues, such as abortion and STIs, need culturally appropriate systems for delivering information about these topics.
- Health for elderly who are isolated by language barriers needs to be targeted.
- There needs to be an increase in the level of health education specifically aimed at refugees and migrants.

Mortensen, A., and Young, N. (2004). *Caring for refugees in Emergency Departments in New Zealand.* In *Nursing Praxis in New Zealand* 20(2) 24-35

- Interpreters need to be from the appropriate cultural group, i.e. Amharic speaking Ethiopian or Oromo Ethiopian.
- There is an increasing utilisation of emergency departments by refugees in Auckland. Often refugee populations misuse emergency care because of a lack of understanding about the difference between primary and secondary care in NZ.
- There is little information in emergency departments about people from different cultural backgrounds, their health and cultural needs and their expectations of nurses.

- Many families are unaware of the requirements to give informed consent, their right to access interpreters and to make complaints.
- There are no translated materials informing clients about the Code of Health & Disability Consumer Rights, this puts client safety and rights at risk.
- Many refugees may expect to leave emergency departments with medicine, and do not properly understand the need to go to a pharmacy to collect this medication.
- Refugee and migrant expectations of emergency care are different from the host population, and many do not know the correct procedures for accessing emergency medical attention.

New Zealand Immigration Service, Department of Labour (2004). *New Zealand Settlement Strategy*. Wellington, Department of Labour.

- It is more cost effective to target mental health issues early on, rather than waiting for issues to compound.
- There is a lack of reliable data on the mental health needs of refugees and migrants.

NGO Sector (January 5, 2000). *Refugee Resettlement Policy in New Zealand: An Integrated Approach*. A Report for the Incoming Coalition Government from the NGO Sector. Wellington.

- For women there is a lack of adequate provision for psychosexual and mental health problems associated with trauma, abuse and rape (NGO Sector, 2000).

Reeve, M. (date unknown). *The Health Status of NZ's Quota Refugees – A Review* in Solomon, N. (1997). *The Cost of Health Services for Refugees and Asylum-seekers*. Auckland: Hygenia Health Services.

- The health needs of refugee communities are comparatively higher than the rest of the New Zealand population.
- There is a high prevalence of Hepatitis B, HIV infection, Malaria, Parasitic infections, Post-traumatic stress disorder and tuberculosis in the quota refugee population.

Refugee Issues Forum (2005). *Key refugee related issues in the Wellington Region*, unpublished, Wellington. (Accessed via RMS, Wellington).

- Primary health messages often do not reach refugee communities; work needs to be done to make this information and resources more accessible.
- There is a shortage of female medical practitioners, especially a lack of gynaecologists.
- Medical practitioners need to be of the appropriate gender; particular for women's health needs (see also Crampton, 2003).
- There is a lack of strategic direction with the health and well-being of refugees
- Mental health care for refugees needs to be provided in a more holistic manner that is more appropriate and tailored to the cultural needs of the people these services look to serve.
- There needs to be greater mental health screening and support on arrival (see also Madjar & Humpage, 2000).

Refugee Youth Meeting for Central Auckland. Minutes Monday 19th January, 2004, unpublished, Auckland.

- Some refugees may have experienced long periods when they could not access appropriate health care, so health is a very important service (see also Refugees Voices, 2004).

- In the NZIS survey most participants said their health had improved after 6 months in New Zealand.

New Zealand Immigration Service, Department of Labour (2004). *Refugee Voices: A Journey Towards Resettlement*. Wellington, Department of Labour.

- The mental health concerns of refugee populations are of serious concern.
- Access to healthcare is an important aspect of resettlement process. Some refugees have not had access to comprehensive healthcare for some time and many are suffering physical and/ or psychological effects due to their experiences.
- Refugees are eligible for Community Services Card and have access to some refugee-specific community education and health programmes funded by the government.
- There are community liaison staff and co-ordinators that assist refugees with gaining access to health services.
- When interviewed at six months, and two years, almost half of recently arrived refugees rated their health as excellent or very good, around a third as good and the remainder poor.
- Overall impressions of healthcare in New Zealand were very good, with particular emphasis on the services, caring and kind staff, low prescription costs, and the check-ups and follow-ups.
- Nearly all participants had registered with general practitioner (GP) and, at two years, almost three-quarters had visited their doctors in the past months. Most were satisfied with the service.
- Although mental health was deemed too sensitive an issue to include within the scope of this research, a number of service providers who took part in the focus group felt this was an area of serious concern.

RRS Refugee Resettlement Support. (Date unknown). *Refugee Resettlement support for Quota refugees, asylum seekers and family reunion members*.

Christchurch: Refugee Resettlement Support

- Barriers to communicating with health services were key problems for refugees. Trained interpreters need to be available without cost to primary health care providers.
- Accessing affordable primary health care is problematic.
- A lack of transport is a barrier to accessing health care.
- There needs to be pathways forged so that people from refugee backgrounds can gain employment and training in the health professions.
- Health workers need cross-cultural training and an understanding of the refugee experience, and cultural and health practices in the country of origin.
- It is difficult to access affordable dental care.
- There are gaps in the abilities of health providers to meet the mental and primary cause of distress (i.e. family reunion, poverty) for refugees.
- The capacity of mainstream mental health provider's needs to be enhanced so they can effectively deal within refugees.

Solomon, N. (1997). *The cost of health services for refugees and asylum seekers: A comprehensive report*. Auckland: Hygenia Health Services Consultancy.

- Under-counting in censuses, and underestimates have had negative impact on the health funding of refugee populations.
- In refugee populations the levels of smoking, diabetes and coronary heart disease are similar to the rates in Pacific populations.

Suleiman, I. (2002). *East African Refugees issues of immigration and integration 1993-2002 in Wellington Area New Zealand.* Unpublished research report presented in partial fulfilment for the degree of Master of Social Work (Applied) at Massey University, Albany.

- Health needs of refugee populations are bound up in the wider determinants of health, such as housing, employment, language, and family reunification.
- There needs to be more generalised mental health support services, to empower communities to support themselves, and to provide informal social support networks.

Working with Muslim Communities in New Zealand Conference, (2004).

Conference Report. Auckland: Auckland Somali and Afghani Communities, and Umma Trust.

- Often refugee people's psychological stress is manifested physically. Health professionals need to be aware of this issue and help patients make the connection between the body and mind.
- There needs to be flexibility of acceptance into mental health services.
- Need to develop a website to improve local interagency knowledge of resources about mental health services for refugee and migrant families.
- Trauma (as a result of experiencing civil wars and living in refugee camps) isolation from family and friends and unemployment are having an adverse effect on the mental health and well-being of refugees and migrants. Being isolated at home is a particular stress for women. For men, being unable to find appropriate employment is a major stresses.
- The Koran has many teachings which promote health, such as breastfeeding and dietary requirements, which should be included into health promotion programmes.
- Provide in-service training for health professionals who work with Muslim communities.
- Provide culturally safe and gender appropriate care to peoples from Muslim backgrounds.
- Health facilities need to provide small plastic containers in bathroom so that people of Muslim backgrounds can wash appropriately.

Housing

Liev, M. (1996). *Tontine: An alternative financial instrument in Cambodian communities*. Unpublished thesis submitted in partial fulfilment of Master of Development Studies, Auckland University, Auckland.

- The number of people per household is greater in refugee populations, and there are often a higher number of dependants.

Family and Community Services (2004) Findings *from consultations. Key Issues and priorities as identified by Auckland, Waikato and Christchurch refugees and migrants* (unpublished), Wellington: Ministry of Social Development.

- Finding suitable housing is problematic because of high costs, and the quality and location of HNZA properties.
- The high costs of housing cause problems in finding suitable accommodation (see also Refugees Voices, 2004).
- New Zealand houses are often not designed to cope with large families, there are frequent cases of overcrowding.
- The private rental market is not accessible to refugees due to discrimination and the high costs of private rental or home ownership.

NGO Sector (January 5, 2000). *Refugee Resettlement Policy in New Zealand: An Integrated Approach*. A Report for the Incoming Coalition Government from the NGO Sector (January 5, 2000), Wellington.

- There is great difficulty in finding appropriate housing, especially for single males in Wellington and Auckland.
- Family reunification cases face housing difficulties, as newly arrived families are not allowed to enrol for HNZA council accommodation until they have been granted permanent residence. Now permanent residency has to be applied for after arrival, and often takes over 1 working week (or longer for large families). During this time families have to stay in crowded conditions with other family members who do not have the space or finances to support their newly arrived family until they receive more appropriate housing and benefit support.

New Zealand Immigration Service, Department of Labour (2004). *Refugee Voices: A Journey Towards Resettlement*. Wellington, Department of Labour.

- Refugees sometimes experience discrimination when trying to access rental housing.
- Quota refugees were found to be dissatisfied with their housing, as most of these houses were found for them.
- There is not enough space in NZ houses for large families (see also RRS Refugee Resettlement Support. date unknown).

HNZA needs to provide better language assistance and interpreters.

Education – Children and Youth

Bihi, A. (1999). *Cultural Identity, Adaptation and Well Being of Somali Refugees in New Zealand*. Unpublished Research paper submitted in partial fulfilment of Master of Development Studies, Victoria University of Wellington.

- There needs to be bridging courses, with intensive ESOL components to assist secondary aged students integrate into the NZ schooling system.
- There needs to be vocational training services for young people who cannot continue with secondary education.

Humpage, L. (1999). *Refuge or Turmoil? Somali Refugee Adolescents in Christchurch Secondary Schools*. Christchurch: Refugee Resettlement Support

- Adjusting to the school environment can be highly stressful.
- Refugee children and youths have difficulty adjusting to different styles of schooling and discipline.
- There are often high parental expectations on refugee children, communication between the school and home environment needs to improve.

Hunt, S. J. (2003). *Integration or Isolation?: a study of Kurdish refugees and early childhood education in New Zealand*. Unpublished Masters Thesis: The University of Auckland.

- In a study of Kurdish refugees less than a third of pre-school aged children were accessing early childhood education. For this community access to early childhood early is almost non-existent.
- There are a number of barriers for refugee families in accessing early childhood education, these include: the language of communication, knowledge of how to enrol children, the age of the child and the places available, cost of care, the availability of transport.

Family and Community Services (2004). *Key social issues and priorities as identified by Auckland refugees and migrants*. Wellington: Ministry of Social Development.

- Homework centres are good for children who have illiterate parents, or parents who are still learning English, however these need more funding, and support with transportation.
- Parents with preschoolers expressed satisfaction with early childhood education, saying their children are in a “holistic” and “safe” environment. However, parents are concerned about their older children, some of whom have received no formal education before coming to New Zealand. There is particular concern when their children are allocated to classes on the basis of age rather than their educational level.
- Parents recognise that their children are the first to adapt to their new environment. However, often this comes with a price: they are the first to “lose their origin”.

Ministry of Education (2003). *Improving the English language outcomes for students receiving ESOL services in NZ schools, with a particular focus on new immigrants*. Wellington: Ministry of Education.

- The Ministry of Education recommends the formulation of a language policy for NZ; this policy would provide the foundation for set policy around ESOL language learning in schools. There is no overarching language policy in New Zealand, and these negatively disadvantageous children from refugee backgrounds.

MacGibbon, L. (Sept 2004). *“We don’t want to seem demanding”: Information needs of refugee and new migrants to Christchurch*. Christchurch: Christchurch City Council

- Schools need to provide orientation programmes for children and their parents.
- Schools should provide befriending and mentoring programmes for children and families.
- There needs to be counselling support to assist the adjustment into the NZ schooling system.
- Teachers need to be trained to respect cultural difference.
- The two main mechanisms of support are homework centres and bi-lingual teachers.

Sahele, S. (June 2005) *Giving voice to refugee youth: An Exploratory study of education issues for Ethiopian, Somali, Eritrean, Iraqi and Oromo Students in Wellington Schools*. Wellington: Change-makers Refugee Forum.

- Refugee students face significant literacy and numeracy difficulties that are going undetected within the current system of education
- The language problems experienced by students enrolling for the first time was intensified for those who have had an extended background in refugee camps
- There was a lack of understanding about the cultural backgrounds of refugee students
- The lack of information about the culture and backgrounds of refugee students means that a gap is created between teacher and student
- There is much concern amongst parents and community leaders about the perceived lack of support provided by Wellington schools generally
- Interaction and cohesion amongst refugee students is an important coping means in the face of the described difficulties.

Working with Muslim Communities in New Zealand Conference, (2004). *Conference Report*. Auckland: Auckland Somali and Afghani Communities, and Umma Trust.

- Bilingual or multilingual teachers and teacher aids need to be employed to assist with learning and to provide role models for refugee youth (see also Bihi, 1999).
- Need to increase the predictability of lesson structures and plans.
- Schools need to work towards establishing links between families and communities.
- Ensuring the best practice for education of refugee children and young persons is implemented.
- There needs to be counselling support to assist the adjustment into the NZ schooling system (see also Focus on Migrants, date unknown).
- Teachers need to be trained to respect cultural difference.
- The two main mechanisms of support are homework centres and bi-lingual teachers.

Education – Adult

Altinkaya, J. (1995). *A study of 1995 Vote: Education funded ESOL Provision for adult learners in Auckland and Wellington*. Wellington: Research Report.

- The lack of accessible ESOL classes, interpreters, and translated materials puts refugees at risk of being an imported underclass.

Bihi, A. (1999). *Cultural Identity, Adaptation and Well Being of Somali Refugees in New Zealand*. Unpublished Research paper submitted in partial fulfilment of Master of Development Studies, Victoria University of Wellington.

- There needs to be a minimum of 520 hours of free ESOL learning. This needs to be made accessible by providing appropriate childcare and transportation services.

Family and Community Services (2004). *Key social issues and priorities as identified by Waikato refugees and migrants* (unpublished): Wellington: Ministry of Social Development

- There is no time to lose. Difficulty in communication is the biggest obstruction hindering (us) from doing almost anything.

- English language ability is seen as a key issue for all the refugees. All aspects of their lives (social and economic) are affected by the degree to which they can or can not communicate with other New Zealanders.
- The current language courses use unsuitable teaching materials and ineffective teaching methods. Taxpayers' money has been thrown away just like salt being thrown into the ocean – it disappeared and yielded very little benefit to the community.

Live, M., and Kezo, T. (1998). *Refugee Resettlement Issues: An Ethiopian Perspective*. The Sixth National Conference on Community Languages and ESOL. Palmerston North.

- There needs to be greater co-ordination in the provision of ESOL services once people leave Mangere.
- Often there are long waiting lists to get into the appropriate type of ESOL class.

Ministry of Education (2003). *Improving the English language outcomes for students receiving ESOL services in NZ schools, with a particular focus on new immigrants*. Wellington: Ministry of Education.

- Refugees and people from refugee backgrounds have the highest need for foundation level ESOL learning.

Shadbolt, M. (1996). *The Longest Journey: the resettlement of Ethiopian and Eritrean refugees in Auckland*. Masters of Philosophy in Social Work Thesis, Massey University, Unpublished

- The lack of appropriate childcare and family responsibilities limits the opportunity to participate in ESOL language learning.

Suleiman, I. (2002). *East African Refugees issues of Immigration and Integration 1993-2002 in Wellington Area New Zealand*. Unpublished research report presented in partial fulfilment for the degree of Master of Social Work (Applied) at Massey University Albany.

- East African refugees need to be able to access information about car driving skills and the road code, budgeting, parenting and learn about New Zealand law.

New Zealand Immigration Service, Department of Labour (2004). *Refugee Voices: A Journey Towards Resettlement*. Wellington, Department of Labour.

- Daily contact with native English speakers is an important way of improving language skills.
- Many refugees have difficulty accessing study opportunities due to English language ability, health issues, costs, and the lack of access to childcare.

RRS Refugee Resettlement Support. (date unknown). *Refugee Resettlement support for Quota refugees, asylum seekers and family reunion members* RRS Christchurch: Refugee Resettlement Support.

- Family reunion settlers are not categorised as refugees so are unable to access targeted ESOL funding.
- ESOL programmes need adequate, secure and ongoing funding.
- Build work force capacity by developing bilingual ESOL programmes that utilise the skills in refugee communities.

Employment and Economic Well-being

Basnayake, A. (2000). *Employment experiences of Sri Lanka Migrants in New Zealand.* Auckland EEOTrust.

- Frequently refugees experience a drop in their professional status, as they are unable to get jobs in their chosen field of practice.
- Refugees need to be given opportunities to get NZ work experience.

Bihi, A. (1999). *Cultural Identity, Adaptation and Well-being of Somali Refugees in New Zealand.* Unpublished Research paper submitted in partial fulfilment of Master of Development Studies, Victoria University of Wellington.

- Assistance needs to be made available to support small businesses in refugee populations.
- Employers lack understanding about other cultures. Work needs to be done to educate society and employers about the benefits (employing people from different cultural backgrounds and to recognising the strength of foreign qualifications (see also Tito, 2003).
- Need focus on job training and skills upgrading for employment.
- Use of tax incentives to convince employers to employ newly arrived refugees.
- The government needs to employ former refugees in major departments and ministries to inform and provide services to communities, i.e. Ministry of Education, Ministry of Health Work and Income etc.

Caritas Aotearoa New Zealand [Social Justice Series No.7], (2002) P.25.

- Many settlers, both refugees and migrants, have come to this country (New Zealand) with remarkable expertise and skills that could be utilised for development, and if employed, new settlers would become tax-payers instead of living with feelings of frustration and guilt. As one new settler suggests:

*The most important thing is participation through work or education...
[People] come; they have a dream to find a job. When they don't find a job,
shame comes to all the family.*
(Caritas NZ, 2002)

Chile, L. (2002). *The imported underclass: poverty and social exclusion of African Refugees in New Zealand.* Asia Pacific Viewpoint 43 (3) December pp 355-366.

- The process of recognising foreign qualifications needs to be more accessible, and this process needs to take into account the refugee situation (i.e. that people may not have been able to bring their official documentation with them). (See also Farmer & Hafeez, 1989; Tito, 2003).
- Many refugees arrive in NZ with large levels of debt; this combined with their inability to adequately access the job market has negative resettlement implications.

Department of Labour, Minutes of the National Refugee Resettlement Forum (Wellington, August 2005).

- At Mangere Reception Centre there needs to be more work done in identifying the skills and experience that refugees bring and to match them with the area they are sent e.g. some one from a rural background who has worked in farming might be happier and find more appropriate work in the Hawkes Bay area.
- Lack of work experience is a key barrier to gaining employment. Work placements provide an opportunity to gain work experience as well as for employers to know the skills and abilities of potential employees. There are ad

hoc examples of work placements around the country. We would like to see formalised policy and programme developed around work places.

- We would like to see the Kilbirnie pilot programme run by Work and Income expanded into all parts of the region. This specialist programme is seen as being very positive by the refugee communities in the Wellington region.
- 70% of jobs are never advertised. 70% of people employed are employed through “who you know”.
- There are many skilled, experienced refugees who may be interested in establishing small businesses. We would like to have discussions with the New Zealand Trade Enterprise (BIZ) on what services they can provide to refugees wishing to set up a business.

Farmer, R., and Hafeez, A. (1989). *The contribution and needs of South East Asian Refugees in New Zealand*. In Abbott, M. (Ed.) *Refugee resettlement and well-being*. Auckland.

- Remove the factors that cause downward mobility in the job market – this includes issues of low education, poor understanding of the NZ job market, and non-recognition of overseas qualifications.

Liev, M. (1996). *Tontine: An alternative financial instrument in Cambodian communities*. Unpublished thesis submitted in partial fulfilment of Master of Development Studies, Auckland University, Auckland.

- There is a high level of ethnic entrepreneurship in communities from refugee backgrounds; recognition and support need to be given to these activities, such as *tontine* practice in the Cambodian community (see also Bihi, 1999).

McKenzie Trust, (2004). *The Journey to Work: Jobs for Refugees*, www.jrmckenzie.org.nz

- Refugees are amongst the most marginalised group in terms of access to labour markets.
- Negative attitudes from employers are a significant barrier to employment.
- Refugees have little knowledge of New Zealand work culture and career options.
- Women from traditional cultures have been disadvantaged in terms of education and this in turn further marginalises them from the labour market.
- There is a need for individualised approaches to supporting refugees into employment.

MacGibbon, L. (2002). *Since I have come to New Zealand I have faced a lot of difficulties: A report on the resettlement experiences of refugees in Christchurch*. October 2002 Christchurch: Refugee Resettlement Support.

- Develop a strategic approach to involve employers, and to create successful working environments.
- Refugee advocacy agencies need to continue to develop relationships with Work and Income managers and case managers.
- School leaver programmes need to target refugee youth to up-skill them for employment.

New Zealand Immigration Service, Department of Labour (2004). *Refugee Voices: A Journey Towards Resettlement*. Wellington, Department of Labour.

- A large percentage of refugees in employment are dissatisfied with their jobs, this is due to the low pay, lack of career opportunities and poor job satisfaction.
- In NZIS research the main source of income for 89% of the recently arrived refugee group was a Work and Income benefit.

- Nearly all refugees in the NZIS research who were in employment were earning under \$30,000; many earn under \$10,000.

Tito, H. (2003). *Why long-term welfare beneficiaries? A study of barriers to employment for refugees from the Horn of Africa living in Auckland.* Thesis submitted to fulfil the requirements of the degree of Master of Philosophy in Public Policy, Massey University, Albany.

- Provide long-term funding to organisations to help reduce the barriers to refugee employment.

Immigration and Family Reunification

Bihi, A. (1999). *Cultural Identity, Adaptation and Well Being of Somali Refugees in New Zealand.* Unpublished Research paper submitted in partial fulfilment of Master of Development Studies, Victoria University of Wellington.

- Family reunification needs to be made more accessible, possibly another 250 places should be included in the quota system for reunification.

Elliot, S. (1997). *'Like falling out of the sky': Communities in Collision.* In Bell, C. (Ed.), *Community Issues in New Zealand.* Palmerston North: Dunmore Press Ltd.

- Most refugees resettled in NZ have the responsibility to send money home to support family; this can be a large drain on resources when families are living in poverty in NZ.

MacGibbon, L. (Sept 2004). *"We don't want to seem demanding": Information needs of refugee and new migrants to Christchurch.* Christchurch: Christchurch City Council.

- There is a need to organise post-trauma groups, to help people deal with the stress of being separated from their family.

Madjar, V. (2000) *Bosnian refugees in New Zealand: their stories and life experiences, health status and needs, and the implications for refugee health services and policy.* Unpublished thesis submitted in partial fulfilment of the degree of Masters in Business Studies (Health Management), Massey University

- Family reunification is a high priority, particularly in cultures where family is the only group to be trusted with childcare.

Department of Labour, Minutes of the National Refugee Resettlement Forum (Wellington, August 2005).

- The NGO group commends NZIS for the establishment of a working party and request that NZIS commits to improve Quota settlement, family re-unification and other related areas through provision of adequate on-going funding. NZIS should also review the following areas:
 1. *Policy – The NGO group support the review of Immigration Act. Such a review will need to include review of the refugee family quota, family quota and the need for a genuine humanitarian category.*
 2. *Process – the NGO group seek improved mechanisms for communicating with government agencies around immigration issues and settlement selection.*
 3. *Issues for immediate action – The NGO group seek immediate action on the reallocation of applications that formerly were processed in London*

and have now been relocated to Wellington resulting in the issuing of visitors visas prior to final decision on residence applications.

4. *Resources – there is no sustainable process for supporting the level of need in relation to advocacy and assistance with family reunification applications.*

- Family Reunification – the documentation which describes the process for reunification is difficult. The ballot system provides too much uncertainty and even if successful there are problems around timing and resources to bring family to New Zealand.

Review of the Immigration Act – what are the likely impacts on refugee communities. How will the refugee communities be engaged in consultation?

NGO Sector (January 5, 2000). *Refugee Resettlement Policy in New Zealand: An Integrated Approach.* A Report for the Incoming Coalition Government from the NGO Sector. Wellington.

- Family reunification is a high priority for refugee families, and the delay in being able to sponsor ones family to come to NZ (and the uncertainty about whether the family will actually be picked for immigration) is very stressful.
- Immigration applications take a long time to be processed.
- NZIS needs to take into account the inability of many refugees to meet documentation requirements processed.
- The policy and rules surrounding immigration are difficult to access, and are confusing processed.
- Immigration services need to take into accounts the different family structures, and marriage arrangements of other cultures.

New Zealand Immigration Service, Department of Labour (2004). *Refugee Voices: A Journey Towards Resettlement.* Wellington, Department of Labour.

- Family reunification and related immigration costs are very expensive.
- For most refugees the concept of family extends beyond the concept of the nuclear family, immigration policy needs to cater for these definitions.

Suleiman, I. (2002). *East African refugees issues of immigration and integration 1993-2002 in Wellington Area New Zealand.* Unpublished research report presented in partial fulfilment for the degree of Master of Social Work (Applied) at Massey University Albany.

- There is a lack of advocacy agencies for refugees, particularly in support of family reunification processes.

Capacity Building and Community Development

Bihi, A. (1999). *Cultural Identity, Adaptation and Well Being of Somali Refugees in New Zealand.* Unpublished Research paper submitted in partial fulfilment of Master of Development Studies, Victoria University of Wellington.

- There are often difficulties establishing strong ethnic communities because old political alliances divide communities.
- There needs to be a genuine participatory approach to refugee resettlement that involves communities in decision-making and service delivery.
- Refugee community organisations require financial support and technical advice to build their capacity. Community organisations are best placed to provide services, and foster community ownership, cultural maintenance and participation in society.

- Cultural identity maintenance needs to be recognised and funded as an essential part of the integration.
- Communities need appropriate spaces, i.e. community halls or centres, to attend to social and cultural needs of their communities.
- Refugee communities need to learn from the experiences of other migrant communities, such as the Pacific Island communities, to enhance the settlement process.

Chile, L. (2002). *The imported underclass: poverty and social exclusion of African Refugees in New Zealand.* Asia Pacific Viewpoint 43 (3) December pp 355-366
Capacity building for black African refugees means providing basic infrastructure for language acquisition and job creation to build self-esteem and reduce the level of poverty and social isolation.

McKenzie Trust, (2004). *The Journey to Work: Jobs for Refugees.*
www.jrmckenzie.org.nz

- Involving refugees in planning and delivery of services gives the opportunity for empowerment, and allows organisations to work more effectively with refugee communities.

Ibramin, H. (2004). *Refugee Resettlement and Ways forward.* Unpublished dissertation submitted for the Degree of Masters (MPhil) in Development Studies. Palmerston North: Massey University.

- There needs to be more support in building community cohesion, as many refugee communities suffer from past internal country conflicts.
- Empowering communities by giving information about their rights and responsibilities in New Zealand is important.
- Many refugee communities are class structured, there needs to be democratic processes to ensure that everybody's voice is heard.

New Zealand Immigration Service, Department of Labour (2004). *Refugee Voices: A Journey Towards Resettlement.* Wellington, Department of Labour.

- Most recently arrived refugees have limited understanding of the Treaty of Waitangi and New Zealand history and culture. Most refugees feel it is important to learn about New Zealand culture.
- Refugees feel it is important to preserve their own culture for future generations and because it is something to be proud of.

RRS Refugee Resettlement Support. (date unknown). *Refugee Resettlement support for Quota refugees, asylum seekers and family reunion members.*
Christchurch: Refugee Resettlement Support

- There is very little support available for family reunion refugees and asylum seekers, in particular there is little community based support available.
- There needs to be activities to raise the awareness in the general community about refugee issues.
- There needs to be processes in place to manage stigma and discrimination.
- All government departments need processes to promote the integration and cultural diversity of communities.
- There needs to be additional funding for community based organisations that provide resettlement services to refugees.

Family and Social Support

Bihi, A. (1999). *Cultural Identity, Adaptation and Well Being of Somali Refugees in New Zealand*. Unpublished Research paper submitted in partial fulfilment of Master of Development Studies, Victoria University of Wellington.

- For refugees living in small communities there are often difficulties and stresses around finding an appropriate partner/spouse.
- Refugees need to be given sufficient information to make informed choices about what parts of their culture to retain and what areas will evolve?
- There needs to be better information for refugees about what they can fairly expect from their sponsors/volunteers.
- Traditional mediation systems are being eroded because of inter-generational conflict and change.

Elliot, S. (1997). *'Like falling out of the sky': Communities in Collision*. In Bell, C. (Ed.), *Community Issues in New Zealand*. Palmerston North: Dunmore Press Ltd.

- Communities need to be resettled in the same areas and need to be large enough to provide adequate social supports and networks (Elliot, 1997).

MacGibbon, L. (Sept 2004). *"We don't want to seem demanding": Information needs of refugee and new migrants to Christchurch*. Christchurch: Christchurch City Council.

- Develop programmes that assist people to understand and cope with the transition to life in NZ.
- There needs to be greater support for parents.

Family and Community Services (Oct 2004), *Key social issues and priorities as identified by Waikato refugees and migrants*: unpublished paper. Wellington: Ministry of Social Development

- Refugees and migrants at seven meetings said a challenge for them was to hold onto their own beliefs and cultures and co-exist peacefully alongside other New Zealand. They would like to see more effort made to protect ethnic communities from all forms of discrimination and to actively promote multiculturalism.

MacGibbon, L. (Sept 2004). *"We don't want to seem demanding": Information needs of refugee and new migrants to Christchurch*. Christchurch: Christchurch City Council
There is very little support available for family reunion refugees and asylum seekers, in particular there is little community based support available.

There is no orientation programme for asylum seekers and family reunion refugees, and people may be unaware of their rights and the social services available.

Shadbolt, M. (1996). *The Longest Journey: The resettlement of Ethiopian and Eritrean refugees in Auckland*. Masters of Philosophy in Social Work Thesis, Massey University, Unpublished.

- Volunteers from the host community play an important role in easing the resettlement process and building healthy inter-cultural relations, this need to be enhanced and built upon.

Suleiman, I. (2002). *East African refugees issues of immigration and integration 1993-2002 in Wellington Area New Zealand*. Unpublished research report presented in partial fulfilment for the degree of Master of Social Work (Applied) at Massey University Albany.

- There is a high rate of family dysfunction and marriage breakdown.

Leisure and Recreation

Guerin, P., Diiriye, R., Corrigan, C., and Guerin, B. (2003). *Physical Activity Programs for Refugee Women: Working Out in a New Country*. In *Women and Health* 38 (1) 83-99.

- A lack of transportation, childcare and cost are common barriers which prevent Somali women in Hamilton from accessing exercise and leisure activities. The use of interpreters and culturally appropriate venues and activities increases the accessibility of exercise services.

MacGibbon, L. (Sept 2004). *We don't want to seem demanding: Information needs of refugee and new migrants to Christchurch*. Christchurch: Christchurch City Council

- Support for Quota refugees, asylum seekers and family reunion members. Refugee children need support to enable them to participate in sport and recreational activities.

Women

Bihi, A. (1999). *Cultural Identity, Adaptation and Well Being of Somali Refugees in New Zealand*. Unpublished Research paper submitted in partial fulfilment of Master of Development Studies, Victoria University of Wellington.

- Muslim women may face racism due to the way they dress and their religious practices.

Crampton, P. (2003). *"A New Population, A New Direction": An Evaluation of Primary Care Provided to the Hutt Valley Refugee Population by Hutt Union And Community Health Service (HUCHS)*. Wellington: Department of Public Health, Wellington School of Medicine and Health Sciences.

There needs to be more awareness raising about women's health issues.

Guerin, P., & Elmi, F. (2004). *The analysis of female circumcision stories: Uses and abuses of oral histories*. In *Oral History in New Zealand* 16: 9-16

- Representations of FGM Female Genital Mutation in the general media usually fail to present the multitude of factors of FGM. Individual women's stories and experiences need to be listened to carefully when dealing with this sensitive issue.

New Zealand Immigration Service, Department of Labour (2004). *Refugee Voices: A Journey Towards Resettlement*. Wellington, Department of Labour.

- Women from refugee backgrounds are disproportionately represented in low literacy, poor English language skills, low educational levels and high unemployment.

NGO Sector (January 5, 2000). *Refugee Resettlement Policy in New Zealand: An Integrated Approach*. A Report for the Incoming Coalition Government from the NGO Sector. Wellington.

- Lack of adequate health screening, particularly for cervical and breast cancer.
- A lack of access and knowledge about family planning.
- A lack of treatment for gynaecological/obstetric health problems.
- Lack of adequate provision for psychosexual and mental health problems associated with trauma, abuse and rape.

RRS Refugee Resettlement Support. (date unknown). *Refugee Resettlement support for Quota refugees, asylum seekers and family reunion members.*

Christchurch: Refugee Resettlement Support

- WINZ and need to incorporate specific strategies to promote the employment of refugee women.
- The needs to be appropriate childcare so women can attend ESOL classes.
- The needs to support of micro enterprise to enable women to start small businesses.

Suleiman, I. (2002). *East African refugees issues of immigration and integration 1993-2002 in Wellington Area New Zealand.* Unpublished research report presented in partial fulfilment for the degree of Master of Social Work (Applied) at Massey University Albany.

- Sole mothers need specialised support service, and they require accelerated family reunification processes.

Children and Youth

ACYA Action for Children and Youth Aotearoa (2003). *Appendix 6 refugee and Asylum Seeking Children and Youth. In Children and Youth in Aotearoa 2003: The second non-governmental organisations' report from Aotearoa New Zealand to the United Nations Committee on the Rights of the Child.* Wellington: ACYA, pp 75-88.

- There is no specialised service that focuses on supporting the physical and psychological recovery and social integration of refugee children and young people.
- The government needs to establish a nation wide system of disaggregated data collection on all persons less than 18 years, this includes refugees and asylum seekers, and that this data is used, in consultation with these groups, to assess and design policy.
- At present there is no explicit policy that focuses on the needs of refugee youth.

Armstrong, L. Collie P. et al (2005) *Participation Action Research with Assyrian Youth, Wellington:* Department of Geography, Victoria University.

- A refugee child's ability to adapt is influenced positively by an external support system that supports and encourages a child's coping mechanism (p.13).
- Let there be greater recognition of the issues and needs of children and young people in the settlement process, and that meaningful steps be taken to address issues and meet needs (p.13).
- Let the government provide funding for further research into the issues that refugee (Assyrian) youth face (p.14).
- Research must be conducted with parents in order to find out what issues affect their ability to support their children, and to investigate relevant support services that need to be provided (p. 14).
- Let the government provide support for the establishment of Assyrian youth mentors (both male and female), who will have the role of helping Assyrian youth with the issues they face both at school and at home (p.14).
- Let the government provide funding for the development of a youth centre that provides support services that are culturally appropriate for Assyrian youth (p.14).

Elliot, S., Lee, A., and Jane, C. (1995). *Refugee Youth Mental Health News*, 9

- Supporting refugee children means ensuring the well-being of their parents or caregivers.

- Children and Youths are often used as interpreters and cultural brokers in medical, schooling and other such situations; this causes a great deal of stress, on both the child and on parent-child roles. Service providers should be educated against allowing situations like this to occur, and there should be better provision of trained interpreters (see also Live & Kezo, 1998).
- Many refugee youth have had large disruptions in their schooling, and need extra support to help them catch up with their peers.
- Their needs to be extra ESOL support for refugee youth, to combat the inability to integrate with peers.

King, M. and Newman, N. et al (2005), *African Youth and Well-being: Participatory Action Research Project*. Wellington, Department of Geography, Victoria University

- A joint workshop should be developed and run by Evolve and Refugee and Migrant Service, for youth and their parents. This workshop would address issues being faced by parents and youth themselves, and would be jointly hosted by parents representatives (RMS) and Youth representatives (Evolve), (P. 12).
- Evolve should be hosting a bi-annual 'celebrating your parents' event to encourage Youth to appreciate their parents (p. 12).
- Let there be training of an African student peer support leader for each Wellington School that has African youth enrolled, to act as a mediator between school and youth and as a resource for the school management (p.12).
- Teachers and teacher trainees be given support and training, on having African Youth in their classrooms, by the Evolve team. This could be in the form of Evolve developing a video resource, which would give teachers an understanding on how to interact positively with African youth in their schools (p.12).

MacGibbon, L. (2002), *Since I have come to New Zealand I have faced a lot of difficulties: A report on the resettlement experiences of refugees in Christchurch*. October 2002 Christchurch: Refugee Resettlement Support.

- There needs to be a comprehensive national and local strategy for refugee youth.

Ministry of Youth Development (2005). *DRAFT: Wellington Refugee Youth Services*. Wellington: Ministry of Youth Development.

- At present there is no explicit policy that focuses on the needs of refugee youth (see also ACYA, 2004).
- Policy for refugee youth development should take into account 6 key principles; the big picture of refugee youths experiences and backgrounds, make connections with key social environments, build on strengths and resilience, support positive relationships and role models, ensure young refugees have a voice, and decisions are based on accurate relevant information.
- There is a lack of resources and secure on-going funding for refugee youth.
- Support needs to be more sustainable and focused on strengths building activities.
- The school system is unable to meet the needs of refugee youth, and there is a lack of appropriate resources for teachers and youth workers.

Services for youth need to be more holistic in their design and delivery.

Many young people have left school early and have few qualifications or life skills.

Family and Community Services (Nov. 2004). *Key Issues and Priorities as Identified by Auckland, Waikato and Christchurch Refugees and Migrants*. Unpublished paper. Wellington: Ministry of Social Development.

- There needs to be more work place experiences and transition courses for youth. Transitional support from school to employment is important for youths and accessing courses that facilitate the development of life skills and apprenticeships.
- Teenagers from refugee backgrounds experience more pressures than other children their age.
- Girls may experience greater adjustment and cultural pressures due to hijab requirements.

Refugee Youth meeting for Central Auckland. (2004). *Minutes Monday 19th January, 2004, unpublished.* Auckland.

- Many refugee youth experience culture shock, isolation in schools, language barriers.
- There needs to be increased language support in schools and for school leavers.
- Additional tuition in core subjects.
- Making training and scholarships opportunities (like those for Maori and Pacific Nations communities) available to youth from refugee backgrounds.
- Assistance with the running of community based sport and recreation programmes.

Victoria University of Wellington Research Team (2005), *Homework Club: Strengthening Refugee Youth Achievement.* Wellington: Department of Geography, Victoria University

- Homework club needs to become something that through the success of its attendants outweighs the other activities and becomes the priority (p.12).
- There seems to a lack of awareness among the students about the homework club. It would be interesting to know whether the students had simply forgotten about the club, were not willing to acknowledge their involvement in it, or genuinely do not know about it (p.13).
- The parents' involvement and approval of the Homework Club is vital for its successes. Parents are concerned that the activities that happen at the club, and are not homework, have a negative influence on their children (p.13).

Working with Muslim Communities in New Zealand Conference, (2004). *Conference Report.* Auckland: Auckland Somali and Afghani Communities, and Umma Trust.

- Many young boys and women find themselves in the role of head of the household because of the absence of fathers.
- Many refugee youth are dealing with the long term effects of the refugee experience, and many are unable to access the mental health and trauma support that they require.

Elderly

Altinkaya, J., and Omundsen, H. (1999). *"Birds in a gilded cage": resettlement prospects for adult refugees in New Zealand.* In *Social Policy Journal of New Zealand / Te Puna Whakaaro*, 13:31-42.

For elderly refugees work needs to be done to eliminate the barriers to participation, such as transport and childcare, making teaching material relevant and local.

Wong, S. (2003). *Integration of Older Refugees: the Integration Experiences of Older Assyrian, Cambodian and Somali refugees in Wellington.* Unpublished paper

submitted to Victoria University of Wellington in partial fulfilment of the requirements for the Graduate for the Diploma of Science.

- There is a strong need for family reunification for elderly refugees, to provide a sense of responsibility and purpose (see also Gray & Elliot, 2001), and to provide a support network.
- The absence of loved ones impacts on elderly refugees' ability to resettle and concentrate on English learning; this in turn inhibits access to services.
- There is a need of increased access to religious services and ethnic communities.
- Assistance is needed to help elderly people access services independently. For newly arrived elderly it is important to access inwardly focused services (i.e. services that help themselves), while more established refugees need to seek outward-focused activities (i.e. that help other people).
- Programmes and support are not tailored to meet the special needs of the elderly, this means making services and information accessible and appropriate.
- Families and communities need to be strengthened and supported to assist their own communities.
- There needs to be greater lobbying by refugee agencies for government to review family reunification policies.
- Increasing Home Tutor services.
- Increase the subsidies of recreation activities.
- Increase provision of interpreters in government agencies.
- Provide transport to make services accessible.
- Targeted employment and job training for elderly refugees.
- Work and Income benefits for the elderly need to be reviewed.
- The numbers of elderly that migrate in any one social group are likely to be low; this increases isolation (see also Crosland, 1995).
- Second language proficiency is low for elderly, which affects their capacity to access services.
- There may be a change in status for elderly people in NZ and this may be difficult to cope with, as the position and value of elderly people in the family and home may be reduced.

Policy

ACYA Action for Children and Youth Aotearoa (2003). *Appendix 6 refugee and Asylum Seeking Children and Youth.* In *Children and Youth in Aotearoa 2003: The second non-governmental organisations' report from Aotearoa New Zealand to the United Nations Committee on the Rights of the Child.* Wellington: ACYA, pp 75-88.

- There is no comprehensive resettlement and integration policy to meet the needs of refugees and asylum seekers.
- There is no reliable and standardised data collection for refugee communities and asylum seekers New Zealand, nor is there any process of monitoring or evaluating the status of refugee and asylum seeker children and the services provided for them in Aotearoa.

Bihi, A. (1999). *Cultural Identity, Adaptation and Well Being of Somali Refugees in New Zealand.* Unpublished Research paper submitted in partial fulfilment of Master of Development Studies, Victoria University of Wellington.

- There needs to be a comprehensive refugee resettlement policy.
- NGO's that support refugees need to be adequately funded.
- There needs to be more public education about other cultures.

- There needs to be more research into the refugee issues. This body should advise the government and voluntary sector about policy development.

FONS (Hutt Valley) Inc. (2004). *A Submission in Support of a "Resource Centre for New Settlers"* Unpublished Hutt Valley: Friends of New Settlers

- There is a lack of government support for making services holistic, and a lack of support for 'one-stop-shop' style service provision.

MacGibbon, L. (Sept 2004). *"We don't want to seem demanding": Information needs of refugee and new migrants to Christchurch.* Christchurch: Christchurch City Council

- There is no overarching language policy in New Zealand, and this negatively disadvantages children from refugee backgrounds.

Accessing Information

New Zealand Immigration Service, Department of Labour (2004). *Refugee Voices: A Journey Towards Resettlement.* Wellington, Department of Labour.

- The main areas where refugees initially required information were income support, health services, education and training, and local services.
- More established refugees need more support and information about accessing the labour market.

RRS Refugee Resettlement Support. (date unknown). *Refugee Resettlement Support for Quota Refugees, Asylum seekers and Family Reunion Members.* Christchurch: Refugee Resettlement Support

- There is no information available for key stakeholders on asylum seekers and family reunion refugees prior to their arrival.
- Information needs to be translated to enhance the access for refugee communities.

Social Harmony

New Zealand Immigration Service, Department of Labour (2004). *Refugee Voices: A Journey Towards Resettlement.* Wellington, Department of Labour.

- Refugees often felt that they were the target of racism or discrimination which was caused by ignorance or a lack of understanding of refugee issues

2. Refugee and Migrant

Health – Primary

Kudos Organisational Dynamics Ltd. (date unknown). *Asians in Auckland.* Unpublished, Auckland.

- There needs to be education and information in Asian languages, interpreting services need to be improved, and there needs to be greater employment of qualified Asian health professionals.
- The application process for community service cards needs to be simplified.

Family and Community Services (Nov 2004). Key Issues and priorities as identified by Auckland, Waikato and Christchurch refugees and migrants – Unpublished. Wellington: Ministry of Social Development.

- Alcohol, drugs and other addictions were big issues in communities, as are providing holistic services which target the risk factors that cause these behaviours.
- There needs to be more bi-lingual social workers and counsellors to support people with addictions and mental health issues.
- GP visits are too expensive, and there is a lack of female medical practitioners.
- The waiting lists for surgery are too long.
- The cost of dental and eye care is too high.
- There is a lack of women only medical practitioners.
- There is a lack of knowledge about the access to health services.
- Sexual health issues, such as abortion and STIs, need culturally appropriate systems for delivering information about these topics.
- Health for elderly who are isolated by language barriers needs to be targeted.
- There needs to be an increase in the level of health education specifically aimed at refugees and migrants.

Family and Community Services (October 2005). *Key Issues and Priorities as Identified by Nelson/ Tasman Migrants.* Wellington (unpublished paper): Ministry of Social Development.

- A key issue for Nelson/ Tasman participants [at four meetings] is the cost of medical care. Participants at one meeting said they had children who have had “short but repetitive” visits to the doctor and the cost has eaten into their finances.
- Migrants are scared at the cost of dental care which makes it prohibitive to have the necessary treatment carried out (Key Issues and Priorities Draft Document: June, 2005).
- For a number of migrant families, the New Zealand health system was initially a mystery. There was little or no information provided about how the health system works.
- Difficulties in health services could have been avoided had the migrant families been provided with information about registering with a general practitioner and given the guidelines on when to access services.
- Since the majority of medical practitioners are kiwi, it is very hard to explain or communicate with them due to communication barriers and because the doctors are not so familiar with some of the diseases that migrants suffer.

Health – Trauma and Mental Health

Family and Community Services (Nov 2004). *Key Issues and priorities as identified by Auckland, Waikato and Christchurch refugees and migrants* – Unpublished. Wellington: Ministry of Social Development.

- There is a lack of family, friends, employment, cultural and spiritual nurturing and this has a negative impact on mental health.

New Zealand Immigration Service, Department of Labour (2004). *New Zealand Settlement Strategy*. Wellington, Department of Labour.

It is more cost effective to target mental health issues early on, rather than waiting for issues to compound.

- There is a lack of reliable data on the mental health needs of refugees and migrants.

Mortensen, A., and Young, N. (2004). Caring for refugees in Emergency Departments in New Zealand. In *Nursing Praxis in New Zealand* 20(2) 24-35

- Refugee and migrant expectations of emergency care are different from the host population, and many do not know the correct procedures for accessing emergency medical attention.

North, N., & Lovell, S. (2002). *A survey of primary health care services in Auckland and Wellington on the impact of immigrant patients*. Faculty of Medical and Health Sciences, the University of Auckland. Presentation at New Directions: New Settlers Conference, Wellington, 12-13 April, 2003.

- Culture has a strong impact on the ways in which patients express pain and symptoms; it is useful for health professionals to have cultural knowledge to take this into account.
- Communities and service providers need better education about the effects of mental illnesses and trauma.

Working with Muslim Communities in New Zealand Conference, (2004).

Conference Report. Auckland: Auckland Somali and Afghani Communities, and Umma Trust.

- Develop a website to improve local inter-agency knowledge of resources about mental health services for refugee and migrant families.
- Trauma (as a result of experiencing civil wars and living in refugee camps) isolation from family and friends and unemployment are having an adverse effect on the mental health and well-being of refugees and migrants. Being isolated at home is a particular stress for women. For men, being unable to find appropriate employment is a major stress.

Housing

Department of Labour, *Minutes of the National Refugee Resettlement Forum* (Wellington, August 2005).

There needs to be on-going discussion between Department of Labour, RMS Refugee Resettlement, Housing New Zealand and relevant agencies to ensure that suitable housing is available to match the families who are selected for resettlement, and that sustainable communities are able to be established in places of resettlement.

Family and Community Services. (Nov. 2004). *Key social issues and priorities as identified by Auckland refugees and migrants.* Unpublished. Wellington: Ministry of Social Development.

- Houses need to be warmer; they also need to be affordable and big enough to accommodate large families.

There needs to be enhanced training in customer services and cultural appropriateness for front of line HNZA and WINZ staff.

- There is a lack of awareness about tenancy laws.
- Communities are clustered into lower socio-economic areas; this has negative flow on effects for social development and well-being.
- There is a lack of suitable accommodation for youths.
- There are long waiting list with HNZA and local city councils.
- Housing on the private market is too expensive, and the accommodation supplement does not sufficiently meet this cost.
- There are too many people on the HNZA waiting lists.
- The standard of housing is not high enough, houses are draughty, not insulated, and many new settlers are unsure about how to manage these issues.

Woolford, G. (2005). *Settlement Services Project and Framework for the Development of a Wellington Regional Settlement Strategy.* Unpublished Report to the Wellington Mayoral Forum 25 February 2005, Wellington.

- It is difficult to find affordable, appropriate housing (key issues are heating and house size).
- There needs to be more support around informing people about their rights and responsibilities as tenants and landlords.

Education – Children and Youth

Family and Community Services (September, 2004). *Key social issues and priorities as identified by Auckland refugees and migrants.* Unpublished. Wellington: Ministry of Social Development.

- Children are placed in classes according to age rather than ability, this fails to take into account the resettlement and adaptation experiences of new settlers.
- Work needs to be done to reduce the levels of bullying in NZ schools.

There needs to be additional support for children in schools through the provision of extra bi-lingual tutor support and support with homework.

- There is limited access to early childhood education.
- There is a lack of support for the retention of first languages.

RRS Refugee Resettlement Support. (date unknown). Refugee Resettlement support for Quota refugees, asylum seekers and family reunion members. Christchurch: Refugee Resettlement Support.

- Minority language students were more than twice as likely as majority language students to be in the bottom quarter of performance in reading literacy in New Zealand. These figures compare poorly to Canada and Australia.
- There is no overarching language policy in New Zealand, and this negatively disadvantages children from refugee backgrounds.

Education – Adult

Chile, L. (2002). *The imported underclass: poverty and social exclusion of African Refugees in New Zealand.* Asia Pacific Viewpoint 43 (3) December pp 355-366

- A lack of literacy and English language skills inhibits New Zealand's African refugee population from effectively participating in the democratic process. About 70% of African refugees arrive in NZ with little or no formal education.

Kudos Organisational Dynamics Ltd. (date unknown). *Asians in Auckland.* Unpublished, Auckland.

- More consistent ESOL standards need to be promoted.

Family and Community Services (November, 2004). *Key Issues and priorities as identified by Auckland, Waikato and Christchurch refugees and migrants.*

Unpublished Wellington: Ministry of Social Development.

- There needs to be more provision for bi-lingual tutors.
- Extra support for one-to-one language tuition is required.
- Making transport to and from classes accessible and affordable is important.
- There needs to be language appropriate and relevant teaching materials.

Family and Community Services. (Nov. 2004). *Key social issues and priorities as identified by Auckland refugees and migrants.* Unpublished. Wellington: Ministry of Social Development.

- English language ability is the key issue for many of the migrants. There is recognition that overcoming the language barrier is directly linked with the challenges of coping with cultural differences and finding jobs.

New Zealand Immigration Service, Department of Labour (2004). *New Zealand Settlement Strategy.* Wellington, Department of Labour.

There should be more work based ESOL learning experiences.

- A lack of English language skills isolates all age groups.
- ESOL classes are not available at all levels, for instance academic and colloquial English.
- There is a lack of courses for pre-literate people.
- There needs to be more social and public education courses.
- There are many barriers for women with children to attend ESOL classes; these include the lack of childcare, transport and other practicalities around attending courses.

Woolford, G. (2005). *Settlement Services Project and Framework for the Development of a Wellington Regional Settlement Strategy.* Unpublished Report to the Wellington Mayoral Forum 25 February 2005, Wellington.

- The ESOL brokering service in Wellington needs to secure funding to be able to operate effectively outside of Wellington City.

Employment and Economic Well-being

Ministry of Social Development. (Sept 2004). *Key social issues and priorities as identified by Auckland refugees and migrants.* Unpublished. Wellington: Ministry of Social Development.

- Foreign qualifications are often not recognised, there needs to be a better system to allow this to occur.
- The cost of childcare is an issue for parents who wish to work or study.

Family and Community Services (November, 2004). *Key Issues and priorities as identified by Auckland, Waikato and Christchurch refugees and migrants* (unpublished) Wellington: Ministry of Social Development.

- There is a need to reduce the levels of discrimination in the labour market.
- The high cost of childcare is a barrier to some parents entering the workplace.
- Transitional support from school to employment is important for youths and accessing courses that facilitate the development of life skills and apprenticeships

New Zealand Immigration Service, Department of Labour (2004). *New Zealand Settlement Strategy*. Wellington, Department of Labour.

- There should be clearer information systems to inform people about how they need to retrain, and how to go about this process.

Family and Community Services (October 2005). *Key Issues and Priorities as Identified by Nelson/ Tasman Migrants*. Wellington (unpublished paper): Ministry of Social Development.

- Migrants and refugees [participants] agree that many professionals end up working in low paid work: *"in a factory or any where... Just to save money. And because the salary is just [a] minimum they can't save and as they work, time oases by and they start to forget how professional they are and they just can't go to get additional qualification any more, which is a waste of skill"* (Key Issues and Priorities Draft Document: June, 2005).
- Unemployment affects families in all cultures but especially has a big impact on family dynamics for a culture where the man is the traditional breadwinner. The pressure of unemployment places pressure on the whole family and can lead to family breakdown – effects on children, unhealthy family...unhealthy society *"there are 48 adults here tonight. Most of us have been here between three and five years... only two of us have real jobs"* (Christchurch Focus Group, 2004).
- Migrants have lower earnings and higher rate of unemployment than others in their host communities. For example, the rate of unemployment for New Zealanders of African ethnicity, at 18%, is three times that of New Zealand Europeans.

Kudos Organisational Dynamics Ltd. (date unknown). *Asians in Auckland*. Unpublished, Auckland.

- Need to identify the barriers that that stop Asian students moving into paid employment.
- Unemployment and underemployment are endemic.
- The lack of real employment opportunities is stressful on families, and can often lead to 'astronauting' (where one migrant returns home for work).
- There needs to be mentoring scheme or a strategy to link Asian students in with employers.

Woolford, G. (2005). *Settlement Services Project and Framework for the Development of a Wellington Regional Settlement Strategy*. Unpublished Report to the Wellington Mayoral Forum 25 February 2005, Wellington.

- There are many skilled migrants in NZ who are able to utilise their skills in our job market.
- There needs to be more assistance with writing CV's, developing job interview skills, and support to keep motivation levels up during the job search process.
- Work and Income needs to be more active in helping refugees and migrants to find suitable work.

Immigration and Family Reunification

Family and Community Services (November, 2004). *Key Issues and priorities as identified by Auckland, Waikato and Christchurch refugees and migrants (unpublished paper)*, Unpublished. Wellington: Ministry of Social Development.

- Family reunion processes need to be fast tracked.
- There should be orientation programmes for new migrants.

Capacity Building and Community Development

Family and Community Services (November, 2004). *Key Issues and priorities as identified by Auckland, Waikato and Christchurch refugees and migrants (unpublished paper)*, Wellington: Ministry of Social Development.

- Communities need appropriate spaces, i.e. community halls or centres, to meet to attend social and cultural needs of their communities.
- There needs to be culturally appropriate services provided for, and by, community members.

New Zealand Immigration Service, Department of Labour (2004). *New Zealand Settlement Strategy*. Wellington, Department of Labour.

- There needs to be more government funded leadership and capacity building services.
- Funding should be targeted at community groups where the capacity exists.
- People need to feel safe in expressing their ethnic identities, and the host community needs assistance to make migrants feel more comfortable and welcomed.
- Communities need to be supported in participating in civic, community and social activities.

Woolford, G. (2005). *Settlement Services Project and Framework for the Development of a Wellington Regional Settlement Strategy*. Unpublished Report to the Wellington Mayoral Forum 25 February 2005, Wellington.

- Consultation has shown that many recent settlers prefer receiving assistance from their own ethnic group, this type of support needs to be resourced appropriately.

Family and Social Support

Asian Social Services of New Zealand Inc. (July 2002). *Focus on the future: Breaking down the barriers*, A proposal to the Hon Steve Maharey Minister of Social Development, unpublished, Auckland.

- There is a lack of integrated holistic family support services for Asian communities, and current services are not co-ordinated.

Hutt City Council (May 2004). *Submission from the Hutt City Council on the Draft Wellington Region Settlement Strategy* Unpublished, Hutt Valley: Hutt City Council .

- There is strong support for a 'one-stop-shop' service provision to New Settlers in the Hutt Valley.

Family and Community Services (September, 2004). *Key social issues and priorities as identified by Auckland refugees and migrants* (unpublished paper), Wellington: Ministry of Social Development.

- Work needs to be done with the wider community to reduce racism and make New Zealanders more understanding of cultural difference.
- There needs to be a focus on strengthening parent-child relationships.
- The needs to be more support of cultural maintenance initiatives.
- There is an increasing number of mothers parenting alone, and this group needs more support.
- There needs to be more support services need to be provided by refugee and migrant community organisations.
- The issue of domestic violence needs to be discussed more openly in communities, and services need to adapt to meet these communities needs.
- There is a need for more ethnic radio and television programmes.
- Generational conflicts are huge issues for refugee and migrant families. Families are struggling to cope with different cultural norms, and their children being socialised in very different value systems.

Nash, M., and Trilin, A. (2004). *Social Work with Immigrants, Refugees and Asylum Seekers in New Zealand*. New Settlers Programme Occasional Publication No.8. Palmerston North: Massey University.

Social workers comment that they require more support and training in how to work in cross-cultural situations, this means practical training with how to use an interpreter, accessing cultural advisors, and learning about other cultures.

- Form supportive social networks and establish sustainable communities.

Family and Community Services (2004). *Refugee and Migrant Community Social Services Report for Christchurch*. Unpublished. Wellington: Ministry of Social Development.

- There is a lack of ethnically appropriate CYF caregivers.
- CYF and refugee and migrant communities need to develop a protocol for ensuring culturally appropriateness.
- Communities are very small, and it can be difficult to find a husband or wife – there is a need to establish a marriage agency to assist with this process.
- There is insufficient family support for resettlement and integration.
- There are high levels of family breakdown.
- Families are disciplining their children in ways that are different in New Zealand.
- Issues of sexual abuse, and cultural taboos about discussing these issues mean that sexual abuse many not be adequately addressed in ethnic communities.
- Lack of childcare is a very big issue.

Leisure and Recreation

Family and Community Services (September, 2004). *Key social issues and priorities as identified by Auckland refugees and migrants* (unpublished paper), Wellington: Ministry of Social Development.

- There is a lack of women only exercise facilities.
- There needs to be activities that are more ethnically appropriate.
- There is a lack of elderly focused recreation activities for migrants.
- There needs to be ethnically based, age appropriate activities that are affordable.

Women

Family and Community Services (November, 2004). *Key Issues and priorities as identified by Auckland, Waikato and Christchurch refugees and migrants.*

Unpublished. Wellington: Ministry of Social Development.

- There needs to be additional support for women parenting alone.

Family and Community Services (2004), *Refugee and Migrant Community Social Services Report for Christchurch.* Wellington: Ministry of Social Development.

- There is an increasing number of women and children from refugee and migrant backgrounds using refuges. Refugees need support in providing for the diverse needs of new settlers.

Children and Youth

Family and Community Services (2004), *Refugee and Migrant Community Social Services Report for Christchurch.* Wellington (unpublished paper): Ministry of Social Development.

- Many youth are disconnected from their families, schools, and the community.
 - Generational dislocation is problematic.
 - Health services need to be appropriate for youth..
 - There needs to be more alcohol and drug services, skilled at working with ethnic youth.
 - There needs to be ways to increase the levels of pride in cultural knowledge, identities and inclusion in mainstream and cultural communities.
 - There needs to more support to improve educational attainment levels.
- There is often a lack of space in houses for youths, and this creates issues for privacy and study/homework.
- There needs to be more work place experiences and transition courses for youth
Transitional support from school to employment is important for youths and accessing courses that facilitate the development of life skills and apprenticeships.

Family and Community Services (October 2005). *Key Issues and Priorities as Identified by Nelson/ Tasman Migrants.* Wellington (unpublished paper): Ministry of Social Development.

- The children face a lot of problems when they arrive in New Zealand because of a variety of factors. For example, schools will often evaluate a child based on his or her age, rather than their personal level of education.
- A migrant child who has been born in 1990 and came to New Zealand on 2001 at the age of eleven may have never, ever been in a school. He or she will face a lot of problems – language skills for example, and this causes a lot of problems in the community.
- Schools are viewed as ‘accessible’ and it is easy to enrol their children. New Zealand schools are much more relaxed than in other countries, and this enabled children to “grow more as individuals”.
- The standard of schools “particularly in Nelson” was the reason one family had to move to New Zealand.

Elderly

Family and Community Services (September, 2004). *Key social issues and priorities as identified by Auckland refugees and migrants.* Wellington: Ministry of Social Development.

- There needs to be more affordable and accessible interpreting services. The cost of health care for the elderly is too high, and there is a need to subsidise all medicine and provide free check-ups.

Family and Community Services (2004). *Refugee and Migrant Community Social Services Report for Christchurch.* Wellington (unpublished paper): Ministry of Social Development.

- Health services for elderly who are isolated by language barriers needs to be improved.
- There needs to be an acknowledgement that there is a growing ageing migrant population, and that this will present problems for other health services in the future.
- There needs to be increased links with elderly in the wider community.
- The knowledge and skills of the elderly population need to be used for such activities as childcare, community activities etc.
- There needs to be greater support in dying.

Policy

Family and Community Services (October, 2003) Workshop – Services for the safety and wellbeing of refugee and migrant communities – Tuesday 7 October 2003. Wellington: Ministry of Social Development.

- Funding needs to be targeted at preventative interventions and activities.
- There needs to be better funding of organisations like the Community Law Centre, RMS Refugee Resettlement.

Hutt City Council (May 2004). Submission from the Hutt City Council on the Draft Wellington Region Settlement Strategy Unpublished, Hutt Valley

- There is strong support for one-stop-shop service provision to new settlers.

Kudos Organisational Dynamics Ltd. (date unknown). *Asians in Auckland.* Unpublished, Auckland.

- 62% of all New Zealand Asians live in Auckland; issues faced by this group are issues for Auckland city (Kudos Organisational Dynamics Ltd, date unknown).

New Zealand Immigration Service, Department of Labour (2004). *New Zealand Settlement Strategy.* Wellington, Department of Labour.

- There should be a portal to access settlement information that is linked to each of the regions.
- There needs to be more collaborative communication between government and communities, and communities need to have more voice in decision-making processes.
- Some ethnic groups require more active support in building their ability to communicate effectively with government. There needs to be changes in the way consultation is carried out.
- Many groups feel they have been over consulted, with little resulting action.

- There needs to be better communication within government departments and agencies to plan and co-ordinate consultations.
- There needs to be better on-arrival information for migrants.

Spoonley, P. (2004). *The Social and Economic Inclusion of Immigrants in a Socially Cohesive Society: Challenges for New Zealand.* Paper prepared for Social Policy, Research and Evaluation Conference November 2004. www.msd.govt.nz accessed 29/11/04.

- Policy needs to look after the interests of vulnerable new settlers by ensuring that the goals of belonging, inclusion, participation, recognition and legitimacy are prioritised.

Accessing Information

MacGibbon, L. (2002). *Since I have come to New Zealand I have faced a lot of difficulties: A report on the resettlement experiences of refugees in Christchurch.* October 2002 Christchurch: Refugee Resettlement Support.

- Accessing the information and services available to migrants and refugees is difficult; there is a need for information that is targeted, clear and comprehensive.
- Making information accessible could be done by providing an on-arrival pamphlet in the main immigrant languages, creating a website to provide up to date info, strengthen holistic (one-stop-shops) for migrants.

Family and Community Services (September, 2004). *Key social issues and priorities as identified by Auckland refugees and migrants.* Wellington (unpublished paper): Ministry of Social Development.

- Interpreting and translation services need to be made more accessible. There is a lack of affordable translation services.

Family and Community Services (2004). *Refugee and Migrant Community Social Services Report for Christchurch.* Wellington (unpublished paper): Ministry of Social Development

- There needs to be more information about the New Zealand road code, and to promote road safety awareness in ethnic communities.
- There is an over representation of Asian/international students in road crashes.
- The cultural competence and capacity of the police to deal effective with ethnic communities needs to be increased

Spoonley, P. (2004). *The Social and Economic Inclusion of Immigrants in a Socially Cohesive Society: Challenges for New Zealand.* Paper prepared for Social Policy, Research and Evaluation Conference November 2004. www.msd.govt.nz accessed 29/11/04.

- Lessons on post-arrival support for migrants need to be taken from the Australian and Canadian experience.

Family and Community Services (October 2005). *Key Issues and Priorities as Identified by Nelson/ Tasman Migrants.* Wellington (unpublished paper): Ministry of Social Development.

- Immigrants are diverse in their ethnic composition, skills and settlement needs. New immigrants and refugees often face a number of barriers to settlement (integration), especially in communication with large numbers of refugees.

- Less than half of New Zealand's immigrants actually believe that New Zealanders are doing well in meeting their expectations (Settling in Christchurch: Refugee and Migrant Community Social Services Report for Christchurch, 2001).

Social Harmony

Family and Community Services (November, 2004). *Key issues and priorities as identified by Auckland, Waikato and Christchurch refugees and migrants.* Wellington (unpublished paper): Ministry of Social Development.

The lack of social integration, isolation, and coping with settlement makes life difficult, and often quite lonely and stressful. A key challenge is how new communities can maintain their own spiritual and cultural values, while co-existing peacefully alongside other New Zealanders.

- Employees in central and local government agencies need to be better educated about cultural diversity.

Nash, M., and Trilin, A. (2004). *Social Work with Immigrants, Refugees and Asylum Seekers in New Zealand.* New Settlers Programme Occasional Publication No.8. Palmerston North: Massey University

- New Zealanders need more education about cultural diversity and the value of people from other cultures.