

## D R A F T

### PLAN OF ACTION FOR WELLINGTON REGIONAL SETTLEMENT

<b>GOAL ONE: THE PEOPLE OF THE WELLINGTON REGION WELCOME AND INCLUDE NEWCOMERS IN OUR LOCAL COMMUNITIES AND WORKPLACES AND SUPPORT THEM TO FEEL SAFE BY RESPECTING THEIR CULTURAL DIFFERENCE</b>		
<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe/Key Milestones</b>
<p><i>1.1 Airport gateway for newcomers reflects bi-cultural region</i></p> <p>Work with Wellington International Airport Limited to promote the display of Māori icons and bi-cultural signage at the airport as the regional gateway for many newcomers to reflect the place and significance of tangata whenua in the region.</p>	<p><b>Lead:</b> Wellington City Council</p> <p><b>Contributing:</b> Regional iwi Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council</p>	<p>Proposal developed by 30 September 2008 in consultation with regional iwi.</p> <p>Approach made to Wellington International Airport by 31 December 2008.</p> <p>Implementation plan developed by 31 March 2009.</p>
<p><i>1.2 Regional welcome pack for newcomers</i></p> <p>Explore the opportunity for a regional welcome pack for newcomers to be developed and distributed through the airport and other arrival points to the region.</p>	<p><b>Lead:</b> SSNZ Coordinator (Hutt City Council)</p> <p><b>Contributing:</b> Citizen's Advice Bureaux SSNZ Coordinator (Porirua City Council) SSNZ Coordinator (Wellington City Council)</p>	<p>Working group established by 1 July 2008.</p> <p>Report on concept of regional welcome pack completed by 31 December 2008 including</p> <ul style="list-style-type: none"> <li>• Nature of need</li> <li>• Appropriate content</li> <li>• Options for distribution and recommended distribution points</li> <li>• Funding implications</li> <li>• Responsibility for ongoing maintenance.</li> </ul> <p>Implementation plan developed (as appropriate) by 31 March 2009.</p>

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<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe/Key Milestones</b>
<p><i>1.3 Newcomer welcoming ceremonies</i></p> <p>Explore the possibility of developing welcoming ceremonies involving iwi following newcomers' arrival in the Wellington region.</p>	<p><b>Lead:</b> Department of Labour</p> <p><b>Contributing:</b> Regional iwi Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council Wellington City Council</p>	<p>Options for welcoming ceremonies identified and scoped by 31 July 2008.</p> <p>Preferred approach agreed and implementation plan developed by 30 September 2008.</p> <p>Pilot programme for welcoming ceremonies commenced by 30 November 2008.</p>
<p><i>1.4 Newcomer success stories</i></p> <p>Identify opportunities to promote newcomer employment success stories to help reduce attitudinal barriers amongst employers.</p>	<p><b>Lead:</b> Work and Income &amp; Department of Labour</p> <p><b>Contributing:</b> Volunteer Wellington MCLaSS ESOL Home Tutors Victoria University of Wellington Wellington City Council Upper Hutt City Council Regional Economic Development Agency Business Porirua Business Hutt Valley</p>	<p>Existing promotional efforts and regional coverage and gaps identified by 31 August 2008.</p> <p>New initiatives identified and scoped by 30 November 2008.</p> <p>Implementation plan agreed by 28 February 2009.</p>

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<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe/Key Milestones</b>
<p><i>1.5 Promote positive engagement opportunities</i> Develop opportunities for positive engagement experiences between community members throughout the region and newcomer communities to support community connections and understanding.</p>	<p><b>Lead:</b> Office of Ethnic Affairs</p> <p><b>Contributing agencies:</b> Representatives of resident newcomer communities Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council Wellington City Council Ministry of Pacific Island Affairs</p>	<p>Working group established by 30 September 2008.</p> <p>Relevant activities identified and scoped by 31 March 2009.</p> <p>Implementation plan developed by 30 June 2009.</p>
<p><i>1.6 Regional calendar of cultural events</i> Develop a regional calendar of cultural events which can be used to promote the telling of newcomers' stories and to celebrate and respect diversity.</p>	<p><b>Lead:</b> Office of Ethnic Affairs</p> <p><b>Contributing:</b> Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council Wellington City Council Ministry of Pacific Island Affairs Human Rights Commission</p>	<p>Stocktake of cultural events across the region completed by 31 August 2008.</p> <p>Regional events collated into an annual calendar by 31 October 2008.</p> <p>Regional calendar distributed to websites, libraries, Citizens Advice Bureaux and other outlets by 31 December 2008 and responsibility for ongoing maintenance agreed.</p>

<b>GOAL TWO: NEWCOMERS RESPECT OUR VALUES AND WAYS OF DOING THINGS AND CARE FOR OUR ENVIRONMENT</b>		
<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe/Key Milestones</b>
<p><i>2.1. Newcomer education on the Treaty, regional history and environment</i></p> <p>Develop proposals for newcomers to learn about the importance and role of the Treaty of Waitangi and its implications for everyday life, an understanding of the history of the region and its tikanga, how to care for the land and resources and an understanding of wahi tapu.</p>	<p><b>Lead:</b> Department of Labour</p> <p><b>Contributing:</b> Regional iwi Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council Wellington City Council Department of Conservation</p>	<p>Stocktake of existing activities in the region completed by 31 July 2008.</p> <p>Options identified and scoped by 30 September 2008.</p> <p>Preferred approach agreed and implementation plan developed by 30 November 2008.</p>
<p><i>2.2. Citizenship ceremonies</i></p> <p>Develop proposals for the inclusion of tikanga in citizenship ceremonies throughout the region and their hosting on local marae.</p>	<p><b>Lead:</b> Porirua City Council</p> <p><b>Contributing:</b> Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council Wellington City Council Regional iwi</p>	<p>Stocktake of current approach to ceremonies throughout the region completed by 30 September 2008.</p> <p>Opportunities to enhance current ceremonies identified by 30 November 2008.</p> <p>Implementation plan developed by 31 March 2009.</p>

<b>GOAL THREE: NEWCOMERS DEVELOP SUPPORTIVE SOCIAL NETWORKS CONNECTED WITH LOCAL COMMUNITIES, AND CONTRIBUTE TO CIVIC AND COMMUNITY ACTIVITIES</b>		
<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe/Key Milestones</b>
<p><i>3.1 The needs of newcomer partners</i></p> <p>Develop opportunities across the region to promote social networks which address the specific needs of newcomer partners to build social attachment and community participation.</p>	<p><b>Lead:</b> Department of Labour</p> <p><b>Contributing:</b> Citizen's Advice Bureaux Wellington City Council Capital and Coast District Health Board The Families Commission ESOL Home Tutors Mental Health Association Playcentres Association</p>	<p>Needs of newcomer partners across the region identified by 31 December 2008.</p> <p>Opportunities to promote social networks through existing channels as well as through new initiatives identified by 30 April 2008.</p> <p>Implementation plan agreed by 30 June 2009.</p>
<p><i>3.2 Connection through volunteering</i></p> <p>Promote opportunities for newcomers to volunteer and contribute to their local community and feel a sense of belonging.</p>	<p><b>Lead:</b> Volunteer Wellington</p> <p><b>Contributing:</b> Citizen's Advice Bureaux Capital and Coast District Health Board Department of Labour</p>	<p>Existing work on the value of volunteering reviewed and positive case studies identified by 31 August 2008.</p> <p>Stocktake of volunteering opportunities identified by 31 August 2008.</p> <p>Promotional material for newcomers developed (including of the concept of volunteering in a 'Kiwi way') by 31 December 2008.</p> <p>Promotional material distributed through key distribution points by 28 February 2009.</p>
<p><i>3.3 Childcare service use by newcomer parents</i></p> <p>Improve uptake of childcare services by newcomer parents.</p>	<p><b>Lead:</b> Wellington City Council</p> <p><b>Contributing:</b> Playcentre Association ESOL Home Tutors</p>	<p>Childcare services across the region identified by 31 December 2008.</p> <p>Opportunities to promote childcare services through existing channels as well as through new initiatives identified by 30 April 2008. Implementation plan agreed by 30 June 2009.</p>

Actions	Participating Agencies	Timeframe/Key Milestones
<p><i>3.4 Information to encourage civic participation</i> Develop targeted information for newcomers to encourage their civic participation. Areas to be considered include schools Boards of Trustees and District Health Boards.</p>	<p><b>Lead:</b> Department of Internal Affairs</p> <p><b>Contributing:</b> Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council Wellington City Council Citizen's Advice Bureaux Board of Trustees Association Ministry of Education District Health Boards Office of Ethnic Affairs Ministry of Pacific Island Affairs</p>	<p>Key areas for civic participation by newcomers identified by 31 August 2008. Proposals developed for targeted information in key participation areas by 30 November 2008. Implementation plan developed by 28 February 2009.</p>
<p><i>3.5 Governance of community associations</i> Develop proposals to enhance understanding by newcomers on running a community organisation as a legal entity.</p>	<p><b>Lead:</b> Department of Internal Affairs</p> <p><b>Contributing:</b> Community Law Centres Citizens Advice Bureaux Office of Ethnic Affairs Ministry of Pacific Island Affairs</p>	<p>Existing support identified by 30 September 2008. Gaps and suitability for newcomers assessed by 31 December 2008. Proposals developed to address gaps by 31 March 2009. Implementation plan agreed by 30 June 2009.</p>
<p><i>3.6 Use of school buildings for community associations</i> Explore the opportunities for using school buildings as meeting places for community associations as one means of helping to build newcomer connections with local communities.</p>	<p><b>Lead:</b> Wellington City Council</p> <p><b>Contributing:</b> Ministry of Education Hutt City Council Kapiti Coast District Council Porirua City Council Upper Hutt City Council</p>	<p>Buildings available scoped by 31 July 2008. Community needs assessment completed by 30 September 2008. Opportunities to utilize school facilities identified and terms agreed by 31 December 2008. Pilot programme established by 31 March 2009.</p>



<b>GOAL FOUR: NEWCOMERS SUPPORT THE REGION'S PROSPERITY THROUGH DEVELOPING THEIR SKILLS AS WELL AS FINDING WORK THAT RECOGNISES THEIR POTENTIAL ECONOMIC CONTRIBUTION</b>		
<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe/Key milestones</b>
<p><i>4.1 Career support services in the region</i></p> <p>Increase the employment of newcomers throughout the region in work appropriate to their skills and training through:</p> <ul style="list-style-type: none"> <li>Promoting existing career services to increase uptake; and</li> <li>Developing new services or extending existing coverage to meet identified gaps.</li> </ul>	<p><b>Lead:</b> Careers Services</p> <p><b>Contributing:</b> Department of Labour SSNZ Regional Work and Income ESOL Home Tutors Regional Economic Development Agency</p>	<p>Regional stocktake of existing careers services (including mentoring, and skill matching) completed by 31 October 2008.</p> <p>Service and coverage gaps identified by 31 December 2008.</p> <p>Opportunities to promote current services through existing channels identified and implemented by 31 March 2009.</p> <p>Options to address gaps identified and scoped by 31 March 2009.</p> <p>Implementation plan to address gaps agreed by 30 June 2009.</p>
<p><i>4.2 Local Government Newcomer Internship schemes</i></p> <p>Develop new internship schemes for newcomers in the Hutt City Council and Porirua City Council to extend the regional coverage of these opportunities in local government so that newcomers can obtain work experience and the opportunity to develop their skills in the regional work environment.</p>	<p><b>Lead:</b> Work and Income</p> <p><b>Contributing:</b> Hutt City Council Porirua City Council Upper Hutt City Council Wellington City Council ESOL Assessment and Access Specialist Service</p>	<p>Successes of current newcomer internship programmes at Wellington and Upper City Councils identified by 31 July 2008.</p> <p>Proposals for newcomer internship programmes at Porirua City Council and Hutt City Council developed by 30 September 2008.</p> <p>Implementation plan developed by 31 December 2008.</p>



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<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe/Key milestones</b>
<p><i>4.3 Supporting international students into employment in the region</i></p> <p>Explore opportunities to encourage greater employment uptake for overseas-born graduate students</p>	<p><b>Lead:</b> Work and Income</p> <p><b>Contributing:</b> Department of Labour Wellington City Council Ministry of Education Regional Economic Development Agency Business Hutt Valley Business Porirua</p>	<p>Key barriers to local employment identified by 30 September 2008.</p> <p>Options for addressing barriers identified and scoped by 31 December 2008.</p> <p>Pilot programme implemented by 30 April 2009.</p>
<p><i>4.4 Volunteering as a pathway to employment</i></p> <p>Develop opportunities for increased newcomer participation in volunteering to make local connections and gain work experience as a pathway to paid employment.</p>	<p><b>Lead:</b> Work and Income</p> <p><b>Contributing:</b> Volunteer Wellington Regional Economic Development Agency Business Hutt Valley Business Porirua</p>	<p>Work in skill matching and skill development reviewed by 31 July 2008.</p> <p>Funding options under skill investment subsidies identified by 30 September 2008.</p> <p>Implementation plan agreed by 31 December 2008.</p>
<p><i>4.5 Support for employers recruiting overseas</i></p> <p>Deliver regional seminars to support employers throughout the region who are recruiting overseas to assist them to respond to international enquiries and to link them with appropriate local settlement information providers.</p>	<p><b>Lead:</b> Department of Labour</p> <p><b>Contributing:</b> Chamber of Commerce Employers and Manufacturers Association Business Porirua Business Hutt Valley Regional Economic Development Agency</p>	<p>Programme of seminars for the Wellington region developed by 31 July 2008.</p> <p>Regional seminar programme delivered by 30 June 2009.</p>

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<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe/Key milestones</b>
<p><i>4.6 Recognition of good employers</i> Develop a scheme to acknowledge employers throughout the region who support the employment of newcomers and their integration into the regional workforce.</p>	<p><b>Lead:</b> Department of Labour <b>Contributing:</b> Regional Economic Development Agency Work and Income EEO Trust Business Hutt Valley Business Porirua</p>	<p>Good employment practice and options for acknowledging regional champions identified by 30 September 2008. Preferred option scoped and scheme developed by 31 March 2009. Implementation plan agreed by 30 June 2009.</p>
<p><i>4.7 Information for new business establishment</i> Develop regional opportunities for targeted and language-appropriate support and information for newcomers wanting to develop their own businesses.</p>	<p><b>Lead:</b> Department of Labour <b>Contributing:</b> Regional Economic Development Agency Business Porirua Business Hutt Valley Work and Income ESOL Assessment and Access Specialist Service</p>	<p>Regional stocktake of currently available information and support completed by 30 September 2008 Information and support assessed by 31 December 2008 for regional coverage and comprehension suitability for CALD newcomers. Proposals developed to address gaps and improve comprehension by 31 March 2009. Implementation plan developed and agreed by 30 June 2009.</p>

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<p><i>4.8 Supporting employers with diverse workforces</i> Develop opportunities to support employers with workforces from culture and language diverse backgrounds.</p>	<p><b>Lead:</b> Regional Economic Development Agency</p> <p><b>Contributing:</b> Porirua Language Project Work and Income Occupational Health &amp; Safety Office of Ethnic Affairs Victoria University of Wellington ESOL Home Tutors</p>	<p>Research summarised on barriers to employment for CALD workforce by 31 August 2008.</p> <p>Employers consulted to confirm barriers by 31 December 2008.</p> <p>Barriers addressed by providing targeted support to employers by 30 June 2009.</p>

<b>GOAL FIVE: NEWCOMERS ARE CONFIDENT USING KIWI ENGLISH FOR DAILY LIVING OR CAN ACCESS LANGUAGE SUPPORT THAT MEETS THEIR NEEDS</b>		
<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe/Key milestones</b>
<p><i>5.1 Regional availability and accessibility of English Language support</i></p> <p>Improve the availability and accessibility of English language support for newcomers in the Wellington region (including considering transport options for newcomer women from low income backgrounds who have children).</p>	<p><b>Lead:</b> Work and Income</p> <p><b>Contributing:</b> ESOL Assessment and Access Specialist Service ESOL Home Tutors</p>	<p>Availability of English language support across the region and issues with access (including transport) identified by 30 September 2008.</p> <p>Regional proposals to address availability gaps and access issues scoped by 31 March 2009.</p> <p>Implementation plan developed and agreed by 30 June 2009.</p>
<p><i>5.2 Child care facilities and carers at literacy classes</i></p> <p>Increase learning uptake at literacy classes through provision of improved child care facilities and care arrangements.</p>	<p><b>Lead:</b> MCLaSS in conjunction with the Porirua Language Project</p> <p><b>Contributing:</b> ESOL Home Tutors ESOL Assessment and Access Specialist Service Work and Income Citizens Advice Bureaux Wellington City Council</p>	<p>Refer to proposed changes to the Early Childhood Regulations – see page 30 of the WRSS final draft. Is this action still required?</p>

<b>GOAL SIX: NEWCOMERS KNOW WHERE THEY CAN GET UP-TO-DATE, RELEVANT AND INFORMATION TO HELP THEM TO SETTLE WELL AND UNDERSTAND OUR LAWS</b>		
<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe</b>
<p><i>6.1 Regional Website for Newcomers</i> Explore the feasibility of integrating a range of information required by newcomers on one regional website which provides:</p> <ul style="list-style-type: none"> <li>• Integrated marketing messages</li> <li>• City and locality information on web-based search criteria such as skill shortages and job search/skill matching in different parts of the region</li> <li>• Demographic information</li> <li>• Availability and location of schooling and other key services such as health</li> <li>• Linkages to successful peer to peer social networking sites and their regional coverage.</li> </ul>	<p><b>Lead:</b> Wellington City Council</p> <p><b>Contributing:</b> Hutt City Council Kapiti District Council Porirua City Council Upper Hutt City Council Department of Labour Regional Economic Development Agency Wellington Chamber of Commerce</p>	<p>Feasibility of regional website concept assessed by 31 August 2008 considering pilot work underway in Wellington City. Website resources for hosting and updating website evaluated by 31 December 2008.</p> <p>Implementation plan developed and agreed by 30 June 2009.</p>
<p><i>6.2 Information on Law and Safety Issues</i> Improve information provision for newcomers to the region on our laws and safety issues.</p>	<p><b>Lead:</b> New Zealand Police</p> <p><b>Contributing:</b> Community Law Centres Legal Services Agency Ministry of Justice Citizen's Advice Bureaux</p>	<p>Stocktake of available information on law and safety issues and means of provision completed by 31 July 2008. Information gaps identified by 31 August 2008.</p> <p>Proposals to address gaps (including multi-lingual legal information and linkages to other information provision means (website and hard copy) identified and scoped by 30 November 2008.</p> <p>Implementation plan agreed by 31 March 2009.</p>

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<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe</b>
<p><i>6.3 Pacific settlement services</i></p> <p>Explore the opportunities for better supporting Pacific communities and organisations providing settlement-related services to Pacific newcomers in the Wellington region.</p>	<p><b>Lead:</b> Ministry of Pacific Island Affairs</p> <p><b>Contributing:</b></p>	<p>Contribution of Pacific communities and organisations to settlement in the Wellington region identified and scoped by (date).</p> <p>Appropriateness and responsiveness of service provision for Pacific newcomers assessed by (date).</p> <p>Proposals identified for increased support by (date).</p> <p>Implementation plan agreed by (date).</p> <p><b>Under discussion with MPIA</b></p>
<p><i>6.4 Information on the health system</i></p> <p>Improve information for newcomers on the health system and how to access health services and ensure that this is provided in a range of media.</p>	<p><b>Lead:</b> Capital Coast District Health Board</p> <p><b>Contributing:</b> Hutt Valley District Health Board Regional Public Health Service Health providers</p>	<p>Current material assessed for coverage and suitability for newcomers by 31 October 2008.</p> <p>Proposals developed to address issues identified with content and delivery by 28 February 2009.</p> <p>Implementation plan agreed by 30 June 2009.</p>

<b>GOAL SEVEN: SERVICE PROVIDERS DELIVER RESPONSIVE AND APPROPRIATE SERVICES TO NEWCOMERS INCLUDING : EDUCATION AND TRAINING, EMPLOYMENT, FAMILY SERVICES, HEALTH, HOUSING, IMMIGRATION AND SETTLEMENT, LEGAL AND JUSTICE SERVICES AND LOCAL PLANNING AND CIVIC AFFAIRS</b>		
<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe</b>
<p><i>7.1. Key contacts within Newcomer Communities</i></p> <p>Develop a list of key contacts within newcomer communities throughout the region for use by services such as the Police and building on the current lists provided by territorial local authorities.</p>	<p><b>Lead:</b> Porirua City Council (SSNZ coordinator)</p> <p><b>Contributing:</b> Hutt City Council (SSNZ coordinator) Kapiti Coast District Council Wellington City Council (SSNZ coordinator) Upper Hutt City Council Department of Labour</p>	<p>Purpose and key users of newcomer contact lists established by 31 August 2008.</p> <p>Existing directory resources identified and collated by 30 September 2008.</p> <p>Key contacts from newcomer communities identified/updated by 30 November 2008.</p> <p>Key contacts list distributed to users by 28 February 2009.</p> <p>Arrangements for maintaining and updating list agreed by 28 February 2009.</p>
<p><i>7.2. Information sharing</i></p> <p>Host regional workshops so that organisations providing services to newcomers are aware of the range of services in the region to support newcomers particularly with language and cross cultural needs.</p>	<p><b>Lead:</b> Wellington City Council</p> <p><b>Contributing:</b> Hutt City Council Kapiti District Council Porirua City Council Upper Hutt City Council</p>	<p>Nature of need and best approach identified by 31 August 2008.</p> <p>Material and workshop programme developed and rotational hosting arrangements established by 31 October 2008.</p> <p>Two regional workshops hosted by 30 June 2009.</p>

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<b>Actions</b>	<b>Participating Agencies</b>	<b>Timeframe</b>
<p><i>7.3 Intercultural awareness and communication training</i></p> <p>Deliver intercultural awareness and communication training to interested community groups and not-for-profit organisations in the region.</p>	<p><b>Lead:</b> Office of Ethnic Affairs</p> <p><b>Contributing:</b></p>	<p>Office of Ethnic Affairs to advise please, as discussed.</p>
<p><i>7.4 Evaluation framework</i></p> <p>Identify opportunities to involve newcomers in the development of the evaluation framework for the Wellington Plan of Action for Regional Settlement.</p>	<p><b>Lead:</b> Department of Labour</p> <p><b>Contributing:</b> Lead agencies for each action within Action Plan</p>	<p>Approach to the development of the evaluation framework and newcomer involvement identified by 31 August 2008. Implementation plan agreed by 30 September 2008.</p>