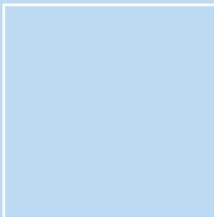
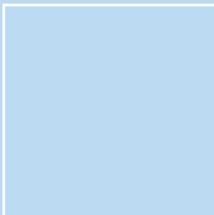


# OUR FUTURE TOGETHER

New Zealand Settlement Strategy





## Foreword

Over the last 20 years, the world has changed – there is more competition for skills, more risks at the border and people are more mobile.

✎ These changes are significant and they have prompted a massive overhaul of our immigration policy.

However these changes cannot be addressed through one magic policy alone. That is why we are looking at every aspect of our immigration programme to ensure that immigration continues to contribute towards our economic transformation.

When the early settlers signed the Treaty of Waitangi with Māori in 1840, together we laid the foundations on which to build a nation that values understanding between cultures.

New Zealand has continued to become a vibrant and diverse country. We are blessed with the many cultures of the world – all of them contributing to make New Zealand a truly multi-cultural nation.

On the world stage, we are known as a country that embraces and celebrates diversity.

As a nation we are committed to ensuring that migrants settle well in New Zealand.

As Minister of Immigration, I regularly attend a variety of ethnic celebrations in New Zealand and am proud of the way that Kiwis, from all backgrounds, join in the festivities and in so doing, learn about each other's cultures.

The Labour-led government understands the importance of good settlement outcomes for migrants, which is where the New Zealand Settlement Strategy plays an essential role.

The aim of the strategy is to ensure that New Zealand is a welcoming destination for newcomers.

The Settlement Strategy was developed in consultation with migrants and refugees.

The government understands that we need to work in partnership with those who have had first-hand experience in this area.

We took a collaborative approach right across government – integrating the resources of various agencies to deliver the best results for migrants.

Since the Strategy was first launched in 2004, we have improved settlement support in key areas where newcomers live and we have improved services for those to whom New Zealand offers new opportunities under international agreements.

We're doing more to attract the migrants this country needs, we're managing risks at the border better and we're extending settlement support at a regional and a national level. In practice, this means better planning for and consistent delivery of settlement services.

Auckland is the prime point of entry for most newcomers and where many choose to remain. The Auckland Regional Settlement Strategy shows what can be achieved when central government and local authorities work in partnership.

There is no question that we are in a global competition for talent. The world's top migrants have many destinations they could choose from.

So, we must continue to build on the settlement strategy. Let every New Zealander in every community, in every street, in every workplace across New Zealand get behind this strategy - because it is up to all of us to make new Kiwis feel welcome.

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**Hon David Cunliffe**  
*Minister of Immigration*

# Why Do We Need A Settlement Strategy?

Immigration is essential to New Zealand's prosperity – its social development and its economic transformation. It grows our economy and helps build the kind of country we all want to live in.

📖 Newcomers to New Zealand bring fresh ideas and energy, adding to the pool of skills and talents at our disposal. They generate new business, entrepreneurial activity and investment. Newcomers boost our international and trade connections and help attract students and tourists to these shores. All this helps to create jobs and stimulate economic growth from which all New Zealanders benefit.

The benefits of immigration go well beyond the economic. Whether newcomers are here to live, learn or work, they are helping all of us to connect to the rest of the world. The diversity of these migrants, refugees and their families, helps to enrich our communities and cities and make New Zealand a much more vibrant and interesting place to live.

New Zealand is a nation built on migration. Immigration has always been crucial to New Zealand's prosperity and has helped to shape who we are as a people. Migrants make a

valuable contribution to our already diverse nation. The statistics tell us that more than one in five of us currently living here were born overseas. This shows that New Zealand is part of a global economy where the workforce is increasingly mobile. In other words, people with the right skills or qualifications have choices about where they work and live.

New Zealand is also part of a global community with international and regional responsibilities, particularly in relation to the Pacific. New Zealand fulfils these obligations by accepting refugees from priority areas identified by the UNHCR (United Nations High Commissioner for Refugees), and receiving migrants from Pacific nations.

We know that migrants are attracted by our natural environment, our lifestyle and our reputation as a safe destination in a volatile world. But many other nations with similar assets are competing to attract the same skilled migrants to their shores.



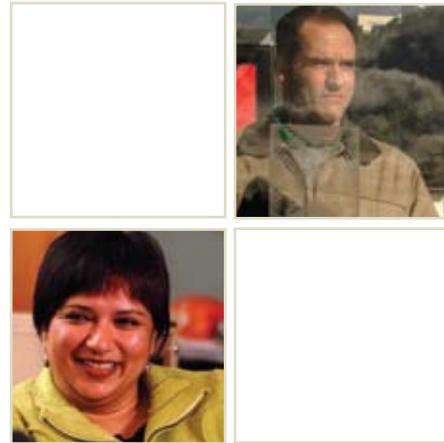
*Newcomers* bring fresh ideas and energy, adding to the pool of skills and talents at our disposal.

If we want to remain globally competitive, keep our economy strong, enhance our social development, and continue to be a good international citizen, we must put in place strategies and systems to attract and to retain the people New Zealand needs.

An important part of this is supporting newcomers to feel welcome and connected to their new communities. Establishing supportive social networks and becoming confident with Kiwi English and customs are vital for this transition. The sooner we can accomplish this, the sooner newcomers will be able to make the most of their opportunities here and contribute to New Zealand's future.

The New Zealand Settlement Strategy focuses on a proactive approach that supports the newcomers that New Zealand needs.

While immigration offers our nation opportunities, it also brings challenges. The New Zealand Settlement Strategy tackles those challenges so that newcomers can contribute more readily and make the most of the opportunities New Zealand can offer them.



# Who is this Strategy for?

The New Zealand Settlement Strategy is for New Zealanders and for those new to New Zealand.

 It is achieved when newcomers to New Zealand feel welcomed and well settled. Newcomers are those born abroad who have come to New Zealand to live, learn or work.

In recent years, New Zealand has welcomed about 50,000 newcomers (migrants, refugees and their families) as permanent residents each year<sup>1</sup>. Almost 60% of them are in skilled or business immigration categories, 30% are in the family sponsorship category and 10% come to New Zealand as part of our international and humanitarian commitments.

However, the traditional patterns of international migration are changing, and New Zealand is experiencing these changes.

In a world where competition for skills is increasing, some may no longer choose to settle permanently in any one country. Migrants make up around 22% of New Zealand's working age population – and not all of them are permanent residents. Over the

last five years, 130,000 people have been granted residence on the basis of their skills and 380,000 work permits were approved.

New Zealand has experienced an increase in temporary migration in recent years – many newcomers live in New Zealand for some years either on student visas or on temporary work permits. A number of these temporary migrants do become permanent residents, and this trend is increasing, particularly with the “work-to-residence” option for migrants.<sup>2</sup>

Furthermore, some newcomers are here on working holidays and others live in New Zealand on a temporary basis for part of each year – such as seasonal workers from the Pacific region under the Recognised Seasonal Employer programme. Temporary migrants make up a complex and growing category of newcomers.

1. Refer to figure 1 on page 22.

2. Refer to figure 2 on page 22.



Approximately one-fifth of newcomers who arrive as permanent residents, however, leave New Zealand. Whilst highly skilled migrants are likely to be more globally mobile, New Zealand's prosperity will be enhanced by retaining as many of them as possible, and maximising their contribution while they are here.

The New Zealand Settlement Strategy provides a broad framework to help us achieve good settlement outcomes for the wide range of newcomers and for New Zealand. It will help us achieve a consistent, nationwide approach to the policies we develop and the services we deliver.



# The New Zealand Settlement Strategy

Settlement challenges faced by newcomers settling in New Zealand are complex and cannot be effectively addressed through any single agency.

✎ Each of the goals contained in the New Zealand Settlement Strategy, therefore, requires the contribution of a range of agencies at national, regional and community levels.

A collaborative approach is required to address the challenges migrants and refugees face as they settle in New Zealand and into their new communities. The Department of Labour is responsible for leading and coordinating the implementation of this cross-sectoral strategy, which provides an umbrella for other broad-based settlement initiatives through the Settlement National Action Plan.

## Vision

The vision for the New Zealand Settlement Strategy is:

*“New Zealand’s prosperity is underpinned by an inclusive society, in which the local and national integration of newcomers is supported by responsive services, a welcoming environment and a shared respect for diversity.”*

## Goals

The Strategy is about doing all we can as a nation to make this vision a reality.

The Strategy contributes to the Government’s three priority areas – economic transformation, families – young and old – and national identity.

The Strategy’s high-level goals identify how settlement contributes to these three priority areas:

*“New Zealand’s economic transformation is supported by the contributions of migrants and refugees and their ability to realise their personal aspirations by: accessing appropriate education and employment; utilising their skills, knowledge and qualifications; stimulating innovation and creativity in business; and strengthening relationships between international and domestic markets.”*



*"I really feel like I belong here."*

I got involved in a volunteering organisation fairly early on and that's been a huge benefit in terms of feeling like I belong."

*“Migrant and refugee families have equitable access to the support and choices they need to be secure and able to reach their full potential in all aspects of social and economic life.”*

*“New Zealanders understand and accept cultural diversity – migrants, refugees and their families have a sense of place and belonging in New Zealand, while maintaining their cultural identities that contribute to New Zealand’s social and cultural vibrancy.”*

The Strategy’s intermediate-level goals listed below contribute to the outcomes articulated in the vision and high-level goals. These are that:

*“Migrants, refugees and their families:*

- *are accepted and respected by host communities for their diverse cultural backgrounds and their community interactions are positive;*

- *obtain employment appropriate to their qualifications and skills and are valued for their contribution to economic transformation and innovation;*
- *become confident using English in a New Zealand setting or are able to access appropriate language support;*
- *access appropriate information and responsive services that are available in the wider community;*
- *form supportive social networks and establish a sustainable community identity;*
- *feel safe within the wider community in which they live;*
- *accept and respect the New Zealand way of life and contribute to civic, community and social activities.”*



# What Does Settlement Mean?

Settling in a new country can involve change in all aspects of life – economic, social, cultural, political and environmental.

📖 Settlement takes time. It is an open-ended process and is different for each person and family. It begins with people's perceptions of New Zealand and the information they have available to them before they arrive and it is achieved when people are fully integrated into life in New Zealand and their expectations are fulfilled. It is vital, therefore, to ensure that people's expectations of life in New Zealand are realistic and are informed by accurate information and advice.

It is worth noting that a third of those who settle here have visited New Zealand previously to gain a good idea of life and work here. The chances of successful settlement improve dramatically the better informed and prepared people are.

The integration of newcomers into society depends on many factors. Like all New Zealanders, migrants, refugees and their families need a foundation from which to contribute to society. They need to be able to easily access any support they may require to reach their full potential as members

of our community. Those from diverse cultural and language backgrounds may require additional assistance, especially in the early stages of settlement.

Top priority for migrants is to secure employment and somewhere to live, and to understand how to access health, education, and other social support services.

Adapting to new ways of doing things is only half the equation for achieving good settlement outcomes. New Zealanders need to make some adjustments as well. We need to welcome newcomers, understand the contribution they make, and accept that they will bring difference to our nation.

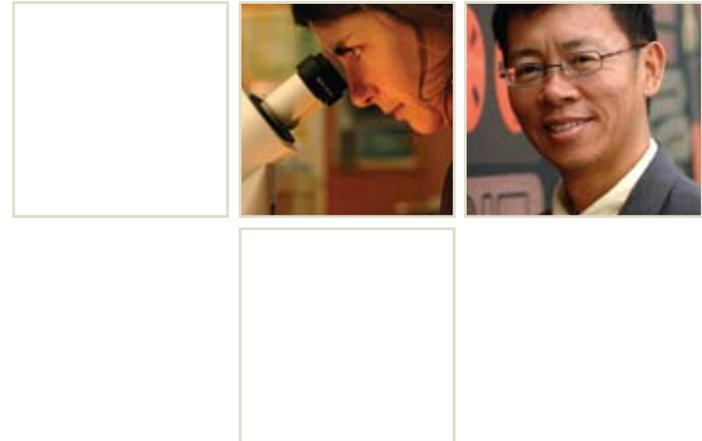
It is in everyone's interests to ensure new migrants and refugees settle well in our country.

## Settlement Is A Two-Way Commitment

A vision and high-level goals bring an enhanced strategic focus to the settlement area. Much stronger links have been established between settlement outcomes and the Government's priorities.

✎ A key shift in emphasis is the importance placed on dual responsibilities in achieving settlement – both the newcomers and New Zealanders are responsible for achieving settlement outcomes. It is up to New Zealanders to ensure that migrants and refugees feel welcome and safe in their new home. It is important also that New Zealand's cultural diversity is respected in all communities.

The efforts that New Zealanders make to support settlement need to be reciprocated by migrants and refugees themselves. Newcomers are expected to understand and respect our values, and contribute to our community and civic life.



*“When you come here* you have to be prepared to change ... and Kiwis have to be prepared to accept the change we bring.”

*"I totally feel like a New Zealander now.  
I absolutely belong here and will be here for the rest of my life."*



# How Will We Know When Good Settlement Is Achieved?

People settle at different rates depending on their circumstances.

✎ Some settle more readily than others and the results are not always predictable. However, evidence points to the following indicators of successful settlement:

- feeling welcome and accepted;
- being in the right job;
- being housed well;
- speaking and understanding New Zealand English;

- knowing how to access information and services;
- understanding the New Zealand way of life and knowing that you are contributing to it.

The aim of the New Zealand Settlement Strategy is to enhance and support the complex process of settlement so that successful settlement is achieved more quickly.



## Getting Everyone On Board

Since settlement is about being able to participate and contribute fully in a new country, New Zealand needs to ensure newcomers are supported to access specialist settlement services as well as the same services that all New Zealanders have access to.

 The New Zealand Settlement Strategy supports all government agencies to work together within a common framework. No single part of government is solely responsible for settlement – all government agencies have a part to play. A partnership approach is important at all levels – government agencies, local bodies, communities, migrants, refugees and service providers.

A broad range of local and central government agencies are already working together to ensure there is a proactive, whole-of-government approach to meeting the needs of newcomers.

The Strategy calls for coordination nationally, regionally and locally and involves a wide range of government agencies, non-government organisations and local councils. The Department of Labour, which is responsible for immigration, has a key leadership and coordinating role in implementing the Strategy.

The aim of the Strategy is to achieve a consistent and responsive approach to settlement issues. It provides a framework for the coordinated development of services. It will improve the way central and local government and communities cooperate and will ensure a free flow of information between all stakeholders.



## How Was The Strategy Developed?

The New Zealand Settlement Strategy was first agreed by Government in November 2003 and officially launched in 2004.

✎ At that time Government asked that the Strategy be further developed in consultation with migrants and refugee communities and that an action plan be drawn up.

The following year, the Department of Labour led a series of inter-agency consultations. These sought feedback from newcomers as well as established migrant and refugee communities. The Department of Labour also joined local government in the leadership of the Auckland Regional Settlement Strategy consultations.

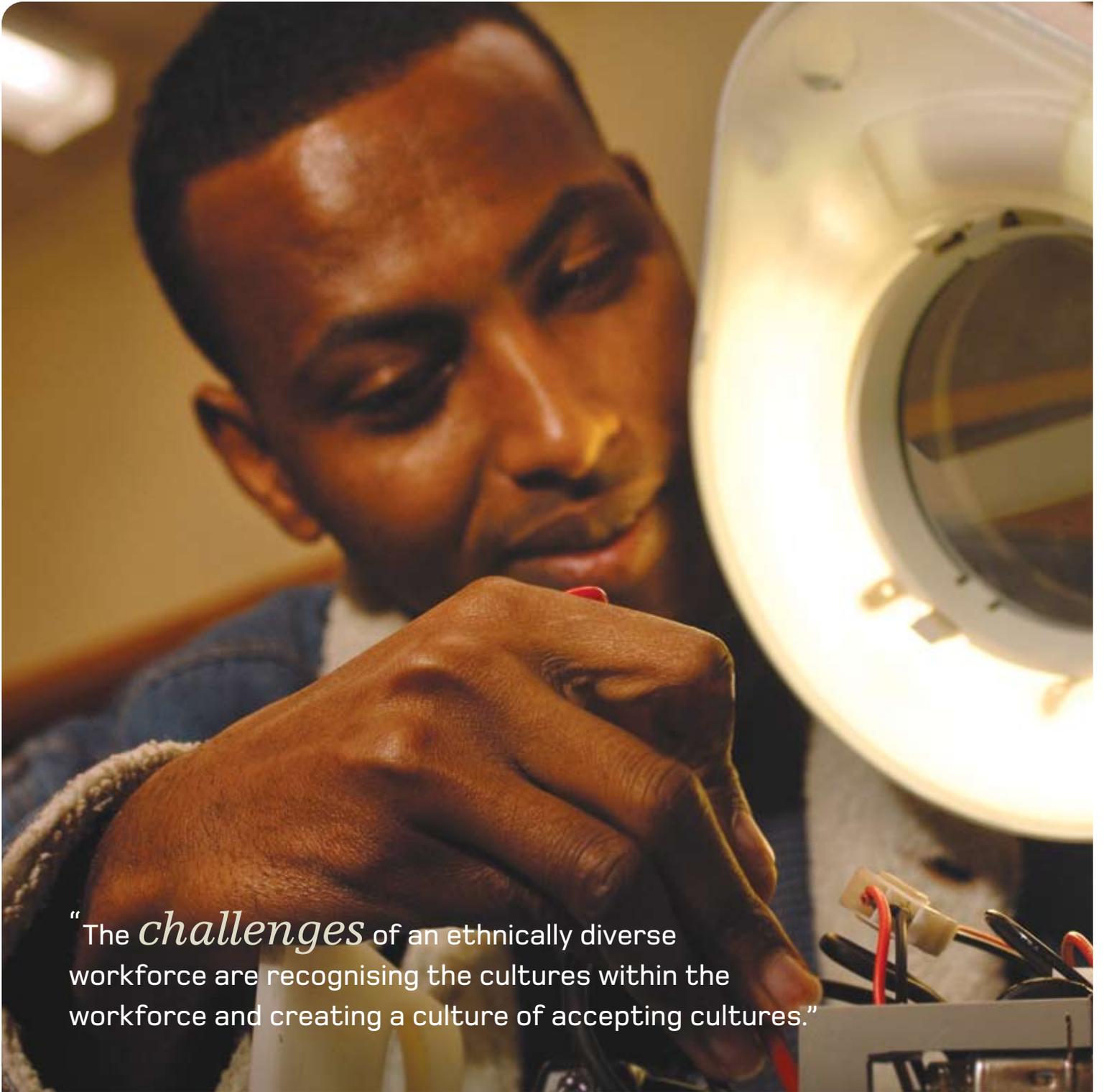
In April 2006 the Department of Labour brought together key findings from a number of individual agency consultations (the Office of Ethnic Affairs, the Ministries of Education, Social Development, and Youth Development, the New Zealand Police, the New Zealand Qualifications Authority, and Career Services) with migrant and refugee communities into a paper that outlined the challenges and barriers to good settlement outcomes. The paper formed a sound basis for the development of the Strategy. The Strategy was also informed by

research - the Longitudinal Immigration Study Pilot Report and the 1999 research, Refugee Voices.

The extensive engagement that underpinned the development of the New Zealand Settlement Strategy brought to light many opportunities for improvement. It painted a collective picture of the challenges newcomers face and what really helps people to settle well in this country.

It highlighted the high rates of unemployment amongst some sections of the migrant and refugee populations and the difficulties that newcomers experience in accessing mainstream services. Lack of English skills was also a significant barrier and many migrants shared the difficulties they experienced in connecting with the wider New Zealand community. Migrants also felt that their contribution to New Zealand was not widely recognised.

The consultation process also identified gaps in current services and duplication of effort. This feedback has shaped this Strategy and reinforced the importance of working collaboratively.



“The *challenges* of an ethnically diverse workforce are recognising the cultures within the workforce and creating a culture of accepting cultures.”

# Next Steps – Implementing The Strategy

The framework provided by the New Zealand Settlement Strategy is intended to identify appropriate government interventions that can promote good settlement and contribute to community integration.

✎ A Settlement National Action Plan has been drawn up as the basis for central government activity. It has been published separately and sets out what will be done nationally to implement the Strategy. It allocates responsibilities and provides timeframes for action.

Implementing the Action Plan will be an ongoing programme of work over several years. The emphasis is on achieving tangible and measurable results that respond to identified settlement challenges.



## Improving Regional Responsiveness

Every region has a role to play in supporting good settlement and many regions are now directly attracting newcomers to address skill shortages and boost their regional economies.

📖 For some regions, settlement is a fresh challenge. For others, it is about building on the good work already underway.

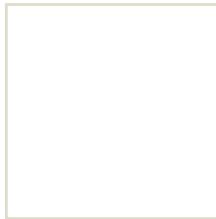
For example, Auckland is home to more than 150 different ethnic groups and is the most culturally diverse region in New Zealand. As Auckland has the greatest proportion of new migrants – more than 50% of newcomers each year settle in Auckland – a specific Auckland Regional Settlement Strategy and Action Plan have been developed. The Auckland Strategy sets out the agreed views of stakeholders for improving settlement outcomes in the Auckland region and mirrors, with a regional focus, the New Zealand Settlement Strategy goals. The Auckland Settlement Action Plan contains a range of practical initiatives in ten key areas.

Every region is different and needs to develop its own settlement responses which contribute to the implementation of the New Zealand Settlement Strategy. Sharing the successes of regions in supporting settlement will be a key aspect of these regional responses. The Department of Labour is working with local government in other key regions where newcomers settle to develop regional settlement strategies.



## A Welcoming Nation

New Zealand has a proud tradition of volunteer and community action in the settlement arena.



✈ ESOL Home Tutors, RMS Refugee Resettlement and Citizens Advice Bureaux are all highly successful examples of New Zealanders reaching out to welcome and help new migrants, refugees and their families.

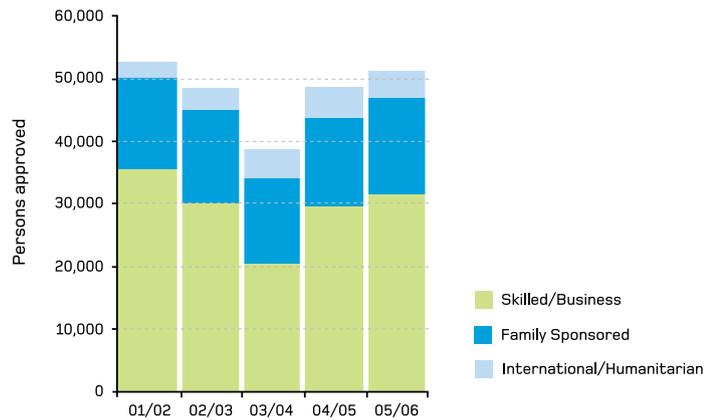
Migrant communities themselves have proved to be very resourceful in helping newcomers make the transition to a Kiwi way of life. The Strategy does not replace this essential responsiveness – it builds on this great work at the grass roots.

The Strategy works at many levels, but most of all it is about us all sharing with newcomers what it means to be a New Zealander. It is about sharing our way of life, our way of supporting others, and our way of doing things. That's what a welcoming nation does.

*“Migrants contribute immensely not only in the workplace but in making our society a richer place to live. I think migrants need our help, our support and our welcome.”*

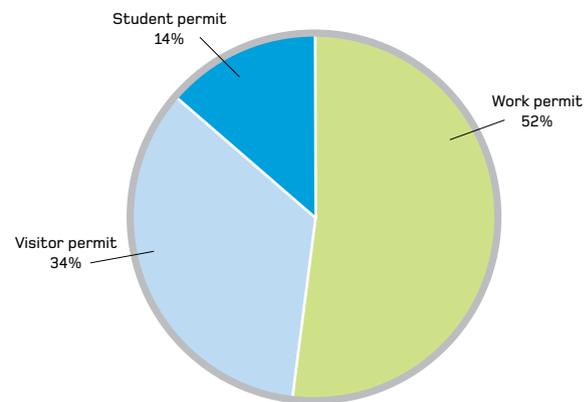
## Graphs

**Fig. 1** People approved for residence between 2001/02 and 2005/06



**Fig. 2** Type of temporary permit most recently held by people approved permanent residence in 2005/06

Note: 51,236 people were approved for permanent residence in 2005/06, of whom 78% had previously held a work, student, or visitor permit.



# Contributing Government Agencies



[www.careers.govt.nz](http://www.careers.govt.nz)



[www.dol.govt.nz](http://www.dol.govt.nz)



[www.dia.govt.nz](http://www.dia.govt.nz)



[www.hnzc.co.nz](http://www.hnzc.co.nz)



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