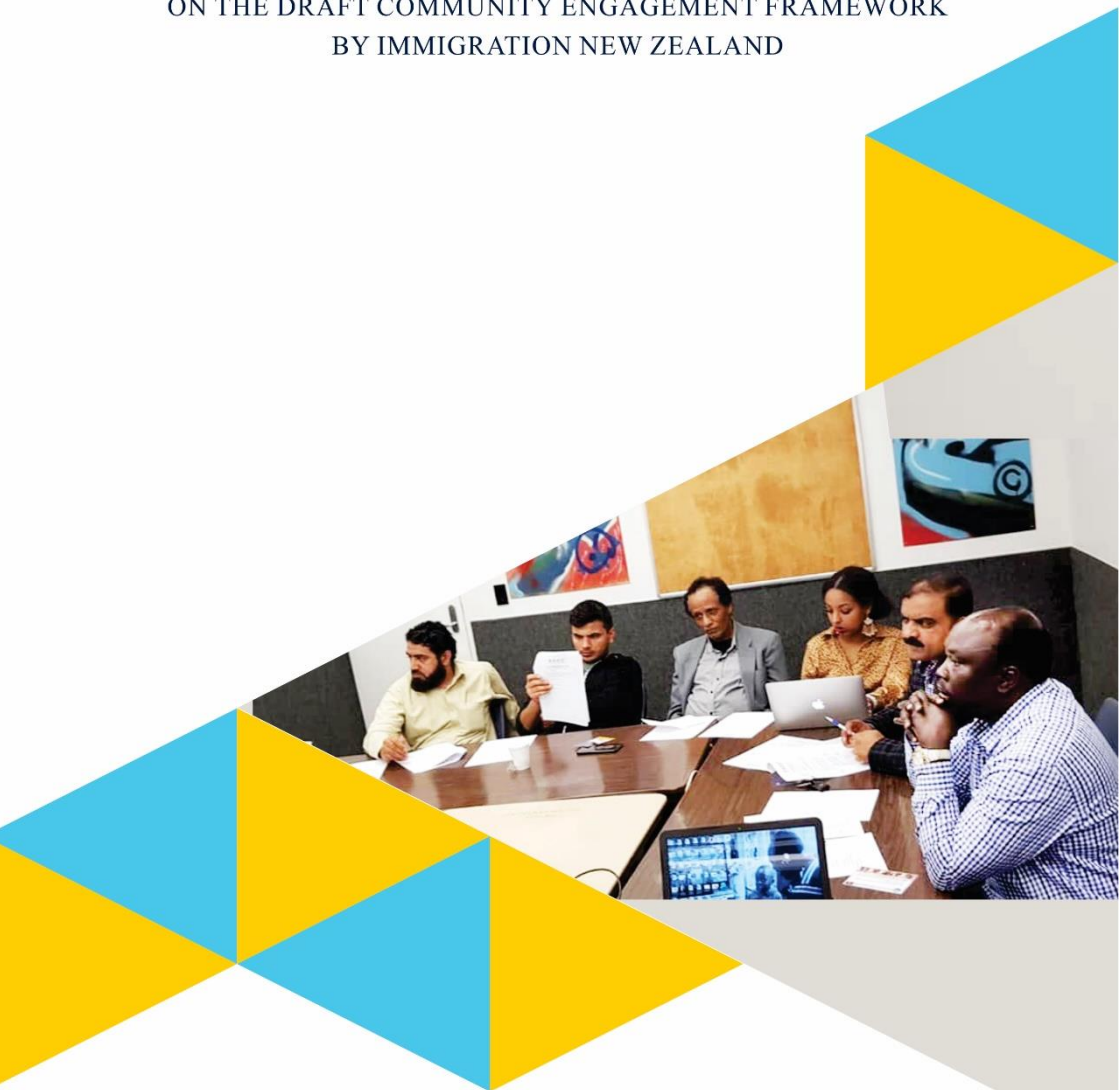


COMMUNITY CONSULTATION

Hear from Us, Not about Us

FORCED MIGRANT-BACKGROUND COMMUNITIES FEEDBACK
ON THE DRAFT COMMUNITY ENGAGEMENT FRAMEWORK
BY IMMIGRATION NEW ZEALAND



Abann Kamyay Ajak Yor, Gatluak Pal Chuol and Yohanna Tesfai

Auckland, New Zealand

COMMUNITY CONSULTATION: HEAR FROM US, NOT ABOUT US

Forced Migrant-Background Communities Feedback on the
Draft Community Engagement Framework by Immigration
New Zealand

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Aotearoa Resettled Community Coalition (ARCC)



Published by Aotearoa Resettled Community Coalition
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Supported by Immigration New Zealand/Ministry of
Business, Innovation, and Employment

Booklet cover and book layout design by Asif Ahmad

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ABBREVIATIONS

| | |
|--------|--|
| ARCC: | Aotearoa Resettled Community Coalition |
| CEF: | Community Engagement Framework |
| CEP: | Community Engagement Project |
| INO: | International Organisation for Migrations |
| INZ: | Immigration New Zealand |
| MBIE: | Ministry of Business, Innovation and Employment |
| NGO: | Non-government organisation |
| NZNRF: | New Zealand National Resettlement Forum |
| SRV: | Strengthening Resettlement Voices |
| UNHCR: | United Nations High Commissioner for Refugees |

GENERAL MANAGER STATEMENT

It gives me great pleasure to introduce this publication of Community Consultation: *Hear from Us, Not About Us*. The consultation process and feedback acknowledged the draft Community Engagement Framework (CEF), developed by Immigration New Zealand as an opportunity for all forced migrant background communities to participate in helping to create better resettlement/settlement and integration outcomes. This community consultation addresses ongoing issues in the integration process, resulting in forced migrants repeating themselves on the same life issues. Given the chronic and repetitive nature of these issues, what is wrong with the present system?

As a community-led organisation, Aotearoa Resettled Community Coalition (ARCC) has tried for the last thirteen years to engage with government, service providers, and the community to help resolve these issues. For example, we have been engaging through the Strengthening Resettlement Voices (SRV) initiative since 2006, which came to a regrettable end in February 2019. All through, we worked from the 2012 New Zealand Refugee Resettlement Strategy, which focuses on self-sufficiency, housing, education, health and wellbeing, and participation. These themes repeatedly arose again in the Community Consultation 2014: *Yes, We Can, But Together*, as is detailed in the report ARCC management put together at that time.

I am proud that this most recent consultation allows us to develop tools and priority solutions that support our work for forced migrants in New Zealand. Four themes—listening, understanding, recognition, and resources—in addition to the

preferred use of terminology, were articulated as areas that should be prioritised by the CEF when working towards improving the process of resettlement/settlement and integration in New Zealand.

ARCC also developed the Tūmanako - Table of Hope model of practice to provide a framework for a resettlement/settlement and integration process that is meaningful. Tūmanako in its essence means to wish for and hope for a better future for our families and communities in Aotearoa New Zealand. The Table of Hope model of practice will guide us to work together by listening to forced migrant background communities' voices on the issues that matter to them. This is one of the best ways to encourage our sense of integration and belonging.

As an African indigenous person, I am familiar with the philosophy underpinning the paradigm of indigenous ways of working. Where the village elders of Aotearoa New Zealand's traditional Maori communities congregate in one place to deal with unresolved issues in the community. Based on my lived experience, building a new life and a sense of belonging takes time, energy, resources, commitment, and understanding to cultivate. The Tūmanako model highlights the solutions and resources that are needed to narrow the inequities and inequalities people are experiencing, and for forced migrants to be able to participate and contribute effectively as members of New Zealand society.

The dialogue between new residents and forced migrants, policymakers, media, private institutions, the public, and others is possible around one table as a meeting space – the Table of Hope. It provides space for communities to join in the conversations and share their stories, solutions, hopes, and

wishes for the future. The Tūmanako - Table of Hope model of practice provides a framework for us to come together in the present, strengthened by the past, to make a better future. Supporting new residents and resettled people of New Zealand by strengthening community engagement and connection which make New Zealand home, not just a place to live.

The consultation was unequivocal in pointing out that all key players, at both local and national levels, should be more aware of the resettlement/settlement, and integration issues that forced migrant backgrounds to face. It was suggested that one solution to creating a better understanding of forced migrants, our backgrounds, and the challenges we face, is for service providers to have access to cultural competency knowledge that can equip them with the right tools to advance the resettlement outcomes. Based on our engagement with government agencies on different levels, the consultation suggested that the departments which could benefit from accessing cultural guidance goes beyond the leading departments such as Immigration New Zealand, Ministry of Business, Innovation and Employment (MBIE), Inland Revenue, Ministry of Social Development, Ministry of Education, the Office of Ethnic Communities, Ministry of Justice and District Health Boards.

The cultural competency training across government and non-government institutions will not only change the behaviours of the service providers but will also eliminate unconscious bias directed against certain groups of people seeking help. There is a long-term benefit to cultural training. Cultural competency training minimises the barriers and brings about understanding as The Tūmanako - Table of Hope model of practice mentioned above has emphasised.

With that being said, I would personally like to thank everyone who participated in making this publication possible. I am so grateful for your contributions, passion, support, and commitment. I wish and hope this publication will be a clear road map for the New Zealand resettlement/settlement sector. That the Community Engagement Framework (CEF) will bring about enhanced understandings of forced migrants' real-life experiences, contributions, hopes, and dreams among various organisations and the New Zealand public.

Ngā mihi nui

Abann K.A Yor

General Manager, Aotearoa Resettled Community Coalition

EXECUTIVE SUMMARY

The New Zealand National Resettlement Forum (NZNRF) took place in May 2019 in Wellington. Over the course of two days, local and national government officials, non-government organisations (NGOs), the United Nations High Commissioner for Refugees (UNHCR), representatives from the International Organisation for Migrations (IOM) and representatives from forced migrant background communities across Aotearoa New Zealand came together to discuss the theme ‘community engagement’ and to draft a Community Engagement Framework. The Community Engagement Project is a nationwide project to develop a framework that will help increase and improve social inclusion and cohesion across forced migrant and resettled communities by improving their ability and opportunities to take part in Aotearoa New Zealand society and achieve a sense of belonging, inclusion and recognition.

Following the forum, the Aotearoa Resettled Community Coalition (ARCC) hosted four community consultation sessions in Auckland. These sessions aimed to gather feedback on the draft Community Engagement Framework (CEF) produced by Immigration New Zealand (INZ) and the Ministry of Business, Innovation and Employment (MBIE). In these sessions members of the resettling forced migrant background communities were invited to share their views on the CEF draft with the understanding that both INZ and the MBIE will take their feedback into serious consideration in developing and implementing the framework. A questionnaire was handed out at these sessions to give participants the opportunity to express

their opinions. Community leaders acknowledged that the process of consultation and feedback during these sessions involved genuine engagement.

The first community consultation session was held in August 2019 and included 25 community leaders and representatives from ARCC member organisations. These leaders reflected on the existing resources, tools and services available to their communities and identified key aspects that need to be urgently addressed in order to foster a sense of belonging and create more robust integration outcomes.

The following questions were discussed during the first CEF community consultation session:

- What resources, tools, and supports already exist in the community to engage neighbours, wider communities, and other providers?
- What would you like to have/need to improve regarding engagement to make you feel like you belong to Aotearoa New Zealand?
- What services need to be improved to help the resettlement/settlement, and integration process and to foster a love of Aotearoa New Zealand?

The second community consultation session was held in September 2019 and was opened up to members from the resettled community. The meeting was attended by 32 people and included community elders and members from Youth United Voice and the Women's Leadership Network. The session focused on an in-depth discussion of existing services and how these could be improved as well as which services are

not available to resettled communities that are available to other New Zealanders.

The following questions were discussed during the second CEF community consultation session:

- What is the role of INZ in the community-led engagement framework?
- What approach should the ARCC take to implement the framework, and how should it use this framework?
- What tools and resources would the ARCC need to support you in implementing this framework?
- How will the ARCC ensure that the views of women, youth, families, and seniors are included?

During the third feedback session in November 2019, this second set of questions was discussed during a public meeting arranged for INZ officials, community leaders and representatives and community members to talk through the CEF draft. The meeting was attended by approximately 60 people who had the opportunity to hear about the CEF process and comment on the proposed role of INZ.

Following these three sessions, the feedback from the community was compiled and analysed by ARCC staff over two sessions, under the supervision of the general manager. A series of answers to the questions provided by INZ were generated. ARCC board members also evaluated the feedback in a separate meeting. Through this process, all the feedback was reviewed and incorporated into the CEF, and the ARCC's Tūmanako—Table of Hope model of practice was developed.

Participants in the community consultation sessions commented that service providers (NGOs and government

agencies at both the local and national level) involved in the resettlement process need to increase their awareness of the three stages of the resettlement journey undertaken by people from forced migrant backgrounds and the challenges they face in Aotearoa New Zealand. A deeper understanding of their experiences would enable providers to collaborate more effectively with resettled communities and offer better support by providing resources appropriate to the specific needs of forced migrants and resettled people. The feedback also highlighted the need for this understanding to extend to the wider community, who must learn to recognise the immense value new residents bring and celebrate the positive contributions they make to Aotearoa New Zealand. As a way of generating this deeper understanding, participants offered the maxim: ‘Before you label us, hear *from* us, not hear *about* us.’

INTRODUCTION

I am here as a positive citizen, a New Zealander, proud of who I am and where I came from. New Zealand is my home now, the only country in the world that gave me protection and a second chance in life.

— Yor, 2016

Resettled people and those from forced migrant backgrounds have made and continue to make outstanding contributions to Aotearoa New Zealand society. Many others have also contributed over the years, mostly behind the scenes, to making a positive difference in the lives of people who entered this country as humanitarian entrants.

— Abbott & Nayar, 2011

To become a humanitarian entrant (from a refugee background) is to know, inevitably, that the past is not only marked by the passage of time but by loss—loss of loved ones, of countries, of identity, of cultural heritage, of selves. We want to give voice to all those losses that would otherwise remain unheard except by us and those near and dear to us

—Nguyen, 2018

In order to fulfil its international humanitarian commitments, Aotearoa New Zealand has set up various pathways that allow forced migrants to resettle permanently. The Community Engagement Framework is a nationwide project that engages with forced migrant and resettled communities to identify their needs so that INZ can assist them in the process of moving towards greater social inclusion and cohesion. Resettlement, settlement, and integration are ongoing issues that must be addressed through a collective voice, employing a range of resources and tools, such as

Strengthening Resettlement Voices (SRV) initiatives, research, campaigns, and storytelling.

One example of this was the NZ national refugee Resettlement strategy in 2012, which set out to engage a number of communities in developing a national refugee resettlement strategy to help forced migrants integrate into Aotearoa New Zealand society. Through the strategy it became clear that achieving greater inclusion requires focusing on basic issues such as employment, education, health, housing, obtaining driver's licences and good-quality family life. What also became apparent during the ARCC New Zealanders now campaign was that the term 'refugee' often becomes a fixed label that reinforces negative public perceptions of forced migrants who have found refuge in Aotearoa New Zealand and are already engaged in the next stage of their lives as newcomers on their journey towards becoming permanent residents or future citizens. The stereotype of 'once a refugee, always a refugee' is not only an obstacle to public understanding of the resettled community, it also influences the way those who have experienced forced migration view themselves (Yor & Azevedo, 2016).

The lived experience, trauma and degree of resilience of each forced migrant affects their capacity to live and flourish in Aotearoa New Zealand. Their situation is similar to those suffering from post-traumatic stress disorder; therefore, they require time to heal and a stable place where this can happen—quick fixes are not a realistic option. Effective public policy should acknowledge this and allow for the provision of adequate resources over a period that is considerably longer than current practice.

Because human flourishing is assisted by a stronger material base, public policy needs to be progressive and multi-faceted. The healing process is greatly helped by creating pathways into education, housing, and employment. For forced migrants these pathways are often blocked because of complications such as language barriers and the failure for transferable skills, qualifications, and work experience from overseas to be recognised in Aotearoa New Zealand. Policy changes are needed to remove these obstacles that hinder the ability of forced migrants to find housing and gain employment. In addition, the stigma associated with the label of ‘refugee’ is magnified even further through a lack of adequate income and savings, isolation, racial discrimination, gender bias, cultural assumptions, shifting parental roles and lack of familiarity with the values embedded in the Aotearoa New Zealand way of life. According to Beaglehole (2013), a 1988 conference on the mental health of humanitarian entrants concluded that Aotearoa New Zealand’s health and welfare services were poorly equipped to handle the special needs of ethnic minorities.

In order for the Community Engagement Framework to be effective, all key players involved—whether government agencies, NGOs or community organisations—need to engage in a greater understanding not only of those they are trying to help but of themselves. Brown (2010) states that: ‘We need to understand enough about ourselves and others to recognise what we can reasonably expect to change and what we need to find ways of living with’. The prerequisite of gaining a deeper understanding of the experiences of forced migrants in order to make effective changes reminds us, once again, to ‘Hear *from* us, not *about* us’. Covey (1989) writes: ‘Listening involves

patience, openness and the desire to understand—highly developed qualities of character’. Aotearoa New Zealand politicians, policymakers, government officials and service providers must listen to the voices of forced migrant and resettled communities on the issues they face in their journeys toward resettlement and integration.

PROJECT OVERVIEW

Over the past thirteen years, the ARCC has focused on resettlement and integration processes using community development and social practice approaches. The foundation of their work is community consultation; therefore, the consultation sessions overseen by the ARCC regarding the Community Engagement Framework proposed by INZ focused specifically on feedback from forced migrant and resettled communities. Through this process a collective voice was documented towards creating a better public understanding of forced migrant and resettled communities in Aotearoa New Zealand. The consultation also served as an important reminder for service providers to evaluate their work in relation to the specific needs of these communities. The consultation process allowed those participating to share their stories and lived experiences, to reflect on the current challenges they face and to highlight the opportunities needed to give them a sense of present and future possibilities. It allowed leaders, representatives, and members from forced migrant background communities to engage with and contribute to the proposed CEF in a safe environment. It also provided the unique opportunity for different ethnic communities to network and collaborate at their own pace.

The community consultation sessions were conducted in two stages. The first stage engaged community leaders and representatives who provided feedback through a questionnaire. The second stage engaged community members and the public and provided the opportunity for them to discuss, ask questions and provide feedback on the CEF to INZ officials. As in the first stage, questions were specifically designed to record community views. The consultation was subsequently analysed by the ARCC and became instrumental in the establishment of a community-developed model of practice for the organisation called Tūmanako—Table of Hope.

The focus of this report is to find ways to encourage service providers to work more collaboratively with the communities they serve in order to achieve better integration outcomes. One major concern voiced was that there is currently no existing link between grassroots organisations and central government. Forced migrant background communities hold the shared view that they are seen as ‘the others’ by national authorities. This highlights the need to decentralise the implementation of the national framework through a community development approach that involves working *with* people, not simply *for* them. This approach should be implemented through community organisations that have earned the trust of their communities and can operate as mediators between both local and national government agencies and regional communities.

Participants in the consultation sessions acknowledged their resettlement journey was associated with trauma and that historical trauma is an ongoing problem in forced migrant communities. This is supported by Tutu and Tutu (2014), who argue that the trauma individuals witness or experience during

their resettlement journey lives on in their memories. Even years later, these memories can cause fresh pain each time they are recalled, and the only way to experience freedom from this cycle is through forgiveness. Until individuals are able to forgive, they remain locked in their pain and shut off from the possibility of experiencing healing and freedom and finding peace (Tutu and Tutu, 2014). Growth happens through obstacles, for example, a tree must push up against the dirt, the solid resistance of the ground, in order to grow: ‘It is a story that recognises our shared humanity’ (Tutu and Tutu, 2014, p. 133). Learning to own their resettlement journey and acknowledge the immense challenges they have faced will greatly contribute to the health and well-being of new residents and make their integration easier.

BACKGROUND

In 2019 delegates from the ARCC were invited to host the New Zealand National Resettlement Forum with the theme of ‘community engagement’. The forum takes place every year and is an opportunity for community leaders and representatives, government officials and NGOs to come together to evaluate the resettlement and integration process and provide feedback on what is working and what could be improved. The NZNRF is a special event to forced migrant communities because of INZ, the MBIE and the resettlement sector’s aim of making the forum more community focused. It also provides a space for community leaders to come together, network, share information and discuss diverse views regarding resettlement/settlement programmes.

The NZNRF is a product of the SRV initiative established by the Department of Labour in 2006 to provide a national forum the government, NGOs and the resettlement/settlement sector could adopt for better resettlement/settlement and integration outcomes. This initiative was led by INZ, NGOs and community organisations, who worked collaboratively as partners, networking to establish a common ground in responding to the needs of new residents and forced migrant populations across Aotearoa New Zealand. The ARCC has worked since 2006 to engage with forced migrant background communities and new residents to create a united voice for addressing resettlement/settlement matters. ARCC support resettling forced migrant communities with ongoing integration into New Zealand so that our country is stronger both culturally and economically.

The ARCC selected ten representatives to attend the NZNRF in May 2019. This delegation was made up of ARCC staff and board members, community leaders and young people, forming a strong representation of the coalition's collective voice. As a community-based organisation with a thirteen-year history of successfully engaging with forced migrant communities and with prior experience collaborating with the MBIE and INZ to implement the SRV community-led initiative.

METHOD

The Community Engagement Framework will replace the SRV initiative. The Community Engagement Project was a consultation process set up to generate community responses to the new proposed framework. Its aim was to allow community leaders and grassroots organisations to provide feedback in order to ensure the CEF is an inclusive, community-owned project informed by diverse voices from forced migrant background communities.

The CEP was undertaken by the ARCC through four community consultation sessions in Auckland from August to December 2019. All the participants were over 18 years of age and associated with one of the ARCC's 24 member organisations. A wide net was cast to ensure a diverse range of voices, including young people, women and elders, and questions were provided by INZ to generate consultation that was inclusive. The sessions created a platform where forced migrant communities and service providers, which included government agencies, NGOs, and the private sector, could discuss together the existing resources and tools available for

helping to resettle forced migrant communities integrate. In general, these sessions created an opportunity for the ARCC to gather feedback on improvements that need to be made to assist the resettlement journey for New Zealanders from forced migrant backgrounds.

Three staff members were assigned to facilitate these community consultation sessions. The general manager of the ARCC, Abann Yor, oversaw the project, and he was assisted by Yohanna Tesfai, the ARCC's administrative assistant, and Gatluak Chuol, ARCC community engagement and relationship coordinator. Yor was also managing the project and analysing the feedback from the first three sessions and compiling a report. This report was presented during a fourth feedback session at one of the ARCC's monthly meetings that are attended by representatives from the twenty-four member organisations that currently make up the coalition.

Participants

The majority of participants in the community consultation sessions identified as coming from either a forced migrant background or having arrived in Aotearoa New Zealand under the Refugee Quota Programme, Family Reunification or refugee asylum seekers' categories. The participating groups were mainly associated with the ARCC's twenty-four coalition members and predominantly from the Auckland region where the organisation is based. Leaders and representatives were chosen to speak on behalf of their communities. Members of the ARCC board also participated in the process and used the opportunity to cultivate and expand the coalition's network. All four feedback sessions were attended by approximately 166 people (see Table 2).

Data collection

Information was collected during the consultation sessions through questionnaires, minutes from formal conversations and video recordings of group discussions. All participants were aware their feedback would be used to help develop the CEF, and they consented to their voices being used for this purpose. The sessions were conducted face to face and carried out in English, with most taking place at a venue arranged by ARCC staff that was suitable for community discussion. The first sessions were each around 120 minutes. The ARCC staff and board member feedback sessions lasted approximately 120 and 180 minutes. These sessions were all reviewed and made available as participant feedback.

During each community consultation session, an action research method was employed to allow participants enough time to engage with the questions and generate feedback. Action research aims to better understand the perspectives of its study participants through engaging collaboratively with them to gather practical knowledge and bring about improvement in their everyday lives. It also distances itself from the expert role of the researcher (Willig, 2017). The ARCC employed action research in sessions to help foster a sense of joint ownership of the CEF in the participants from forced migrant background communities.

LITERATURE

Aotearoa New Zealand has been an active and supportive member of the international community for almost a century. The first humanitarian entrants (refugees/asylum seekers) arrived from Europe and Asia in the 1930s and 1940s. The first waves consisted of Jews fleeing persecution and genocide in Nazi-occupied Europe and Chinese women and children escaping from the advancing Japanese military (Beaglehole, 2013). The country continues to receive humanitarian entrants for resettlement from all over the world, including Europe, Asia, the Middle East, Africa, and Latin America. Community consultation projects are a positive sign of improving resettlement and integration outcomes.

Aotearoa New Zealand describes itself as a multicultural democracy that subscribes to democratic traditions and practices (Kate, Verbitsky and Wilson, 2016). The writers note that: ‘One key component of democratic traditions and practices is recognition and respect for both the agency and the voice of minorities by the majority’ (p. 2). Minority groups, who are often referred to as ‘voiceless’, are not actually voiceless: ‘Many of the voiceless are talking all the time. They are loud if you get close enough to hear them, if you are capable of listening, if you are aware of what you cannot hear’ (Nguyen, 2018). Assumptions such as “voiceless” and terms like “refugee” contribute to negative associations and a sense of stigma often felt by people from forced migrant backgrounds. Removing such assumptions and labels requires the creation of an environment that restores human dignity

through reparation, restitution, and rehabilitation (UNHCR, 2013).

Mortensen (2008) notes that what is of particular concern in the Aotearoa New Zealand setting is that forced migrants, although entitled to formal citizenship rights, remain substantially socially, economically and culturally excluded from participation. Addressing this imbalance is crucial for the wider Aotearoa New Zealand community because as INZ (2018) states: ‘a strong, vibrant community is one that enables all of its members to participate in its economic, civic and social life’ (p. 3). Communities that proactively foster an environment where newcomers feel welcomed are more likely to enjoy better social outcomes and economic growth’ (INZ, 2018, p. 3).

To truly be a durable solution, resettlement must offer new permanent residents the support and opportunities to facilitate their integration into Aotearoa New Zealand. Integration programmes require coordination, cooperation and collaboration between all parties involved in the process (UNHCR, 2011). A truly community-based approach means that communities engage meaningfully and substantially in all aspects of the programmes that affect them, at every stage of their design, implementation, monitoring and evaluation (UNHCR, 2013, pp. 3–4). At the local level, the wider community must be prepared to welcome and support resettled people, and opportunities to bring them together are necessary for building relationships and identifying issues critical to successful integration.

Australia, Canada, and the United States liberalised their immigration policies in the late 1960s. The expansion of

citizenship rights in Canada and Australia in the 1970s took the form of official multiculturalism, which became embedded within the policies and practices of all public service institutions. In the 1970s, Aotearoa New Zealand moved from a colonial to a postcolonial society that took the form of a bicultural partnership between Māori and the Crown (Fleras and Spoonley, as cited in Mortensen, 2008). Kate et al. (2016) note that the achievement of social cohesion among diverse communities is an important national task for Aotearoa New Zealand and is vital to maintaining a stable, functioning democracy. To this end they recommend greater use of community leaders and liaison officers to create higher levels of government and non-government cultural competency and awareness.

In recent years, considerable research has been undertaken on the integration challenges faced by forced migrant communities in Aotearoa New Zealand. These challenges include employment, housing, health, education, and parenting (e.g. Marlowe, Bartley and Hibtit, 2014). However, little study has been conducted into the challenge of creating greater engagement between the different forced migrant communities in order to form a collective voice that can push for better integration outcomes. Benchmarking the resettlement process of Aotearoa New Zealand against Melbourne and Sydney is one contribution (Yor, 2017). Others include *Improving Resettlement Outcomes: What Can We Learn from Men from Refugee Backgrounds?* (West-McGruer et al., 2018), *Looking Back and Moving Forward: Refugee Health and Wellbeing in Aotearoa New Zealand* (Abbott & Nayar, 2011), and *Community Consultation: Yes, We Can, but Together: A Report* (ARCC, 2013).

FINDINGS

PART ONE: Existing Resources, Tools of Community Engagement and Ways for Improvement

The aim of the community consultation sessions was to gather feedback on the CEF draft provided by INZ. Community leaders, representatives and ARCC members were involved in the consultation sessions, as well as specific groups invited to allow for a diversity of gender, age, and country of origin. All participants were asked the following two questions:

- **What resources, tools and support already exist in the community/your community to engage with neighbours, wider communities, and other providers?**
- **What would you like to have/need to improve regarding engagement to help you feel like you belong to Aotearoa New Zealand?**

What resources, tools and support already exist in the community/your community to engage with neighbours, wider communities, and other providers?

During the consultation sessions, participants engaged in face-to-face group discussions where community leaders, representatives and coalition members were asked to share their experiences regarding the process of resettlement, settlement and integration, with the aim of discovering what resources,

tools and support already exist in the community to facilitate engagement with other communities in Aotearoa New Zealand.

The responses were sorted into three groups reflected in the ARCC's community engagement network (fig. 1, p. 40):

1. The ARCC community
2. Neighbours
3. The wider community and other providers.

The ARCC Community

The Aotearoa Resettled Community Coalition:

The ARCC is a coalition made up of twenty-four incorporated society and charitable trust entities representing different forced migrant background communities. As an organisation it helps to deal with the challenges faced by new residents and resettling forced migrant through working to empower communities and their leaders and by acting as a source of information, knowledge, and support. The ARCC influences both national policy and the attitudes of the wider community as well as supporting international research by providing grassroots data and information. It is a robust, functioning, and sustainable organisation.

The ARCC is governed by a board comprised of nine members elected at the annual general meeting. This board oversees the operations of the ARCC, sets its strategic direction and ensures community members are involved in decisions that affect their settlement and integration. It also monitors the quality of service delivered by the ARCC and its financial

performance against targets, ensures high standards of professional and ethical conduct are maintained and holds the general manager accountable for their performance. The general manager works with staff members, volunteers and students engaged in work placement programmes and internships. The ARCC management team is responsible for the day-to-day running of the organisation and the implementation of projects, such as the CEP. The ARCC works collectively with community leaders and representatives, youth, women, and elders to create projects and programmes, and welcomes anyone who wants to make a difference in the community.

The core foundation of the ARCC is community engagement and consultation, and this is reflected in the Tūmanako–Table of Hope (fig. 4, p. 72) model of practice that places the forced migrant community at the heart of its work. Through this model of practice, the ARCC aims to hear the needs of the forced migrant background communities by giving its diverse voices a seat at the table. It also uses this model to strengthen relationships between its stakeholders; connect its internal community network to service providers; foster engagement with the wider community; and develop programmes that empower community leaders, youth, women and elders and allow the stories of community members to be heard as a way of changing the assumptions and language around the resettlement journey. A deeper understanding of this journey through community engagement and the lived experiences and knowledge of its staff, allows the ARCC to foster a sense of pride and dignity in the resettled community. The Tūmanako–Table of Hope is a model of practice through

which the ARCC is effectively able to help forced migrant background communities at every point in the resettlement/settlement and integration processes.

Member organisations:

The ARCC is an umbrella organisation with 24 current coalition members made up of charitable trust entities representing resettled communities from 18 different countries/ethnic backgrounds: Afghanistan, Burma, Burundi, Cameroon, Democratic Republic of Congo, Eritrea, Ethiopia, Iran, Iraq, Kurdish, Pakistan, Palestine, Rwanda, Sri Lanka, Sudan, South Sudan, Syria, and Uganda. The role of the ARCC is to act as a bridge between these resettled communities and service providers, government, and non-government agencies, tangata whenua and the wider Aotearoa New Zealand community.

Individuals or families of forced migrant communities:

These are people who individually approach the ARCC, either by visiting or calling the office, seeking assistance, advice, or information. This might include support letters for housing, information on family reunification, assistance with filling out INZ application forms or UNHCR cases, and enquiries regarding sponsorship and cultural representation at family courts and justice system.

ARCC member organisation leaders and representatives:

These are representatives delegated by their individual communities to represent them at ARCC leaders' network monthly meetings, forums, and events. The organisation engages with these representatives through various meetings, conferences, at local and regional and national forums. The ARCC also provides community leaders with ongoing mentoring and coaching and organises capacity-building projects for them and their individual communities.

Youth, women, and elders:

The ARCC has existing projects and programmes focused on youth and women to identify their specific needs and include their voices in discussions around the challenges of resettlement/settlement and integration. A social engagement programme for elders is currently in development, and the ARCC is in the process of finding a physical community space that can serve as a hub for activities that focus on older members of the forced migrant communities.

Funders, supporters, and friends:

Engagement with funders (e.g., the Tindall Foundation, Foundation North, and J. R. McKenzie) occurs mainly through meetings discussing funding opportunities or reporting back on funded projects. The ARCC engages with supporters and friends of the organisation at various meetings, events, conferences, forums, and special gatherings.

There are various resources and tools available to the ARCC to help it engage with its internal community network (see Table 1, p. 33). It has also created different methods of engagement in order to provide opportunities for diverse voices—community leaders and representatives, women, youth, elders—to address the specific needs and concerns of their individual community groups. These groups are voluntarily managed and have limited resources to make the necessary changes for meaningful integration.

Table 1:- Existing ARCC resources and tools for engagement

| | |
|------------------|---|
| Resources | The ARCC office; the various languages spoken by ARCC members; in-house experience of the resettlement journey; the knowledge and expertise of its staff; diverse cultural knowledge and tools; human resources (community leaders and their members); volunteers; community radio; storybook project; ARCC cultural competency training; events (World Refugee Day, annual forums such as the NZNRF, International Women’s Day, Multi-Ethnic Day); private businesses community; neighbourhood day events. |
| Tools | Information technology equipment; email; phone calls; text messages; social media platforms (Facebook, WhatsApp, Viber, and Instagram); ARCC member organisations monthly meetings; word of mouth; newsletters; after-school programmes. |

Neighbours

Feedback from the CEF community consultation sessions highlighted the importance of engagement between people from forced migrant backgrounds and their neighbours. This kind of interaction depends on individual activities in communities' local suburbs. Across Auckland, forced migrant background communities have established incorporated societies or charities to support the needs of their ethnic or communities. In addition to supporting integration processes, they work collaboratively, partnering with NGOs and government agencies to achieve better settlement outcomes.

The Wider Community and Other Providers

Community leaders and representatives who participated in the community consultation sessions described the wider community as tangata whenua (Iwi), Pacific Island communities, civil society, and religious organisations. Community members engaged with this wider community network at different levels, as individuals or groups, based on their needs and interests. They also engaged with other migrant organisations in the resettlement/settlement sector, such as the Migrant Action Trust for assistance with driver's licenses or the Earth Action Trust for collaboration on environmental projects. Community engagement with other service providers depends on individual or group needs. These providers are usually governmental or non-governmental agencies operating at different levels both locally and nationally.

Tangata whenua:

The forced migrant background communities are often strongly engaged with the Māori community at various levels, as individuals or groups. They also engage with Auckland Council Iwi representatives through events and meetings. Diverse interactions occur through educational institutions such as Te Wananga o Aotearoa or when resettling forced migrant community members are welcomed on to a marae. These are special events that allow new residents to engage with tangata whenua and encounter shared cultural values.

Local and national government agencies:

The majority of the feedback from the consultation sessions revealed that people access certain services through the ARCC as well as directly engaging with their local service providers. These include libraries, recreational centres such as parks, community meeting places, sports facilities, public transport agencies, businesses, employment recruitment agencies, health care providers, educational institutions, and housing providers. They also include civic services, the New Zealand resettlement programme at the Mangere Refugee Resettlement Centre and family reunification (tier one and tier two) and partnership sponsorship.

Service providers that engage with the ARCC and community members at both local and regional levels

Local government

- **Auckland Council:** The ARCC engages with Auckland Council through meetings, events, conferences and accessing funding opportunities.

- **Local boards:** The ARCC engages with the Albert-Eden Local Board to discuss local plans, funding opportunities and access to public spaces through meetings, neighbourhood events, emails, and phone calls. The Puketāpapa Local Board is highly supportive of forced migrant background communities, and the ARCC frequently collaborates and organises events with them. They also inform the ARCC whenever there are funding opportunities available. The remaining 19 local boards are engaged with through public meetings and civic engagement as well as through submissions and consultations related to Auckland Council's Auckland Plan.
- **Auckland Regional Public Health Service:** The ARPHS is engaged with through special projects, meetings, and workshops.

National government

- **Immigration NZ and the Ministry of Business, Innovation and Employment:** Forced migrant and resettled communities frequently engage with INZ and the MBIE to find solutions for resettlement/settlement, and integration issues. The most notable engagements between the ARCC, INZ and MBIE have been in relation to the SRV project, the driver's license programme, World Refugee Day, the NZNRF and meetings on the New Zealand national resettlement strategy framework with local communities and service providers.

- **Office of Ethnic Communities:** The ARCC engages with these community engagement advisors on ethnic diversity through funding discussions, public meetings, and events.
- **Department of Internal Affairs:** Community matters relating to passports; marriage, citizenship, birth, and death certificates; and community grants are discussed with the DIA.
- **Human Rights Commission:** The Human Rights Commission is engaged with through consultation, public events, and meetings.
- **Ministry of Education:** The ARCC engages with forced migrant and school liaison coordinators for any issues related to bullying or violence at school. It also provides cultural competency courses to schools when required.

Non-Governmental Organisations (NGO)

NGOs working in the resettlement sector are largely voluntary organisations who rely on self-fundraising and funding through philanthropic family foundations, trusts, and government contracts for projects. They often have few paid staff and depend a great deal on volunteers. According to participants in the community consultation sessions, 95 per cent of all service providers, including NGOs and government departments, are local New Zealanders who are working for those from forced migrant backgrounds. The remaining five per cent of employment opportunities are given to people from forced migrant backgrounds, in particular the positions of cultural workers, caseworkers, social workers and interpreters.

The Auckland Resettlement Sector Regional Summit is a regular forum that brings together key players in the Auckland resettlement sector. It is an initiative developed by the ARCC with the support Auckland Regional Public Health Services (ARPHS) in collaboration and partnership with other NGO's, the New Zealand Red Cross (NZRC), Asylum Seeker Support Trust (ASST), English Language Partners, Amnesty International, Refugees as Survivors New Zealand (RASNZ) and Belong Aotearoa, and was designed to strengthen relationships, build trust and avoid service duplication among service providers and community members. Other NGOs that network and engage with the ARCC are Living Wage Aotearoa, the Migrant Action Trust, the Earth Action Trust and First Union. Engagement with these organisations is through monthly meetings, individual meetings, and events.

Private sector

Participants acknowledged that Aotearoa New Zealand is a good place to live, work and raise a family. Unfortunately, the private sector seldom engages with forced migrant communities. This is an area of focus for INZ and an opportunity to help build new networks. Participants highlighted that engagement with local leadership from the private sector—such as employment agencies, the food industry and construction companies—in the resettlement/settlement process was much needed and should be encouraged.

The ARCC works with a diverse range of stakeholders. Its community engagement network operates on three distinct

but interconnected layers. At the core is the ARCC, the organisational hub overseen by the board, the general manager, and members of staff. This nucleus is closely connected with its internal community network, made up of the ARCC's coalition members; individual members who are part of the forced migrant communities; youth, women, and elders from forced migrant background communities, three demographics the ARCC is especially focused on; and supporters, friends and funders. The third layer is formed by the wider community, including neighbours, Tangata Whenua, local and national government, NGO's, and the private sector. As the nerve centre of this network, the ARCC works to develop and nurture engagement between their internal community network and the wider community, connecting forced migrant and resettled communities with the different support organisations and service providers available to them.

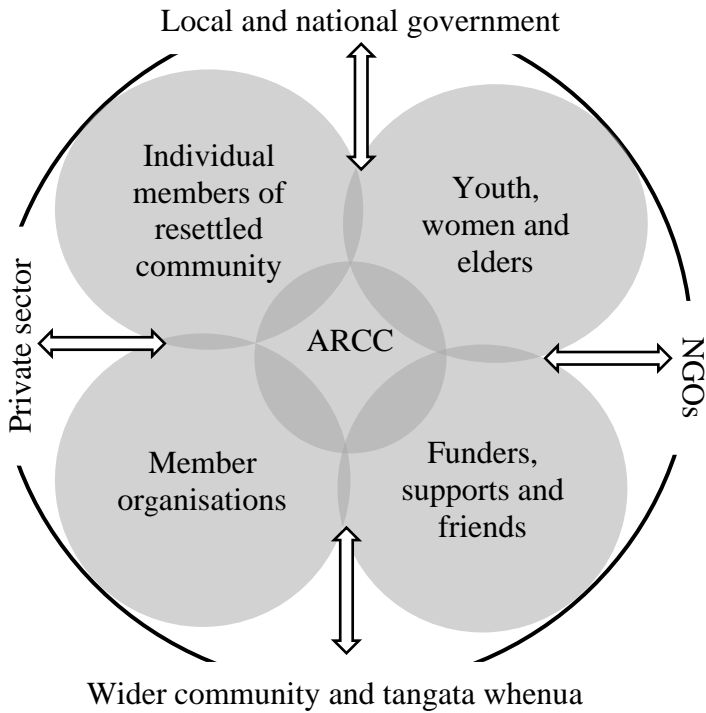


Figure 1:- Community engagement network of the Aotearoa Resettled Community Coalition

PART TWO: What would you like to have/need to improve regarding engagement to make you feel like you belong to Aotearoa New Zealand?

Improving engagement and services in the resettlement/settlement sector

Participants in the community consultation sessions were asked: What would you like to have regarding engagement to make you feel like you belong to Aotearoa New Zealand? What services need to be improved to help the resettlement/settlement and integration process and to foster a love of Aotearoa New Zealand?

Based on their experiences, participants highlighted and priorities four themes they considered essential in improving services and achieving meaningful community engagement: listening, understanding, recognition and resources.

Listening:

Listening was emphasised as integral to the resettlement/settlement and integration process. The inclusion of resettled people at the decision-making table regarding the issues that specifically concern them was strongly advocated. Knowing their voices are being heard is empowering for resettled communities. It encourages greater civic and political engagement in Aotearoa New Zealand, which allows community members to feel more in control of their own lives and livelihoods. While they are sometimes seen as ‘voiceless’, people from forced migrant backgrounds do have voices; they are simply not heard unless they are invited to the table.

Understanding:

Participants believed that a greater understanding of the resettlement journey within the wider community was necessary to counteract the negative assumptions associated with forced migrants and end judgements based on their backgrounds and the colour of their skin. The supporting and promoting of the diverse cultural heritages represented by the forced migrant background communities through grassroots organisations would also help to foster a deeper understanding.

The feedback highlighted that one simple yet effective method of changing the way people from forced migrant backgrounds are perceived is by changing the terms used to describe them. Service providers, NGOs, educational institutions, the media, government agencies and the Aotearoa New Zealand public have over time used the terms ‘refugees’, ‘former refugees’ and ‘those from refugee backgrounds’. Participants felt that the term ‘refugee’ underscored only their most recent past—in fact their ‘past’ is much richer, involving strong links with ancestors and countries of origin. Whatever category forced migrants fall under, they are all united by the common purpose of starting a fresh life in Aotearoa New Zealand. To them, the word ‘refugee’ is stigmatising and an inaccurate description of their status, identity, and situation. Many participants were at various points along the path to settlement, however, the majority of them agreed that they were all *forced*, at one point or another, to flee countries where they were no longer safe. A consensus was thus reached that the terms ‘forced migrant’ or ‘person from a forced migrant

background’ should replace the label ‘refugee’. The majority of leaders and community representatives pointed out that this description would include anyone at any point on the path to settlement rather than just representing one specific moment in the journey.

Recognition:

Recognising the new status of people from forced migrant backgrounds by applying appropriate language—‘new residents’ or ‘resettled people’—was seen by the participants as imperative in making them feel seen and appreciated as permanent residents who contribute greatly to Aotearoa New Zealand. Participants also made it clear that ending discriminatory practices against the forced migrant and resettled community and avoiding stigmatizing labels that make people feel guilty for being who they are was just as important.

Participants saw the Māori concept of manaakitanga (hospitality, empathy, love, caring and sharing) reflected in Aotearoa New Zealand democracy and human rights values. Service providers and stakeholders should be encouraged to adopt these values in recognising resettled people for their various contributions to Aotearoa New Zealand.

Resources:

There was a general consensus that more resources are required to deal with the highly specific needs of forced migrant and resettled communities and to allow organisations and community groups to function more effectively. A resettlement process that is meaningful is essential for people from forced migrant backgrounds as it helps them to heal and overcome the ongoing trauma they experienced in their countries of origin and while fleeing to their countries of asylum. Participants highlighted the very real need to resource grassroots community organisations to support people, many of whom are suffering from trauma, during the resettlement process. Resources are also needed to sponsor and empower community organisations to be able to recognise and hire people who have the right skills and experience and know how to find solutions that contribute to suitable outcomes.

Many community members are often living on minimum wage or do not receive enough money through Work and Income. Participants highlighted the gap between new arrivals and the job market and emphasised that the private sector needs to be more fully involved in the resettlement process. It was suggested that a professional team should be established to identify employment issues and promote volunteering as a pathway to work.

Participants agreed that while there are government services, such as benefits from social welfare, that individuals are free to access directly on a face-to-face basis, online access is virtually impossible for some people because they lack

computer skills and access to the technology needed. English language barriers also prevent many from accessing basic services and performing necessary tasks, such as answering Inland Revenue queries and understanding bills and letters. It was noted that representatives from the justice system, Aotearoa New Zealand police and the health system often have difficulty communicating with families due to language barriers, and children are often used to interpret on behalf of their parents.

Three considerable terms for policy makers

Community leaders and representatives pointed out that the CEF needs to consider the different time frames involved in the settlement process, for example, resettlement represents the short term, settlement the medium term and integration the long term. All three-time frames require listening, understanding, recognition and resources to aid the integration process.

The short term

The short term is concerned with the process of resettlement, which involves the New Zealand Government providing the ongoing protection it has agreed to internationally. Such protection involves finding a robust approach to resettling people in Aotearoa New Zealand as permanent residents. According to the UNHCR (2011), if resettlement is to truly be a durable solution, the New Zealand Government must offer people from forced migrant background communities the support and opportunities needed to facilitate integration into their new communities.

The medium term

The medium term represents settlement: a two-way process whereby both the resettled and wider communities adapt in order to accommodate new residents. Likewise, local leadership and the spirit of Aotearoa New Zealand hospitality—manaakitanga—should be involved in helping resettled community members feel welcome in the wider community.

The long term

The long term represents integration, a process that requires coordination, cooperation, and collaboration. The UNHCR (2011) recommends that investments in integration programmes be made at an early stage to ensure that robust infrastructures and processes are established, relationships are fostered, and that people have opportunities to develop expertise in the development and implementation of these programmes.

The feedback made clear that there is a need for community members and government agencies to work together to avoid negative assumptions about those from forced migrant backgrounds, as overcoming fear and ignorance is a collective responsibility. One solution presented was the recognition of the valuable contribution made by forced migrant background communities to Aotearoa New Zealand's economy.



Image 1:- Community leaders and representatives from ARCC member organisations during the first CEF community consultation session, August 2019

Table 2:- Community consultation sessions with stakeholders

| Date | Address | Stakeholders | Participant numbers | Participants |
|--------------|--|---|----------------------------|---|
| Aug–Dec 2019 | 2/869 New North Rd, Mt Albert, Auckland, 1025. | ARCC staff, volunteers and governance board. | 17 | ARCC staff, volunteers and board members responded to questions regarding the framework’s implementation. |
| 31 Aug 2019 | 773 New North Rd, Mt Albert, Auckland, 1025. | First community consultation session. | 25 | 23 coalition community leaders and representatives discussed questions relating to Part 1. |
| 6 Sept 2019 | 869 New North Rd, Mt Albert, Auckland, 1025. | Second community consultation session with resettled communities. | 34 | A diversity of voices participated, including youth, women and elders. |
| 6 Nov 2019 | 956 Great North Road, Western Springs, Auckland, 1022. | Third community consultation session with INZ officials and members of the Aotearoa New Zealand public. | 60 | INZ officials, NGOs, supporters, friends, resettled people, community leaders, ARCC board members and staff, volunteers, youth, women and elders. |
| 20 Dec 2019 | 2/869 New North Rd, Mt Albert, Auckland, 1025. | ARCC member organisations monthly meeting. Consultation session focused on community engagement outcomes. | 30 | 23 coalition community leaders and representatives engaged in further discussions of Part 1. |
| Total | | | 166 | |

PART THREE: Priorities and issues identified by forced migrant background communities

The main priorities identified during the community consultation sessions were improved employment, housing, language, education, and well-being services for forced migrant background communities. Improving these services, and access to them, is an essential step towards helping these communities integrate into Aotearoa New Zealand society and feel that they belong. One of the solutions identified as a way of improving these services was to arrive at a common account of the resettlement journey to Aotearoa New Zealand, which can be used to educate providers.

The service providers and members of the public who were part of the consultation sessions found that the following account of the different stages of the resettlement journey greatly increased their understanding of those who came to Aotearoa New Zealand through the Refugee Quota Programme. It is woven from some of the common threads found in the diverse journeys people have undertaken to make Aotearoa New Zealand their home and is, therefore, a generalised summary and an ideal type. This must be taken into account if these stages are to be successfully used as a guide.

The Resettlement Journey to Aotearoa New Zealand

Country of origin:

This is the place people have known since they first came into the world. The violence that forces many to leave can come without warning; it often just erupts. Other individuals

are persecuted because of their faith and beliefs, or their tribal and community affiliations. While fleeing is the only way to escape persecution, crossing the border into another country is extremely difficult because governments block escape routes before igniting or escalating a crisis. People use different strategies to flee. Some bribe the very people who are threatening their lives to access the safest route out. The lucky ones with money fly to the nearest countries to seek asylum. There is no time to sell property, such as houses, businesses, or land. Dealing with leaving everything—including loved ones—behind is the most traumatising of experiences.

Country of asylum:

The second stage of the journey begins in the refugee-receiving countries people have fled to. Here, life is hopeless because there is no future. Forced migrants have no knowledge of the fate of missing family members and no hope of returning home because of the violence they have fled from. They live in unhygienic environments with no basic health care and are faced with hostile weather conditions and abusive authorities. This increases the trauma they have already experienced in being forced to leave their countries of origin. They live on weekly or monthly food rations provided by the local UNHCR, distributed according to family size. Forced migrants who settle in urban areas rather than in refugee camps, including skilled workers, are barred from finding jobs in order to feed their families. On many occasions forced migrants are arrested for crimes they have not committed and are then threatened with deportation. UNHCR protection in some refugee-receiving countries is ineffective. Despair stalks the camps and destroys

mental health. A refugee camp is an open prison to those who experience it.

Country of resettlement:

The third stage is the country of resettlement—in this case, Aotearoa New Zealand. Individuals or families are referred by the UNHCR to the New Zealand Government and are selected after their histories have been considered. This stage represents a journey of hope to regain what they have been violently separated from: family, education, employment, respect, security, and customs. Many arrive with high expectations of finding a safe haven. Being granted permanent residence provides forced migrants with a change of status and *tūrangawaewae*, a place to stand, from which they can begin to build new lives. Many members of the forced migrant communities note that their change of status from refugee status to permanent resident is a significant achievement. Aotearoa New Zealand is acknowledged as a good country in which to settle, and Kiwi generosity is seen as playing a significant factor in this.

Participants in the community consultation sessions recognised these three stages as an accurate summary of their resettlement journey to Aotearoa New Zealand. They also saw this journey, with its associated hardships and struggles, as an integral part of their life story. Even though a safe haven had been found, some experienced discrimination and racism in Aotearoa New Zealand, which undermined the sense of belonging they had hoped to find and posed more challenges for them to overcome.

Access to Resettlement/Settlement Support Services

The improvement of services also involves providing better access to them, and this was seen as a key component of any resettlement and settlement support system. Central to better access is increased awareness of available services in the community and among service providers through information sharing, relationship building and networking.

Examples of services that are difficult to access, which participants suggested should be improved:

1. **Family Reunification:** Family reunification affects wellbeing, and policies need to change for the better, such as reducing the length of time tier two takes.
2. **Study Link:** Study Link has a discriminatory policy. Access to student loans should not be limited to Aotearoa New Zealand citizens and permanent residents and exclude those who hold resident visas who are part of Aotearoa New Zealand society. Strings should not be attached to acquiring knowledge. New arrivals, including those from the Refugee Quota Programme and Family Reunification, permanent resident, and resident visa holders, should have access to the student loan scheme. The Study Link system is inequitable and needs immediate review.
3. **Scholarships:** Forced migrants should have more scholarship opportunities, similar to Pacific Island groups for example.

4. Driver's licenses: Open Road driver training programme mentors should be paid an incentive, so they commit to delivering the required lessons on time.
5. Auckland public transport: A lack of an affordable transport system makes services inaccessible to those living in outlying suburbs in Auckland.
6. Red Cross Pathways to Employment: Red Cross Pathways to Employment requires improvement. What comes after Pathways to Employment?
7. Entrepreneurship: There is a need to promote entrepreneurship as a community-driven strategy.

Community Opportunities and Challenges

Family Reunification:

Family Reunification is an INZ programme that gives a person from a forced migrant background the opportunity to sponsor a family member(s) for Aotearoa New Zealand residence. Once the process is completed, the sponsored family member(s) is issued with a resident visa before coming to Aotearoa New Zealand.

Participants highlighted the challenges faced by forced migrants who arrived through the Family Reunification programme. Many arrive with little to no English skills or the necessary qualifications needed to work in Aotearoa New Zealand. They are also not eligible for state housing entitlements for the first two years. Additionally, there are no specific services allocated to supporting their settlement process compared to those from the Refugee Quota Programme, who arrive with permanent resident visas.

Policy regarding the Family Reunification category adds more pressure to the person who has sponsored a relative to join them, often creating financial burdens and mental health issues detrimental to their wellbeing. Participants in the community consultation sessions strongly recommended that INZ review its Family Reunification policies as a way of improving its services to forced migrant background communities. Long waiting periods can leave applicants stranded overseas in dangerous situations. Some have to travel for two to three days just to obtain necessary documents, such as medical certificates and background checks; this process often requires the sponsor to send money back home to help the applicant obtain these documents, which can delay the process.

Asylum seekers in Aotearoa New Zealand:

Asylum seekers come to Aotearoa New Zealand to claim protection as refugees and often arrive on visitor visas. Some turn up with false papers because their government will not issue them with the required travel documents. An asylum seeker might also be an economic migrant; however, most have escaped from countries affected by war and ethnic, tribal, or religious conflicts.

Services:

One solution towards improving employment, housing, language, education, and well-being services is to change the mindset of people from forced migrant backgrounds. While many in the community are aware of the expression ‘Kiwi generosity’, their outlook is often shaped by the obstacles they have had to navigate, even before their

arrival. Many people from forced migrant backgrounds feel stigmatized, partly due to the hurdles they face in accessing employment, education, and housing. Leaders and representatives from various forced migrant background communities highlighted the urgent need to shift this mindset and suggested service providers and government agencies make an effort to reflect real Kiwi hospitality. The feedback stressed the importance of educating service providers, local and national government agencies, media, and the general public through the use of more inclusive and non-discriminatory language, as an eye to small details can make a significant difference. It was agreed that these measures would help remove the stigma many people from forced migrant backgrounds feel.

Another issue highlighted was the lack of a coherent and consistent support system in place to respond to the urgent well-being needs of individuals from forced migrant and resettled communities. Some require more support because of isolation, post-traumatic stress disorder, historical trauma, survivor's guilt, language barriers, family breakdowns, lack of finances and education. Participants pointed out the need for a reliable support system to be implemented that practices a holistic and culturally sensitive approach towards the healing process and can effectively contribute to the well-being of community members.

Quotations from Participants

‘There should be a process of self-need assessment so we can be referred to the right industry. The New Zealand system should have private partners who will be able to support

this need. When someone gets experience and their qualification matches the eligibility, that should be sufficient to find them the work they desire. An example is that in the United States they hire you in your final year of study as well as providing internships for experience, because how else will you survive? While you are in school, they use the little time you have, and on your graduation day you are already hired.'

'The New Zealand system or New Zealand resettlement process is not helping as much as they can when it comes to language barriers and lack of employment opportunities. Saying we are the problem while the system is the problem. Claiming we do not know English, we do not have experience, we do not have the right qualifications, and telling us what we do not have and do not know. The system is set up by someone who has not been through that journey. Therefore, they have a lack of understanding and failure to meet the needs of their people.'

'Adult participants in the community consultation feedback sessions identified the New Zealand system as discriminating and based on status rather than working with community needs. Many community members were working before they came here, and opportunity is the only thing missing in the New Zealand context—opportunity to add value to New Zealand society and the New Zealand economy.'

'I have four children and a wife; I am on the benefit. However, I am a highly qualified engineer and do not want to rely on a benefit and the social welfare system, so I went and looked for a job and got a teaching job in one of the universities

in Auckland. When I got the job, the monthly bills doubled because housing rent increased, and family support stopped. Because I could not cope with the increase in expenditure, I was better off with social welfare—rent, inland revenue family support, living costs. I was working full time, yet I was much better off on social welfare, leading me to give up the teaching job.’



Image 2:- Photo taken during the second CEF community consultation session, September 2019.

THE ROLES OF INZ AND THE ARCC IN THE IMPLEMENTATION OF THE CEF

The role of Immigration New Zealand in the community-led engagement framework:

Participants acknowledged that the relationship between the MBIE and INZ and the ARCC, as a community-based organisation, has reinforced the Strengthening Resettlement Voices initiative by engaging community leaders and their community members. The SRV is a platform for the collection of information at a grassroots level and the dissemination of this information to the wider community. As a community-led initiative it has been instrumental in helping to open up dialogue between resettled communities and shape engagement between them and the wider community at local, regional and national levels.

Research is one of the core activities of the ARCC in order to identify common issues faced by resettled communities. Findings from this research identified gaps between the government sector and communities concerning resettlement. These gaps are even wider in terms of access to quality information about resettlement programmes. These findings were reflected in the community feedback. Representatives from grassroots organisations and the ARCC leadership shared a common opinion that INZ could build a better relationship with resettled communities. Participants were appreciative that INZ had sought the views of community leaders and the expertise of the ARCC team, who are all well versed in integration issues. They expressed the hope that INZ continues to foster its relationship with the ARCC in order to

help close the gap and build and strengthen engagement between both the government sector and the resettled community.

INZ's efforts to consult and listen to the resettled community around issues that deeply affect them, and knowing their voices were an integral part of the process towards finding durable solutions for their communities, made the participants feel valued and respected. However, they also pointed out that while listening is necessary, the specificities of their diverse cultural heritages must also be taken into account: listening to respond and listening to understand are two very different forms of listening. The ARCC urges INZ to listen to understand, as this will enable them to hear the needs of resettled communities with a greater appreciation of the challenges they face, which will enable it to respond accordingly and more effectively.

In order to begin to 'listen to understand' INZ needs to take a collaborative approach and work with, and not simply for, those from forced migrant backgrounds. The following suggestions were made by participants as to the role INZ should adopt in the community:

- INZ should maintain good relationships with community organisations and provide the resources to assist them in engaging more effectively with resettled communities.
- INZ should give high priority to counteracting the negative language used by significant sections of the

general public in relation to forced migrants and resettled people. In this way, stigma can be reduced.

- INZ should help government agencies arrive at a common understanding of resettlement, settlement, and integration to improve their services to all involved. This requires recognition of the important contribution community organisations make in helping to build resilient communities.

Every attempt should be made by INZ to ‘listen to understand’ the voices of community leaders and the people they represent in order to better assist new Kiwis along pathways to education, housing, work and participation in the economic life of their new home. Although forced to leave with nothing, new residents bring skills, resilience, bicultural knowledge, diverse heritages and languages and a myriad of lived experiences. These are all immensely valuable contributions to the richness and vitality of their new country. Resettled communities feature on every part of the spectrum in Aotearoa New Zealand society, contributing to all sectors and work settings, and are equal contributors to the country’s economy as taxpayers.

What approach should the Aotearoa Resettled Community Coalition take to implement this framework, and how should it use this framework?

The ARCC is in a unique position to implement the CEF. It has thirteen-years' experience in the resettlement/settlement sector and is led by leaders and representatives from diverse resettlement communities in Auckland. The ARCC's principle of manaakitanga—voice, participation, partnership and integration—drives its approach, allowing the coalition to align its practices with the needs and actions of community members and service providers. The CEP aligns with the ARCC's focus on community engagement and its strategic direction, and it already has a model of practice in place—Tūmanako–Table of Hope—that can be adapted to the CEF. The structure of the ARCC and its robust community engagement network will allow it to work hand in hand with its coalition members and community service providers to implement the framework.

Tūmanako–Table of Hope:

The feedback from the CEF consultation sessions directly contributed to the development of a model of practice for the ARCC. Tūmanako–Table of Hope is a beacon that guides the coalition in achieving better integration solutions for forced migrant and resettled communities. The philosophy that drives it is influenced by the practice of village elders congregating in one place to work through unresolved issues in Aotearoa New Zealand traditional communities. The ARCC believes that a collective voice using one table as a meeting

place makes dialogue between new residents and policymakers possible. Bringing the voices of new Kiwis to the Table of Hope to discuss matters that directly affect their lives is one of the best ways to encourage a sense of belonging.

A sustainable, integrated resettlement model helps people from forced migrant backgrounds to both maintain their cultural identities while allowing them to thrive in their new country. Tūmanako–Table of Hope is a tool for achieving this by reinforcing the connections new Kiwis have with land, culture, ancestors, extended families and countries of origin. In this model, the past signifies their background and the hardships they have experienced; the present refers to their resettlement journey and the settlement process, with the fresh challenges they face in navigating new cultures; and the future encompasses their hopes for greater inclusion and participation in their new home, Aotearoa New Zealand.

Community Engagement:

The ARRC follows a community engagement model of practice and offers a wide range of programmes, projects, workshops, and events to members of the resettled community. Programmes designed to amplify the voices of its 24 coalition members include Resett Radio and Storybook. Projects such as Youth United Voice, Women’s Leadership Network and the community leadership development project strengthen engagement with the community, create opportunities for participation and improve the capabilities of community members. These projects are especially focused on engaging with women, youth and elders, who are seen as the more vulnerable members of the resettled community. The coalition

also runs events and workshops, such as the intergenerational dialogue event aimed at strengthening family relationships through healthy dialogue between young people, parents and leaders in a safe environment.

The Structure of the ARCC:

The ARCC's diverse professional staff, numerous experienced volunteers and a governance board with several members who represent resettled communities means it is well placed to implement the CEF. The ARCC displays good practice in its organisational structure: its leadership comprises a governance board, led by a chairperson, and a management team, led by a general manager. The board oversees the operations of the ARCC and monitors the quality of service it delivers, its financial management and ensures it maintains high standards of professional and ethical conduct.

The pride of the ARCC is its 24 coalition members, and it conducts monthly meetings to nurture and strengthen the relationships within this network. Of special importance is the organisation's engagement with community leaders, as they are the gateways to the communities they represent. To support them the ARCC runs programmes to develop their leadership skills. To date, there are no other organisations that have maintained better community partnerships and sustainable relationships in the resettlement sector. The ARCC is unique in the sense that it listens, first to understand, and only then does it listen to respond.

Recently, the ARCC conducted a series of organisational reviews. These covered strategic direction,

financial management and operational performance. The aim was to build and strengthen the ARCC's sustainability so it can respond more effectively to the rapidly changing needs in the resettlement sector. As a result of the organisation's improved capacity, the ARCC is currently extending its vision from a local and regional focus to a national one, working closely with partners such as INZ and the New Zealand Red Cross.

What tools and resources would the Aotearoa Resettled Community Coalition need to support it to implement this framework?

The ARCC's effectiveness owes much to the ideas, energy, passion, enthusiasm, commitment, skills and knowledge of its staff; however, the ARCC, like other NGOs, faces a staff retention problem because it does not have secure long-term funding. According to consultants Marslin and Gray (2017), the general manager is overstretched and needs more colleagues to support the organisation's projects already in place if the work is to be sustained with integrity; therefore, current staff positions must be maintained, some of their hours increased and their tenure made more secure. Unfortunately, resources, particularly funding for the additional staff needed to implement the framework effectively is uncertain. These issues are not the primary concern of this report but should instead be the subject of further discussions with funders, including INZ.

In order to implement the framework effectively, the ARCC must maintain the trust it enjoys from its communities

because this is essential for its continuing legitimacy; therefore, agreement must be reached regarding ways of monitoring and evaluating the organisation's work and holding it accountable. These assessments will need to involve an imaginative approach because at stake is a long-term community development initiative where relationships are integral to its success, which by nature does not fit a 'management by objectives' methodology that can be more easily evaluated.

There is an urgent need for the ARCC to increase its connections to better support its affiliated communities, who all face difficult, if not insuperable, challenges. Because building connections and maintaining relationships is never easy, these communities rely heavily on the organisation's help with social and business connections. To meet these needs, the ARCC is currently working to enlarge its network, even with its limited resources. This will enable it to better promote the languages, cultures and businesses of the resettled communities it represents and connect them to networks throughout Auckland. Participants in the consultation sessions understood that a community umbrella organisation such as the ARCC cannot support its members without the backing of senior partner organisations such as INZ. The feedback revealed that INZ was viewed not just as a friend to the community but also as an important supplier of resources for the economic and social development of resettled communities.

One of the positive developments emerging in resettled communities is the high number of students graduating with tertiary degrees. In the consultation sessions, ARCC-affiliated communities emphasised the need for a full-time Youth United

Voice member to be employed to care for the needs of young people. This is an example of how the ARCC can address the needs of its community with a specialist approach to implement the CEF more effectively.

A community space is one important resource needed by the ARCC to successfully implement the CEF. This is envisioned not only as a place for the community to come together to freely share ideas and information, but also as a place where members can begin to heal from the trauma experienced during their journeys in search of safety and a better life.

How will the Aotearoa Resettled Community Coalition ensure that the views of women, youth, families, and seniors are included?

A major focus of the ARCC is listening to and supporting the experiences of young people, women, and elders. To this end projects, workshops and events have been implemented that focus on these particular demographics. The ARCC sees women as a vital part of society, who are a rich source of knowledge and specialised education that often goes unrecognised in Aotearoa New Zealand but can be used to greatly benefit their communities. The Women's Leadership Network brings women together and provides them with the tools and resources to empower themselves and their communities. Other programmes have included enterprise workshops encompassing leadership, networking, and communication opportunities, aimed at showing women how they can start their own business or turn something they love

into a commercial enterprise. These workshops have been very popular.

The ARCC also connects women with initiatives to help them meet their goals, such as the Open Road Programme, which fosters women's independence and their ability to help others in their communities. The feedback from this programme was overwhelming positive regarding the way it transformed women's agency in their everyday lives. This driver's license programme helped women to gain employment, young people to improve their social connections and seniors to understand the excitement of lifelong learning.

Youth United Voice is comprised of both youth ambassadors and coordinators. Coordinators work closely with the ambassadors, who represent various youth groups in the resettled community, to establish good relationships and build trust so that programmes and initiatives run smoothly. Youth ambassadors volunteer their time with the ARCC and convey messages from the young people they represent to the organisation, and vice versa.

Recently, the ARCC conducted a community engagement project focused on intergenerational dialogue. This event provided a safe and friendly space to discuss issues affecting young people, parents and leaders in a conducive environment guided by professionals. It aimed to establish and strengthen family relationships through healthy communication. 26 young people and 19 adults from 13 communities attended the workshop, representing ethnic groups from Burundi, China, Egypt, Eritrea, Iran, Myanmar, Pakistan, the Philippines, Russia, Somalia, South Cameroon, Sudan, and South Sudan.

The ARRC's community leadership development project comprised seven workshops about the art of leadership. Participants included young people from the Youth United Voice initiative, women from the Women's Leadership Network, and community elders, and the training was specifically designed to incorporate their views. The five participating member organisations were the Myanmar Gon Ye Organisation, the Somali Education and Development Trust, Al-Eman Inc. (representing the Egyptian community), the Sudanese Society in Aotearoa New Zealand and Auckland Zomi Innkuan Inc.

Community consultation is key for the ARCC; it consults with the community regarding programmes, feedback, and ideas for potential implementation. Its doors are always open to the community, and it responds to perceived needs directly. The views of women, youth and families are integral to the ARCC's vision in listening to and working for everyone in the resettled community. The ARCC also has a seniors' group underway to ensure they do not become isolated in the community. This is being developed through ongoing consultation and community dialogue.



Image 3:- Photos taken during the first CEF community consultation session, August 2019

TŪMANAKO–TABLE OF HOPE MODEL OF PRACTICE

The Aotearoa Resettled Community Coalition's (ARCC) Tūmanako - Table of Hope is a model that aims to inform practice and support community-based organisations and other actors across the New Zealand system (government, NGOs, service providers, the wider community and tangata whenua) to collectively break the cycle of ongoing challenges (labelling, stereotyping, and discrimination) for new residents and resettling forced migrant background communities and achieve better resettlement/settlement and integration outcomes.

The model encourages government, service delivery agencies, NGOs and tangata whenua to work more collaboratively and with greater coordination, corporation and collaboration alongside new residents and resettling forced migrants. It seeks to improve engagement between forced migrant background communities and key actors/ stakeholders and narrow the gaps between them.

Informed by the collective voice of the forced migrant communities, the model emerged as a result of four sessions that captured the views of 166 people from the community, including young people, women, elders and leaders across ARCC's twenty-four member organisations.

With community at its core, it acknowledges and validates the lived experience, trauma, and tremendous resilience of people from forced migrant backgrounds. It puts

new residents at the centre of the model, so they can own their resettlement journey.

It acknowledges the critical role of community-based organisations that walk beside forced migrant communities, having earned the trust, and their capacity to operate as a bridge between government (national and local), NGOs, services providers, and regional communities.

It encompasses three interrelated dimensions:

The past (table base) signifies forced migrant background communities - extended families, ancestry, land, and country of origin.

The present (table leg) signifies the resettlement/settlement process and what needs to be achieved through community-led organisations and key actors/stakeholders working together.

The future (tabletop) encompasses community aspirations for better integration and sense of belonging in their new home, when key barriers (Employment, Housing, Language, Education and Wellbeing) are addressed, and their voices are heard.

Four themes/solutions from the community provide a way forward for improving services and achieving meaningful relationships and partnerships between resettled communities and stakeholders: Listening, Understanding, Recognising and Resourcing.

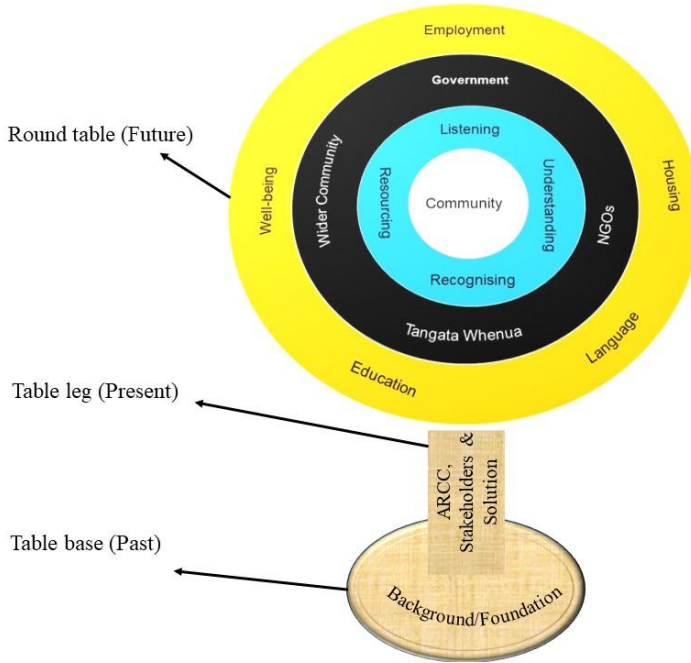


Figure 2:- The Tūmanako - Table of Hope Model of Practice, (personal illustration, 2019)

Three Dimensions

The Tūmanako - Table of Hope introduces three dimensions that are needed to narrow the inequities experienced by forced migrant background communities and achieve higher quality settlement and more effective integration.

Table base (Past)

Represents a person's background as a foundation that connects community members with their extended family's ancestry, land, culture, and country of origin and is essential to their sense of belonging in Aotearoa New Zealand.

It reflects the importance community members place on Aotearoa New Zealand accepting them through understanding their past and acknowledging their whakapapa.

Table leg (Present)

Represents the opportunities for community-led organisations and other key actors in the system (government, NGOs, service providers, the wider community and tangata whenua) to collaborate to enable the solutions community to have identified they need to flourish.

In the present, these stakeholders provide meaningful support for resettled communities, based on listening, understanding, recognising, and resourcing. The table leg (Present) is strengthened by these key actors working together, enabling it to bridge the past and the future.

Round table (Future)

Represents settlement and integration where communities feel heard, understood, recognised, and resourced, having the tools and resources they need to flourish, participate, and feel a true sense of integration.

The collaborative efforts of key actors/stakeholders in the ‘present’ means that priority issues identified by community members as ongoing challenges in resettlement, settlement and integration (namely employment, housing, language, education and wellbeing) are addressed, creating a bright future.

When these inequalities are addressed, newcomers can fully come to the decision-making table regarding the issues that concern them.

Community Identified Solutions

Through the four consultation sessions with young people, women, elders, and leaders across ARCC's twenty-four member organisations, four solutions were raised: Listening, Understanding, Recognising, Resourcing. Those consulted were hopeful that if service providers, local and national government, NGOs and other actors across the system work towards these solutions, with resettled community members as partners, newcomers will be able to integrate into the wider Aotearoa New Zealand society.

People wanted these solutions to be implemented through and with community organisations (like ARCC) that have earned the trust of their communities and can operate as mediators and a bridge between the different players in the system. Below outlines what this can look like in practice.

Listening:

People from forced migrant backgrounds are invited to be part of conversations about resettlement, settlement, and integration processes, so their voices can be heard.

Key actors/stakeholders hear from the resettled community directly and listen to them. Resettled community are included at the decision-making table - their voices heard on the issues that concern them.

People (key actors/stakeholders, wider community) listen to resettled community members as they share their experiences and stories. They hear that the change of immigration status from that of refugee to permanent resident

is a significant achievement and newcomers are pleased to have Aotearoa New Zealand as a new home.

Understanding:

Resettled communities and service providers come to a shared understanding about how to work together to seek desirable changes. Government agencies have a common understanding of resettlement, settlement, and integration to improve their services to all involved.

Key actors/stakeholders understand issues from the standpoint of the resettled population, working with - and not simply for - those from forced migrant background communities. Key actors/stakeholders understand the culture, experiences, and challenges that the resettled communities have known.

Service providers, NGOs and government agencies increase their awareness and understanding of the backgrounds of new residents and the injustices they experience in Aotearoa New Zealand. They are culturally competent and equipped with the tools and knowledge to better understand forced migrant communities.

This understanding supports the elimination of discrimination and judgement of people based on their race, religious beliefs, and faith.

Service providers, local and national government agencies, media, and the wider community understand the need for more inclusive and non-discriminatory language that acknowledges people's status, identity, and situations.

Recognising:

Resettled communities' cultural identities, values, background, customs, norms, legal status, and citizenship are recognised and respected. The knowledge they bring is recognised and the positive contributions they make to their new home are celebrated. They feel their contributions to the richness and vitality of their new home are recognised and valued.

Their resilience, bicultural knowledge, strong cultural heritage, languages and lived experiences are recognised as helping them build their lives in Aotearoa New Zealand.

Their new status or journey towards that status (permanent residents or future citizens) is recognised and appropriate language is used (such as new residents, resettled community or forced migrants) supporting people to feel they are part of Aotearoa New Zealand. Due to this recognition, stigmatising language, and labelling such as 'refugee' is not used by service providers, NGOs, educational institutions, media, government agencies and the wider community to describe resettled communities.

The contributions that community organisations and community-led organisations make to building resilient communities are recognised.

Resourcing:

Key actors/stakeholders invest in resettled communities as human resources for Aotearoa New Zealand. Key actors/stakeholders understand underlying issues and support the community with the right resources.

Community and community-led organisations are resourced to work with grassroots communities to enable them to achieve positive resettlement outcomes.

Resources and opportunities are provided for people to share their stories and who they are, to make the collective voice of Aotearoa New Zealand richer and more dynamic. Resettlement journeys, stories and storytelling is expressed, supporting the receiving/host community to accept new residents' cultures and differences.

The key actors

Government:

The local and national governments are well coordinated and collaborate on the challenges with resettlement and settlement.

NGOs & service providers:

The local and national NGOs and service providers are well resourced and understand the culture and experience of resettled communities across Aotearoa New Zealand for better delivery of resettlement and settlement services.

Wider community:

The wider community (local schools, the business community, the private sector, neighbours, civil society and media) are interested in and engaged in supporting the resettlement process.

Tangata whenua:

The people of the land, Aotearoa's Indigenous peoples, are key players in resettlement and settlement.

Resettled community members engage with Māori at various levels as individuals and groups, including through educational institutions such as Te Wānanga o Aotearoa or Marae.

New arrivals rediscover themselves through shared cultural values and norms and are welcomed by tangata whenua.

Local leadership and the spirit of Aotearoa New Zealand hospitality - manaakitanga - helps new residents and resettled community members feel welcome in the wider community.

Community Priority Issues

Through the consultation, forced migrant leaders and community members highlighted that the healing process is helped rather than hindered by creating pathways into education, housing, employment, and language, to create health and wellbeing and flourishing communities. These are key priority issues as identified by community and the pathways are often blocked and need intervention to clear them. Below outlines what this can look like in practice.

Employment:

The ongoing and persistent employment problems within the resettled community owing to a lack of New Zealand work experience and qualifications, lack of access to networks and employers' assumptions or discriminatory practices, are addressed.

Qualifications, transferable skills, and work experience from overseas are recognised. Barriers to upgrading overseas qualifications to meet New Zealand standards are addressed. Volunteering is promoted as a pathway to employment.

The private sector is involved more fully in the resettlement process and the disconnection between new arrivals and job markets is addressed.

Housing:

The ongoing issues relating to access to adequate housing by new residents and resettled communities are addressed. There is quality information about pathways to home ownership.

Language:

Inclusive and non-stigmatising language is used (forced migrant, resettled community).

The language used recognises that people are already in the next stage of their lives as newcomers on their arrival obtain permanent residents, residents, and future citizens. The term 'refugee' is no longer used.

Education:

English language proficiency supports people to access basic services and perform necessary tasks. Better access to English language skills is provided.

Wellbeing:

Historical and ongoing trauma, the intergenerational gap and health issues (physical, mental, spiritual) are overcome to support the wellbeing of individuals, families, and communities



Image 4:- The third CEF community consultation session with INZ officials and the resettled community, November 2019

ARCC PREFERRED USE OF TERMINOLOGY

1. Aotearoa Resettled Community Coalition (ARCC), led by leaders and representatives of forced migrant background communities, works at a local, regional, and national level to achieve settled, integrated, and thriving communities.
2. To reflect the community's current reality and how they define themselves, ARCC uses the terms 'forced migrant' and 'forced migrant background communities' as umbrella terms for people from the following immigration backgrounds who now call Aotearoa New Zealand home:
 - Refugee Quota Programme
 - Family Reunification
 - Asylum Seeker and Convention Refugee
3. 'Forced migrant' and 'forced migrant background communities' are the preferred terms used to refer to someone's past.
4. 'Newcomers', 'new residents', 'resettled people' and 'new Kiwis from forced migrant backgrounds' are the preferred terms used to refer to someone's present.
5. ARCC does not support the use of terms such as 'refugee', 'refugee background' and 'former refugee' as these terms are an inaccurate and stigmatising description of a person's present status, identity, and situation, as explained below.

Why these terms?

1. The above terms are used by ARCC following consultation with member organisations that captured the views of 166 people, including young people, women, elders, and leaders across ARCC's member organisations.
2. Participants across these consultations reached consensus that they wanted to be described as coming from 'forced migrant backgrounds.'
3. Participants agreed that whether they arrived in Aotearoa New Zealand under the Refugee Quota or Family Reunification Programme, or as a person seeking asylum, they were once *forced* to flee their country of origin after experiencing conflict, disaster, persecution, violence and violations of human rights.
4. Sharing this same journey to resettlement in Aotearoa was a uniting factor for them – united by the common purpose of seeking safety and a better life.
5. To them, 'refugee' is a temporary word to describe their past situation and pathway to safety, and its ongoing use is an inaccurate and stigmatising description of their present status, identity, and situation.
6. They want their new status as new Kiwis, permanent residents, or citizens (or journey towards that status)

recognised and appropriate language used, as this supports them to feel they are part of Aotearoa New Zealand.

They ask that stigmatising terms and labelling such as ‘refugee’, ‘refugee background’ and ‘former refugee’ are not used by service providers, NGOs, educational institutions, media, government agencies and the wider community to describe resettle forced migrant background communities .

RECOMMENDATIONS AND CONCLUSION

RECOMMENDATIONS

The following recommendations from the community consultation sessions relate to how various institutions might improve their practices.

1. The ARCC needs to undertake more advocacy and capacity building to promote the resettlement journey and to increase awareness and understanding of the resettlement process among the general public and service providers. One possibility is to build a database for new graduates and skilled people from the resettled community to celebrate their achievements and provide opportunities.
2. The ARCC strongly recommends that INZ and the MBIE allow multi-year (three to five year) community contracts in addition to an allocated fund to employ Community Navigators (especially youth and women) to deliver the goals of the CEF.
3. It is strongly suggested that the New Zealand Government considers supporting resettled communities returning to their countries of origin to work as peace ambassadors when it is safe to do so. The United States and Australia have helped skilled professionals return to their birth countries to contribute to rebuilding and healing (Kate et al., 2016).
4. The ARCC should increase its capacity building programmes, especially those that equip young people,

- women, elders and community leaders with the appropriate skills, tools, and knowledge to support their communities.
5. Increased civic engagement provides a platform for a broader understanding of the resettlement and integration process. The three-stage account of the resettlement journey to Aotearoa New Zealand can be used to deepen this understanding. Increased engagement with local boards and local members of parliament will improve understanding and thus outcomes.
 6. More engagement should occur with local Iwi and Māori organisations, neighbours, and the wider host community as part of the resettlement, settlement, and integration process.
 7. Service providers such as NGOs, government agencies (local, regional, and national), the private sector and media outlets should be encouraged to use the right language to describe people from forced migrant backgrounds.

CONCLUSION

This report on the community consultation received regarding the draft Community Engagement Framework by INZ seeks to highlight the challenges faced by forced migrant background communities and suggest solutions. Community leaders and representatives articulated five areas (employment, housing, language, education, and well-being) where hurdles exist. These must be urgently addressed to allow forced migrants people to feel they can fully participate in their new home and be recognised and valued as legitimate contributing members of Aotearoa New Zealand society. The community consultation pointed out existing support services that need to be improved as well as access to these services. It also showed that people from all three forced migrant categories (Refugee Quota Programme, Family Reunification, and asylum seekers) face very real challenges in the resettlement/settlement and integration processes. In order to address this, New Zealand government policy needs be improved, and a greater level of alignment developed to better assist people from forced migrant backgrounds.

Participants articulated four themes they considered important in achieving meaningful community engagement and improving services: listening, understanding, recognition and resources. The lack of a deeper understanding of their experiences and resettlement journeys by the wider Aotearoa New Zealand community, combined with a perceived lack of willingness and desire to listen to their voices is a particularly critical challenge to address. There was strong support for training to be given to New Zealand government agencies and service providers to give them a deeper understanding of the

resettlement journey. Community members highlighted the importance of removing the stigma and negative associations created by the ‘refugee’ label and expressed that their preferred method of address is ‘forced migrant.’

After undertaking a careful process to ensure the community feedback was heard, the ARCC developed its Tūmanako–Table of Hope model of practice. The five priorities articulated by community leaders (employment, housing, language, education, and well-being) were brought directly to the table and included in the model as urgent areas that need to be addressed. The approaches suggested by the community towards achieving meaningful engagement (listening, understanding, recognition and resources) were also incorporated into the model as the processes through which the ARCC increases engagement with forced migrant and resettled communities. The development of this model of practice places the ARCC in a unique position to implement the CEF. However, support is needed to enable the ARCC to sustain itself in the long-term as the conduit that helps connect the resettled community with its past, fostering a sense of pride, while working to ensure its future, a hope-filled future, in Aotearoa New Zealand.

ACKNOWLEDGEMENTS

This Community Engagement Framework consultation project was supported by Immigration New Zealand and the Ministry of Business, Innovation and Employment. We want to thank them as well as our stakeholders, especially service providers and those from the resettlement sector, for their willingness to develop a new community-led framework.

Most importantly, we would like to thank the 166 participants from various groups within the resettled community, including Youth United Voice and the Women's Leadership Network, who took part in the community consultation sessions, where they shared their experiences, stories and knowledge with ARCC staff, volunteers and board members.

Finally, special thanks go to ARCC supporter and friend Dr Bruce Hucker, Yasmin Standfield, Meg Jacobs and Sriwhana Spong for proofreading and editing this report. It would not have been possible for the ARCC senior management team to achieve this community consultation report without their moral support and genuine commitment to our organisation. Our gratitude also goes to Stewart Devitt and Trevor Grey. We are appreciative of their assistance through the ongoing support and guidance he offers the ARCC and the resettled community.

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Kia ora



Welcome to Aotearoa New Zealand

End of the resettlement journey and start of settlement and integration process. You are a New Zealander now.

Aotearoa Resettled Community Coalition (ARCC) is the collective voice of forced migrant background communities, working at a local, regional, and national level, to contribute to positive change and advance New Zealand communities to be settled, integrated, and to thrive so that our country is stronger, both culturally and economically.



Aotearoa Resettled Community Coalition Inc.

Iwi Hapori Whakaruruhau O Aotearoa

A truly community-based approach means that communities engage meaningfully and substantially in all aspects of the programmes that affect them, at every stage of their design, implementation, monitoring and evaluation.

-----UNHCR, 2011



One key component of democratic traditions and practices is recognition and respect for both the agency and the voice of minorities by the majority'

-----Kate et al., 2016

Minority groups, who are often referred to as 'voiceless', are not actually voiceless: 'Many of the voiceless are talking all the time. They are loud if you get close enough to hear them, if you are capable of listening, if you are aware of what you cannot hear'

-----Nguyen, 2018