

**Wellington Regional Action Plan
for
Refugee Health and Well-Being**

2012 - 2013

OUR VISION

Our planning is guided by our vision:

Resettlement priorities are identified by the refugee background communities and achieved through a partnership between the communities and the non-governmental and government agencies involved in the refugee sector. The partnership will build on the strengths of the communities and individuals involved. It will uphold the right of people with refugee backgrounds to live their lives like other New Zealanders.

OBJECTIVES

The goals for the Refugee Health & Wellbeing Action Plan are:

1. Enhance the capacity and connectedness of refugee-background communities in the Wellington region
2. Ensure that the sector connects well and works effectively with people with refugee-backgrounds
3. Focus on the particular needs of refugee-background youth
4. Improve access to appropriate services, information, and resources
5. Ensure existing services effectively meet the needs identified by the refugee background communities
6. Improve cross-cultural understandings between refugee background communities, NGOs and government agencies
7. Increase the financial independence of people with refugee backgrounds
8. Improve the safety and security of communities with refugee backgrounds in the home and in the community
9. Improve access to affordable, appropriate and healthy housing for people with refugee backgrounds in the Wellington region
10. Promote successful participation of people with refugee backgrounds in (all sectors of) education and training in Aotearoa New Zealand
11. Assist people in Wellington with refugee backgrounds to reunite with their families

IDENTIFIED PRIORITIES FOR 2012-13
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The table below lists the priority areas or strands identified for this year. The strand facilitators are also listed.

Identified Priority Areas (Strands) of the Plan	Strand facilitators
○ Economic Wellbeing	Mary Collie Holmes, MCLaSS
○ Education and Training	Judi McCallum, Red Cross Refugee Services
○ Family Reunification	Inna Zadorozhnaya and Megan Williams Community Law Wellington and Hutt Valley
○ Health	Koos Ali & Anne-Maree Delaney, Regional Public Health
○ Housing	Tim O'Donovan, ChangeMakers Refugee Forum
○ Safety and Security	Bud Butler, Police, Wellington
○ Strengthening Communities	Naomi Tocher, ChangeMakers Refugee Forum
○ Youth	Kirsten Le Harivel, ChangeMakers Refugee Forum

Some common themes emerged across the priority areas identified above. They are:

- Partnerships & Engagement
- Information & Communication
- Advocacy
- Cultural Competence
- Statistics, research and evaluation

The people (communities, students, women, clients) we refer to in this plan are all from refugee backgrounds

ECONOMIC WELLBEING

What will we do?	How will we know when it's done?	What has been achieved?
<p>1. Raise W&I case managers' awareness of communication difficulties faced by refugees through language barriers and cultural differences – and the value of using interpreters, by developing a presentation for use at the Wednesday Service Centre sessions, piloting it at regional office, adjusting it in light of feedback on the pilot and then delivering it to those centres whose clients include a significant number of refugee-background people.</p>	<p>W&I case managers using Language Line more frequently (how will we monitor this?)</p> <p>Positive experiences reported by refugees at community forums</p>	<p>The presentation was developed and delivered to the regional managers.</p> <p>As well as the focus on the need for interpreters it includes a presentation by Pathways and clients on the value of 1-1 support for job-seekers and an understanding of some of the cultural differences that can affect the success of job-seekers.</p> <p>The next stage, of delivering it to the case managers at selected Work and Income Service Centres, was delayed because of Work and Income's need to focus all their training resources on the Welfare Reform changes coming into effect this month. A presentation to the NGo sector, other stakeholders is being coordinated by the Contracts Manager for Work and Income at the end of July 2013.</p>
<p>2. A: Scope current work readiness programmes for refugee background people to identify gaps.</p> <p>B: Investigate fiscally neutral ways or non government funded ways to address the gaps.</p>	<p>Documentation of existing programmes/ support facilities incorporating the information that has been identified as being required</p>	<p>A template for information on current programmes has been created but not yet filled in.</p> <p>Nothing done, as the group decided it was not achievable.</p>

<p>3. Provide information on employment and training options through ChangeMakers workshops and forums</p>	<p>Documented in Forum and workshop agendas</p>	<p>ChangeMakers distributed information at workshops, but need better system for ensuring all materials are made available.</p>
<p>4. Increase understanding of employment rights among people from refugee background communities</p>	<p>Seminars/workshops run</p> <p>Participants feedback indicates that they are better informed about employment rights</p>	<p>ChangeMakers ran 3 seminars. Feedback was very positive.</p> <p>MCLaSS is now delivering one 3-hour employment information session a week to those enrolled in their Workplace Language courses in Hutt and in Porirua.</p> <p>Both Pathways and MCLaSS include employment rights information in their one-on-one coaching sessions with job-seekers registered with their services</p>
<p>5. Scope the possibility of developing a process for on-going monitoring of community awareness of work-readiness support available and understanding of W&I processes</p>	<p>Scoping activity documented and monitoring process, if feasible, piloted</p>	<p>Nothing done, as the group decided that it was not achievable.</p>
<p>6. Support people from a refugee background to establish their own businesses</p>	<p>Funding secured for Refugees into Business programme and OEA initiatives</p> <p>Scoping of any new initiatives is based on provision of current programmes</p> <p>At least 15 people from refugee backgrounds participate in programmes</p>	<p>ChangeMakers' Refugees into Business, held workshops attended by 40 people and supported 7 new people to develop their business idea.</p>

<p>7. Continue to advocate for the provision of gov't funded one-to-one employment programmes for people from refugee backgrounds including for those currently underemployed and occupational downgraded</p>	<p>Meetings held with the Minister of Immigration, immigration officials and Work and Income</p> <p>Pathways to Employment, MCLaSS and ELPW Job-mentors receive contract extensions</p> <p>Implementation of Refugee Resettlement Strategy includes the provision of one-to-one employment programmes</p>	<p>Employment paper advocating for 1:1 support was sent to Ministers of Immigration (previous and current) and ChangeMakers met with Minister Nathan Guy and Carl Crafar from Work and Income.</p> <p>ChangeMakers co-authored a 'Green Paper' on the need for individualised employment support distributed to MBIE officials in June 2013.</p> <p>Pathways to Employment, ChangeMakers and Refugee Trauma Recovery continue to advocate appropriately through the External Reference Group for the Refugee Resettlement Strategy.</p>
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EDUCATION AND TRAINING

What will we do?	How will we know when it's done?	What has been achieved?
<p>8. Monitor and report on the provision of: workplace oriented ESOL; media training (ChangeMakers; Pathways to Employment (RS); Parent Information programme (MoE); Rainbow Programme in Schools (RAS)</p>	<p>Report compiled</p>	<p>Report info below:</p> <p>MCLaSS: Pre Employment ESOL offers 5 courses in Wellington, Porirua and Lower Hutt (18 weeks, 15 hrs per week) which they schedule twice a year for preparing people with limited English (elementary level) for low skill workplaces. Included in the courses is a two week work experience. They also practice interview skills and workplace language.</p> <p>mclass@xtra.co.nz</p> <p>MCLaSS: Employment facilitators offer one to one support for former refugees in the Greater Wellington region who have been in NZ longer than 5 years. The service helps develop CVs, provides coaching and helps clients make contact with employers.</p> <p>mclass@xtra.co.nz</p> <p>English Language Partners: English for Employees offers 3 classes each term (10 weeks, 2.5 hrs per week) for people who are employed in Wellington. There are also EFE classes in Lower Hutt and Porirua.</p>

natoffice@englishlanguage.org.nz

Red Cross/Refugee Services: Pathways to Employment offers one to one support for up to 140 refugee background people in the Greater Wellington region who are new arrivals or have been here up to 5 years and are on benefits. The service has two assessors who carry out individual assessments and referrals, career planning, advice and CV development. There is one employer liaison who helps those people who are ready to find relevant employment.

This year the service has been extended to former refugees who are studying at tertiary level, finishing their studies and/or people who are under-employed. There are two new staff members to help with this group of non beneficiaries.

The contract has been extended for another year but initially for 120 clients.

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Support in schools

Ministry of Education: Home School Partnership programme offers parents from target groups, such as refugees, take place in some schools. After presentations by the school staff, parents divide into ethno-language background groups and are lead by a lead-parent who is trained by the school. This is mainly school lead initiative which the Ministry supports. The school may concentrate on one subject area (e.g. learning maths) at a time. These workshops may happen several times per year in a particular school

		<p>following an arranged format. The latest one happened at Newtown School on 20 June.</p> <p>Ministry of Education: Parents information workshops on New Zealand education system, on school governance (BoTs) and on NCEA achievement take place as required. The Ministry has recently completed the translation of a document on “<i>NCEA: information for parents</i>” in eight languages. Translated information on National Standards for parents already exists. Abdi.Bihi@minedu.govt.nz</p> <p>Refugee Trauma Recovery: Rainbow programme (9-12 year olds) is planned to be offered in a primary school in Porirua in 2013-2014.</p> <p>Also see Youth: Action 56+59</p>
9. On-going advocacy for refugee-background students to be recognised as an equity group both in policy and at tertiary education institutions	<p>Discussion paper distributed to key decision makers</p> <p>Advocacy plan developed and implemented</p>	<p>Students @ Victoria University will be able to self identify as refugee-background from 2014</p> <p>Discussion paper was re-sent to all Vice Chancellors of NZ universities with an update about progress at Victoria. Otago universities are considering whether they can enable refugee-background students to self identify upon enrolment.</p>
10. A Parenting Education Programme is provided at Hutt Learning Centre	<p>A parenting education programme is delivered</p> <p>The parenting education programme is evaluated</p>	<p>A four week parenting programme was delivered for over 20 mostly Burmese community members</p>

<p>11. Identify range of ways of disseminating information to communities</p> <p>Inform communities of fee-free ESOL courses</p>	<p>Different modes of information are identified for a range of ages</p>	<p>Not achieved</p>
<p>12. Develop support for refugee background students at Massey University and Weltec</p>	<p>Inter-institutional network is set-up</p>	<p>Not achieved however, in 2013/2014 we plan to apply for regional hub grant from Ako Aotearoa to host an initial workshop for tertiary institutions on best practice for supporting RBS.</p>
<p>13. Evaluate how the 'Opening Doors' booklet (2012) is being used by refugee-background students, their parents, community leaders and support agencies. Feed knowledge gained into revisions to the booklet and VUW web-based information</p>	<p>Evaluation report produced</p> <p>Recommendations from report actioned</p> <p>Revised booklet available</p> <p>Update information available on VUW website</p>	<p>Evaluation not achieved. However, booklet is being used by Student Recruitment Advisors in their outreach to low decile schools. They are also taking RBS from 'Global remix' as ambassadors when they visit schools.</p> <p>VUW has designed a special web-page for refugee background students on the VUW website which provides useful information about targeted support services and names of people to contact for help when a student at VUW.</p> <p>http://www.victoria.ac.nz/st_services/newstudents/help/refugee.aspx</p> <p>2013-2014 Evaluate publication and revise booklet in 2014 as first print will be coming to an end.</p>

<p>14. Establish a 'Refugee Week' to raise awareness, build cross-cultural bridges and promote stories and successes of refugee-background students</p>	<p>Refugee Week is featured in VUWSA calendar</p> <p>Articles, photographs, media releases and activities/events are planned and held</p>	<p>This year's students of Participatory Action Research paper (Geog 404 lecturer Sara Kindon) have focused on collecting and representing six RBS stories of success. The results will form an exhibition showing at Bec's Café (VUW campus, Kelburn Parade) between 22-26 July.</p> <p>Associated with the exhibition are two events: July 24 there will be a panel of former refugees talking about their journeys to raise awareness among VUW students about resettlement and to promote the role of volunteers in the resettlement process;</p> <p>July 25 there will be a special invitation to refugee communities to attend the exhibition (5-7pm).</p> <p>Global Remix (the ethnically diverse student group supporting the Drop-In centre for RBS to get help with their assignments) has become an official Student Association group with RBS as executive officers.</p> <p>2013-2014 Global Remix is planning to expand the Drop-In centre to Pipitea Campus and to expand the support</p>
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		activities to social activities promoting a sense of belonging and building intercultural relationships.
15. Establish a targeted Scholarship for Refugee-Background Students at VUW	A scholarship is established and information about it is widely available in VUW information packs	Victoria University has instigated this year Equity Scholarships for refugee background students starting or already in year 2 or 3 of a degree programme. There are 3 available per year. Maria.Goncalves-Rorke@vuw.ac.nz
16. Develop ESOL pathways for refugee-background students in the Wellington region aiming for tertiary study	Meet with Wgtn ESOL providers to develop regional diagram of courses available in 2013	Not achieved. However, Pathways to Employment has an overview of the programmes available and can refer people to the appropriate programme. There is a big shortage of tertiary ESOL places in the Hutt Valley since WelTec closed the ESOL programme in Dec 2012. NZ Red Cross Refugee Services has been advocating for Whitireia Polytech to extend its ESOL programme. 2013-2014 NZ Red Cross Refugee Services continue advocating for full-time ESOL at a tertiary institution to fill the gap in Hutt Valley.
17. Support Group for Refugee English Fund recipients on EPP at VUW	Meet EPP group weekly and evaluate initiative	Action completed. Informal reports indicate RBS valued weekly meetings for personal, academic and social support; EPP students who leave to go onto other pathways still keep in touch on occasion. No formal

		evaluation but there seems a stronger sense of community, belonging and identity with weekly meetings. The support group will continue for the next year.
18. Track the progress of VUW Refugee English Fund recipients	Spreadsheet of course and programme pathways, completion and progress	<p>Action completed for November and March courses. Records will continue to be kept.</p> <p>Tracking progress of RBS at VUW has been significantly extended through the development of a mechanism for RBS to self-identify through a new question on the VUW on-line enrolment form (2014). This will also enable better support for students by targeting programmes where there are RBS enrolled.</p> <p>2013-2014 Angela Joe to get same tracking set up for RBS graduating from Foundation programme.</p>
19. Trial programme to develop academic reading skills for Sudanese planning tertiary study	<p>Reading skills evaluation is done</p> <p>Group meets at least 4 times</p> <p>Participants evaluate the activity</p>	Not achieved.

FAMILY REUNIFICATION

What will we do?	How will we know when it's done?	What has been achieved?
20. Promote, update and distribute manual used by the Refugee Immigration Legal Advisory Service (RILAS)	Manual promoted, updated and distributed	This is available at http://www.wclc.org.nz/home/book-shop/ . The manual is revised annually. Wellington/Hutt Valley Community Law Centre will continue to lead this activity.
21. Continue training RILAS volunteers and increase involvement of refugee providers in the Community Law Wellington and Hutt Valley RILAS service	Quality of advice is improved and less complaints received	On-going service.
22. Look at ways to improve RILAS across the Wellington region	Consistent RILAS advice available throughout the Wellington region Regular "suitcase clinics" are held WCLC to provide data on number of volunteers, clinics held locations and waiting list Ability to access advice is improved and fewer complaints	This is an on-going aim, however consideration should be made to its wording to ensure specific tasks can be actioned and measurable results obtainable.

	received	
23. Continue advocacy to improve family reunification outcomes	<p>More successful cases</p> <p>Changes made include applications being lodged on-shore and medicals being conducted at the end of immigration process</p> <p>Quarterly meetings with Immigration Refugee Quota Branch continue</p>	<p>Quarterly meetings continued with some success. For example, RFSC applicants will now be able to undertake the required medical at the end of the process avoiding the cost and challenges associated with getting more than one medical. We are expecting that applications will soon be lodged and processed on shore (in NZ) and there will be changes to the statement made by people supporting the housing plan sponsors submit to INZ making the referee's commitment less onerous.</p> <p>Advocacy to improve family reunification will continue through 2013/2014.</p>
24. Explore how families coming under RFSC can be supported	<p>Evaluation of pilot programme offering volunteer support to RFSC arrivals is compiled</p> <p>Report completed.</p> <p>Decision made on whether volunteer support can continue and if so the geographical scope of the support.</p>	<p>Red Cross Refugee Services has reviewed the support given to two two families of RFSC arrivals and concluded that volunteer support is beneficial. However, at this stage Red Cross Refugee Services will not be continuing this support due to resourcing challenges.</p>
25. Information about family reunification is made available and accessible	<p>Workshops with communities held</p> <p>Fact sheets translated and distributed</p>	<p>Information sheets on Tier 2 were available in a variety of languages.</p>

	Final information kit to support the development of a housing plan for RFSC sponsors is produced	The housing resource was completed but concerns about the referee's statement of support for the sponsor resulted in further discussion. INZ are revising the working of the statement as a response to these concerns.
26. Provide Restoring Family Links services, e.g., tracing of missing family members, facilitation of Red Cross Messages, issuing of ICRC Travel Documents, and transport of official documents to support immigration applications	<p>Communications material about tracing of missing family members is provided</p> <p>Material produced for RILAS volunteers to obtain updates on travel document process</p>	<p>RFL services were provided to approximately 100 clients in the 2012/2013 financial year; tracing and travel documents were the services most frequently requested.</p> <p>The draft brochure outlining NZRC's RFL services, and the draft factsheet on the ICRC travel document service, will be finalised and distributed during 2013/2014.</p>

HEALTH

What will we do?	How will we know when it's done?	What has been achieved?
<p>27. Provide seminar for medical students on working with refugee-background people and the experience and skills people bring to NZ.</p>	<p>Seminar held</p> <p>Positive feedback from participants</p>	<p>A half day work shop was delivered to third year medical students in August 2012.</p> <p>Topics included:</p> <p>Barriers to healthcare</p> <p>Access to interpreters</p>
<p>28. Provide interpreting workshops for health providers</p>	<p>Two training sessions held annually rotating across the region</p> <p>Two hospital 'grand round' presentations on working with interpreters</p> <p>Positive feedback from written evaluation of sessions shows they were useful</p>	<p>RPH provided two workshops over the 2012/2013 year which aimed at increasing health practitioner knowledge and awareness of the role and the use of interpreters. These workshops have been popular and have received good feedback from participants.</p> <p>We have completed an impact evaluation with 2011/2012 workshop attendees. This evaluation showed a raised awareness of the role of the interpreter. Several respondents had made changes to their work practice as a result of attending the workshop.</p> <p>Grand Rounds cancelled by the DHB, out of RPH's control.</p>

<p>29. Training as interpreters is promoted in refugee communities</p>	<p>Evidence of training opportunities promoted at least twice through refugee community networks</p>	<p>Achieved. Information distributed to communities via ChangeMakers, Red Cross Refugee Services and the Somali Council.</p>
<p>30. Continuation of an intersectoral group to advocate and promote strategies for mental wellbeing by developing better links with providers</p>	<p>Key stakeholders are engaged Evidence of sharing knowledge and information through collaboration Evidence of advocacy for more appropriate and responsive services</p>	<p>Unable to update this activity as the RPH staff member leading this action has resigned from RPH, effective from April 2013.</p>
<p>31. Promote and support cultural competency training for health and social organisations in the region</p>	<p>One Training for Trainers (T4T) session on Intercultural Awareness and Communication (IAC) Programme delivered, contingent on relevant organisations signing a formal agreement with the Office of Ethnic Affairs for the initiative. Participating organisations deliver at least two Intercultural Awareness and Communication training sessions</p>	<p>C&CDHB – Mental Health Directorate were originally keen to participate in the intercultural Awareness & Communication Train the Trainer project. However, a hold was put on this work due to budget limitations. A seminar was held to raise the awareness of RPH staff and invited NGO's/PHO's about maximising the benefits of ethnic diversity in the workplace (October 2012). Excellent feedback showed a demand for more cultural sessions and for organisations to develop a more strategic approach to building cultural competency capacity amongst staff.</p>

<p>32. Provide Culturally and Linguistically Diverse (CALD) training for health and social service providers</p>	<p>Workshop held Positive feedback</p>	<p>Refugee Trauma Recovery held two Culturally and Linguistically Diverse (CALD) workshops in 2013.</p> <ul style="list-style-type: none"> • Palmerston North 19/20 November 2012 • Wellington 24/25 June 2013
<p>33. Continue to support and participate in sub regional multi disciplinary refugee health liaison meetings.</p>	<p>Regular meetings occur in Wellington, Hutt Valley and Porirua</p> <p>Evidence of improved health outcomes for refugee communities through collaboration</p> <p>Evidence of sharing knowledge and information</p> <p>Evidence of advocacy for more appropriate and responsive services</p>	<p>Regular meetings occur in Wellington, Lower Hutt and Porirua and are well attended by key health and social service stakeholders</p> <p>RPH Public Health Nurses (PHNs) are distributed according to geographical locations, Hutt, Wellington and Porirua. This allows the PHNs to know their geographical area well. These meetings continue to provide a good forum for updates within the refugee sector and for networking in a confidential setting to discuss complex cases, in order to deliver a coordinated healthcare approach.</p>
<p>34. Provide training and education for Mental Health Professionals to raise their awareness and inform their practice regarding the health and wellbeing of people from refugee backgrounds.</p>	<p>One workshop held</p> <p>Invite speakers from relevant NGOs- Interpreting NZ, RAS and Community speakers</p> <p>Feedback from written</p>	<p>Not achieved in 2012-2013.</p>

	evaluations of sessions	
<p>35. Provide information/ education for newly arrived refugee communities on a range of health promotion topics as requested by Refugee Services Aotearoa and tailored to the needs of each community.</p>	<p>Sessions held</p> <p>Feedback from attendees and Refugee Services Aotearoa staff</p>	<p>The following health promotion activities were facilitated:</p> <ul style="list-style-type: none"> • Facilitated primary care to deliver a health nutrition session to the Hutt Valley Burmese community. • A further nutrition session was delivered to the Wellington Iraqi community. • Participation in the Refugee Safety and Wellbeing Expo held in Naenae (2012). • RPH is involved in the planning for the Porirua Region Refugee Communities Safety and Wellbeing Expo in September 2013.

HOUSING

What will we do?	How will we know when it's done?	Who will do it?
36. Hold a community forum to identify any housing issues	Forum held Issues identified	Achieved. Communities raised a number of issues including cold and damp housing, HNZN staff having a lack of understanding about refugee background communities, overcrowding, and the time it took to get a response to complaints.
37. Hold community forums on housing to explain new policies, where to go for help and how to lodge a complaint	Forums held in Hutt, Porirua and Wgton	Stephen Wilson, from HNZN, presented to a community forum about changes to policy and operations and answered questions regarding HNZN issues
38. Information about housing is distributed to communities	New arrivals receive material about creating a healthy living environment Sponsors receive the accommodation guide to assist in finding housing for RFSC arrivals	This will be distributed in 2013-2014. Sponsors receive information about the Housing resource when they apply. The final resource will be made available once the working on the referee's statement has been completed.
39. Research into impact of Housing NZ changes on refugee background communities	Investigate whether research on impact of changes of HNZN is being carried out Develop discussion document if no-one is doing research in this	Not achieved.

	area	
40. Run workshops to provide advice on energy, creating warm & dry homes, waste and edibles.	At least two workshops are held Referrals to Curtainbank are received	Carried fwd to 2013-2014

SAFETY AND SECURITY

What will we do?	How will we know when it's done?	Who will do it?
<p>41. Hold workshops for refugee communities about the role of police, recruitment, how to develop and maintain a safe community and where to go for help and to deal with issues such as family violence</p>	<p>Community workshops held Community members are informed about the role of Police</p> <p>ESOL classes are visited by Police</p>	<p>Three cross community workshops were held: Porirua, Wellington and Hutt. Over 50 people from 8 communities attended</p> <p>Workshops also delivered to Afghan, Assyrian, Burmese, Iraqi, and Somali communities on Bill of Rights, road rules and family violence.</p> <p>Police received approx 60 names of refugee-background people interested in joining the Police</p>
<p>42. Increase awareness of road rules, road safety and understanding of learners and restricted drivers licences</p>	<p>Information sessions delivered for women on driver's licence programme</p>	<p>Police attended the Driver Licence programme information sessions in Hutt Porirua and Wellington and spoke to learners about road rules and safety and delivered this information to 4 other community groups.</p>
<p>43. The pilot community based approaches to family violence programme implemented</p>	<p>Programme completed Programme evaluated</p>	<p>This programme for Somali Family Violence (FV) cases is part of a larger Whakamana FV Restorative Justice and Alternative Resolutions pilot programme operating in the Wellington region.</p> <p>Police worked with Restorative Justice, the Wellington Somali Council and community support agencies to design an engagement model and terms of reference to address cultural and language issues. After some time and a series of meetings a compromise was reached.</p>

		<p>The family meeting was very successful. The outcomes for the perpetrator addressed the offending and enabled the family to move forward in a positive way. The Somali elders offered their trust and confidence in the family's ability to take responsibility and support the victim and perpetrator.</p> <p>Restorative Justice supports this programme as an alternative resolutions option stating "the Court would never see this sort of process where culture and families take control of the problem. This is highly valued".</p> <p>The perpetrator has not offended since this incident occurred 12 months ago.</p> <p>This case has successfully completed and a basic evaluation indicates the same. We will use this case as a template for future ethnic groups involved in FV incidents with consideration for their cultural needs.</p>
<p>44. Develop a collaborative approach to working with communities on the issue of family violence</p>	<p>Initial meeting held to discuss how agencies' approach</p> <p>Agree on a plan of action and responsibility for actions on to address family</p> <p>Implement plan of action</p>	<p>ChangeMakers and Police worked together to facilitate community workshops. ChangeMakers now part of Te Rito network and ran a community champion workshop to identify people who are willing to speak out about family violence.</p>

STRENGTHENING COMMUNITIES

What will we do?	How will we know when it's done?	Who will do it?
45. Respond to communities training requests	<p>Training needs delivered on agreed topics</p> <p>Communities aware of capacity building mainstream opportunities</p>	<p>A number of training workshops have been held including: working with the media, project planning, governance, and developing a successful community</p> <p>Communities are informed of opportunities via our website, through email, and in our newsletters.</p>
46. Workshops on creating a strong community organisation are delivered	<p>Incorporation and governance workshops are delivered</p> <p>Community organisations are functioning and active</p>	<p>Three workshops were held: Hutt Wellington and Porirua. ChangeMakers has supported the formation of two new community organisations (The Wellington Chin organisation and New Zealand Zomi Innkuan (Wellington)) and are supporting two other groups to establish a formal entity.</p>
47. Provide refugee-background community leaders with a volunteer mentor to advise them and provide information about sources of funding and link them with mainstream services as required	<p>Existing community leader and mentor relationships are supported</p> <p>New leaders have a mentor</p>	<p>Four community mentors have been recruited and are supporting leaders in the Afghan, Assyrian, Burmese and Eritrean communities</p>

<p>48. Hold regular Refugee Issues Forums to maintain collaboration and information flow within the refugee sector</p>	<p>Refugee Issues Forums held regularly and well attended</p>	<p>Not achieved</p>
<p>49. Distribute a newsletter to keep the refugee sector network informed of action and opportunities within the sector</p>	<p>3 electronic newsletters produced and made available on ChangeMakers' website</p>	<p>Achieved: August, December and March</p>
<p>50. Create a network of women across the refugee background communities</p>	<p>Network is maintained and updated with new arrivals Women are aware of opportunities to participate</p>	<p>Network updated through events like the Women's Festival, the driver licence project, and community forums and after individual requests.</p>
<p>51. Further work is carried out on Building Strong Families –see Action 43</p>	<p>Advisory Group established Action plan that reflects communities priorities is developed Action plan implemented</p>	<p>Advisory group established and signed off on plan to engage communities on the issue of creating a strong family and addressing family violence. Three workshops on family violence held. A 'Its not ok' training session was held to identify people willing to speak out against family violence. Six people have agreed to become a 'community champion' An event is planned for August to increase awareness of agencies who can support people to create a strong family and address family violence</p>

<p>52. A driver licencing project for women is delivered</p>	<p>The Advisory Group is regularly updated and is consulted regarding future criteria and other issues</p> <p>Information sessions are held in Wgton, Porirua and the Hutt for first intake</p> <p>A minimum of 6 women from each area are selected for professional driving lessons</p> <p>At least 5 women obtain their restricted licence</p> <p>A project evaluation report is produced</p>	<p>Achieved. Advisory group updated via email and at meetings.</p> <p>21 learners supported in 2012-13.</p> <p>To date 6 have obtained their restricted licence, others working toward it with their volunteers.</p> <p>New group of learners preparing to begin lessons in July 2013.</p> <p>Report being prepared with the help of a volunteer</p>
<p>53. Continue to deliver the Families in Cultural transition (FICT) programme</p>	<p>Two programmes delivered</p>	<p>One programme delivered from June to August 2012. The programme (9 modules of 3 hours) was delivered by Maggie Rapson and Natalia Cord to a group of Colombian former refugees in Porirua.</p> <p>Next programme to be held in Hutt starting July was planned.</p>

<p>54. Advocate a rights-based approach to resettlement to researchers, service providers and policymakers - <i>Nothing about us without us</i></p>	<p>Two workshops are planned and delivery</p> <p>At least thirty people from a range of agencies participate</p>	<p>Template developed and available on website.</p> <p>One presentation on a rights based approach was delivered at the national hui held in Hanmer Springs in April.</p>
<p>55. Identify funding options to cover the cost of childcare and transport to enable more refugee-background people to participate in forums and workshops</p>	<p>Funding options identified</p> <p>Communities aware of how to access funding</p>	<p>ChangeMakers supported participants' attendance but funding for mainstream workshops not identified.</p>

YOUTH

What will we do?	How will we know when it's done?	Who will do it?
<p>56. Create and implement up to three actions to address refugee-background youth issues and advocate for real change, including gaining committed support from other agencies</p>	<p>Refugee Youth Action Group meets quarterly</p> <p>Three actions identified</p> <p>Schedule of tasks developed and implemented, with at least one action completed</p>	<p>The group has met twice this year and agreed to prioritise access to career pathways support in schools.</p> <p>The group met with the Ministry of Education's Migrant and Refugee Education Coordinator to discuss how to increase school uptake of funding for career pathways across the region.</p> <p>Group members met with two schools in the Hutt Valley, both of which are now applying for funding and one has already secured funding.</p>
<p>57. Run workshops to inform youth of their rights and how they can claim them</p>	<p>Feedback from youth indicates they have more understanding of their rights</p>	<p>This has not taken place due to young people not being available for the session, which was to be included in the work-readiness project for young people in school or tertiary education.</p>
<p>58. Develop a refugee youth media project in Porirua</p>	<p>Course delivered</p>	<p>RTR plans to run the project early next year (2014).</p>

<p>59. Deliver the Capoeira Angola programme</p>	<p>Course delivered to young people in the Hutt Valley</p> <p>Scope expanding to other areas</p>	<p>RTR was unable to attract sufficient interest from youth for the Naenae College programme, which would have been the third in the Hutt. RTR is planning to run the programme in Porirua at Bishop Viard College in August 2013.</p>
<p>60. Refugee-background youth art programme is developed in collaboration with schools</p>	<p>One programme delivered in line with World Refugee Day</p>	<p>The programme was cancelled due to the weather and is postponed until further notice.</p>
<p>61. Publish short stories by refugee-background youth</p>	<p>Workshops delivered</p> <p>Launch</p>	<p>The workshops which finished in December 2012 culminated in 'Walking with a Fragile Heart' a book of short stories and poems. The book was launched in Wellington in April 2013.</p>
<p>62. Scope establishment of sports and recreation activities for young women</p>	<p>Identify need and deliver one programme</p>	<p>ChangeMakers' second intern ran a 5-week pilot project at the ASB Arena from March to April 2013. 12-15 young women attended each week. ChangeMakers received very positive feedback from participants and requests for the project to continue. ChangeMakers has evaluated the programme and is in discussions with ASB Arena about them taking over running the programme. ChangeMakers is also planning a similar project in the Hutt and Porirua.</p>

<p>63. Scope delivery of career sessions/CV writing</p>	<p>Scope need and identify action plan</p> <p>Include career planning activities in existing work programmes</p>	<p>ChangeMakers ran a work-readiness project for young people who were in school and/or studying in the Hutt Valley and Wellington. This project provided support with CVs, cover letters and interview skills according to individual participants' needs.</p>
<p>64. Develop and deliver an Internship programme</p>	<p>At least 3 young people complete programme</p>	<p>Two interns have completed their internship at ChangeMakers. ChangeMakers' first intern worked on a training for a national youth hui and completed a placement at Evolve/Wellington Youth Service. The second intern designed and delivered a 5-week pilot project for young women at ASB Arena. She is completing her placement at ASB Arena.</p> <p>Due to limited feedback from students for the third internship, ChangeMakers has restructured the programme to give young people who are in school the opportunity to participate through the Gateway programme. A student from Bishop Viard College is going to start in mid-July 2013.</p>
<p>65. Identify and complete a participatory research project on an issue of concern for young people in an area that has not yet been researched.</p>	<p>Scope of project identified</p> <p>Research project completed</p> <p>Final report distributed</p>	<p>This year's participatory action research project used photovoice techniques to capture what 'success' meant to students (pre, current and post) associated with Victoria University. The project involved 24 students, six of whom were from refugee backgrounds.</p> <p>The resulting photographs will be exhibited at Ramsey House, Kelburn Parade, 22-26 July and at the Third International Visual Methods Conference (IVMC3),</p>

		<p>Rutherford House, Pipitea Campus Sept 2 - 6 2013.</p> <p>Sara Kindon will send out invitations to the exhibition and associated events. If you are interested in finding out more contact Sara Kindon at sara.kindon@vuw.ac.nz.</p>
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