

# He Kaupapa Here mō Ngā Manene Tauhōu New Settlers' Policy



Te Kaunihera o  
**MANUKAU**  
City Council

Faiga Fa'avae mo Tagata Nofomau Fou

新移民安居服务政策

سياسة المهاجرين

الجدد

नये बसिंदों की नीति और कार्य योजना

**JUNE 2003**

*This policy is provided in six sections: English, Maori, Samoan, Chinese, Arabic and Hindi. The New Settlers' Action Plan is available as a separate document.*

## Mayor's Foreword



Kia ora, hello, kia orana, talofa lava, ia orana, malo e lelei, fakalofa lahi atu, ni hao, sawt dee, namaste, selmat datang, apa kabar, knonnichiwa, annyong haseyo, chao mung, marhaba, malo ni, ni sa bula, welkom, guten tag, bonjour, bok, aloha, zdravstvuite, buenas dias, bom dia, buna ziua, buon iorno, kalimera, god dag, merhaba, szia, shalom, namastaya.

It gives me great pleasure to present Manukau City Council's New Settlers' Policy and Action Plan.

This policy has been developed against a background of one of the most culturally and socially diverse cities in New Zealand. With over 160 different cultural groups, Manukau's population is made up of European, Maori, Pacific Islands and Asian people along with people from Europe, the Middle East, Africa and all corners of the world.

New settlers bring much to their new homeland - a distinctive personality and a wealth of talent, skills and ideas. This diversity is a key success factor in building Manukau into a vibrant and strong community underpinned by a dynamic, prosperous economy.

However to settle successfully, new settlers need an environment with the necessary support services to help them create a new life for themselves. At present, we acknowledge services for new settlers are inadequate and fragmented, particularly in the key areas of information, orientation, English language and employment. However, perhaps the decisive factor in how well and happily people settle, is a welcoming and supportive host community.

The purpose of the New Settlers' Policy is to provide a framework for developing Council services, and a programme of action that responds to the needs and priorities of Manukau's migrant communities. The policy has been community driven; and will be delivered through partnerships with community organisations, Government and the business sector.

Our vision is about making Manukau the place where new settlers are welcomed, valued and supported so they can prosper, contribute, participate and celebrate their cultures and feel they belong. The New Settlers' Policy will help make that vision a reality.

A handwritten signature in black ink, appearing to read 'Barry Curtis', written in a cursive style.

**SIR BARRY CURTIS**  
**MAYOR OF MANUKAU**

## City Manager's Foreword



Kia ora, hello, kia orana, talofa lava, ia orana, malo e lelei, fakalofa lahi atu, ni hao, sawt dee, namaste, selmat datang, apa kabar, knonnichiwa, annyong haseyo, chao mung, marhaba, malo ni, ni sa bula, welkom, guten tag, bonjour, bok, aloha, zdravstvuite, buenas dias, bom dia, buna ziua, buon iorno, kalimera, god dag, merhaba, szia, shalom, namastaya.

The Council's New Settlers' Policy and Action Plan is an exciting initiative that has my full commitment.

The policy was developed with the contributions of new settler communities, Mana Whenua groups, community organisations, government agencies and the wider community. We are confident that we now have a policy that is:

- owned by our new settlers
- holistic- sees settlement as a process involving every area of life- social, economic, cultural and spiritual and sees new settlers in the context of their families and communities
- about action
- specific
- practical
- achievable
- measurable
- delivered through partnerships.

Each year, Council will develop an Action Plan, in consultation with new settlers and other partners. The Action Plan will be realistic and achievable, and resources will be provided through Council's Annual Planning process.

This is a new policy and will develop over time. Issues and priorities may change. However, it is important that Council is accountable to new settler communities, host communities and partners for the actions it has committed to. Monitoring and review will be a two-way process where Council reports to communities and communities report to Council on how they see the impact and effectiveness of the Policy. The Policy as a whole will be reviewed after three years (in 2005/06).

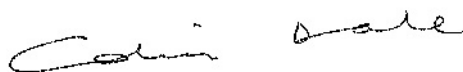
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COLIN DALE  
CITY MANAGER

# Introduction

## **What is the New Settlers' Policy and Action Plan?**

The New Settlers' Policy and Action Plan is a framework for developing Council policies and services that respond to the aspirations, needs and priorities of Manukau's new settler communities. It consists of a vision for new settlers; a set of values and principles that guide the policy; acknowledges the Treaty of Waitangi and role of Mana Whenua; identifies the key roles for Council and presents an Annual Plan for specific actions by Council.

The Policy was developed with the contributions of new settler communities, Mana Whenua groups, community organisations, Government agencies and the wider community.

## **The Need for a Policy and Plan of Action**

Manukau City is one of the fastest growing, most culturally and socially diverse cities in Aotearoa/New Zealand. There are about 160 different cultural groups and over 50 different languages spoken in Manukau. At the 2001 Census 51% of residents were from European-only backgrounds (including South Africans and East Europeans), 27% were Pacific Peoples, 16% Maori and 15% Asian.

New settlers bring a wealth of talent, skills, knowledge and new perspectives to the city and many are making a valuable contribution. However, Aotearoa/New Zealand lacks national or regional policies and plans to ensure new settlers are well settled. Existing services are inadequate and fragmented. The result is a waste of talent and potential, high rates of unemployment, stress, depression, poor health and social problems.

Manukau City Council knows that good settlement is essential for achieving the vision of *Tomorrow's Manukau* - a progressive, proud and prosperous people.

## **Definition of "New Settler"**

In this policy "new settler" means everyone who comes into Manukau from overseas and intends to live here.

## **Definition of "Settlement"**

Settlement is the process where new settlers move from dealing with the immediate issues of finding somewhere to live, getting a job and adapting to unfamiliar systems and customs, to becoming active participants in the social, civic, economic, cultural and spiritual affairs of their new homeland. This policy also recognises that settlement is a two-way process, requiring learning, adaptation, tolerance and respect by both new settler and host communities.

Settlement has three distinct stages that require different types of information and support to new settlers: pre-arrival; immediate; and on-going. No fixed time limit can be put on the settlement process - some individuals and groups of new settlers may need support for several years. However, in the first years of the Action Plan, priority is given to new settlers from non-English speaking backgrounds who have arrived in Manukau within the last five years.

# New Settler's Policy

## **Tiriti o Waitangi/Treaty of Waitangi**

This Policy has been developed according to Te Tiriti o Waitangi/The Treaty of Waitangi. In particular it acknowledges the role of Mana Whenua in welcoming new settlers to Manukau. It also recognises the potential cultural, social and economic development opportunities for Mana Whenua and iwi in providing welcome, orientation and other programmes for new settlers. These programmes may also include host communities and increase their understanding of the Treaty.

## **Vision**

***Manukau City is the place where new settlers are welcomed, embraced, valued and supported so they can prosper, contribute, participate, celebrate their cultures and feel they belong.***

## **Values**

### *Inclusiveness*

The policy covers:

- all new settlers regardless of place of origin or immigration category, including refugees and asylum seekers
- host communities, who are the key to how well and happily people settle.

### *Diversity*

The policy recognises that:

- the diversity new settlers bring is a key success factor in building a vibrant and strong community underpinned by a dynamic, prosperous economy
- although all new settlers have many common issues and needs, there is also great diversity between and within new settler communities. Policies and services must respond to that diversity.

### *Respect for all Cultures, Beliefs and Lifestyles*

Means:

- supporting new settlers to practice and celebrate their cultures and also to experience and understand "kiwi" culture and lifestyles
- promoting respect, tolerance and appreciation by host communities
- supporting new settler communities to practice and celebrate their cultures
- delivering services in ways that respect different cultural values.

## **Principles**

People said they wanted a policy that was:

- owned by our new settlers
- holistic - sees settlement as a process involving every area of life (social, economic, cultural and spiritual) and sees new settlers in the context of their families and communities
- about action
- specific
- practical
- achievable
- measurable
- delivered through partnerships.

## Partnerships

Good settlement requires co-ordinated planning and service delivery at national, regional and local levels. Central Government, local government, community organisations and the private sector all have a role. In particular, Council recognises the importance of building the capacity of existing and new community providers and new settler networks and community groups.

The New Settlers Policy and Action Plan is a framework and programme specifically for Manukau City Council. However, the aim is to build from this to a Manukau City Plan and to contribute to a Regional Settlement Plan that would co-ordinate Government, local government and community services and link with other regional strategies.

## Priority Issues

New settlers said the following were priority issues where Council had a clear role to play:

Welcome and orientation	Co-ordinated, timely, specific and locally based programmes Mana Whenua must lead
Information	Essential, timely Recognise different needs Throughout settlement process
Communication	Language the main barrier Multi-lingual, culturally appropriate services On-going communication between Council and new settlers
Employment	Important for family well being Qualifications and experience not recognised Mismatch with local skills shortage Discrimination Accurate information on job scene in NZ Importance of mentoring
Community development	Importance of relationship between new settlers and host communities Provide opportunities for celebration and integration Importance of volunteering and different cultural perspectives on volunteering
Capacity-building	Build new settler networks and community providers Resources - funding, venues, volunteers
Planning and co-ordination of services	Need national, regional and local strategies One-stop shop Work through existing/local providers
Advocacy	New settlers need a voice in planning/decision-making Key role of Council

## Pacific Peoples

Manukau City has the largest Pacific population in the world. Pacific peoples have been coming as new settlers to Manukau since the late 1950s and have made a huge and unique contribution to the economic, cultural and social development of the City. Pacific new settlers have many common issues with other new settler communities and are included throughout the Policy and Action Plan. However, it is acknowledged that, because of historical, geo-political and family links, many Pacific new settlers consider they have a special and different relationship with host communities. Therefore, as the Policy and Action Plan evolve there will be on going discussions with Pacific communities as to the most culturally appropriate and effective way of meeting their settlement needs. For example, Pacific settlement issues may be better addressed through Council's Pacific Peoples' Policy.

## Specific Needs

The Action Plan addresses the particular needs of the following groups:

Families	Different cultural definitions of family Stress on family from settlement problems
Children	Conflict between generations in new culture
Young people	Isolation/bullying in schools Refugee children most vulnerable Importance of celebration/ role models in encouraging children to retain culture
Older people	Many here reluctantly Social isolation Wasted resource-can help others Lack of services Need specific services Importance of ethnic support groups
Women	Main caregivers Many lone parents Social isolation Different cultural expectations of role Lack of cultural support for childbirth/health issues
Disabled people	Different cultural attitudes No research or consultation with disabled new settlers Additional problems accessing services
Refugees and asylum seekers	Additional and different needs Severe/complex health needs Many traumatised Need long-term support and capacity building Inadequate services for asylum seekers

### **Roles for Council**

- Council has the following key roles in meeting new settler needs and priorities:
- Leader/role model
- Advocate
- Facilitator
- Co-ordinator
- Service provider.

### **Monitoring and Review**

Because the New Settlers' Policy is a new policy and will develop over time, issues and priorities may change. However, it is important that Council is accountable to new settler communities, host communities and partners for the actions it has committed to.

Monitoring and review will be a two-way process where Council reports to communities and communities report to Council on how they see the impact and effectiveness of the Policy. This process will include:

- a core team of Council officers to monitor delivery of the Action Plan across Council
- an inter-agency team to monitor partnership projects
- a forum/process for new settler communities to give feedback
- regular reports to Council Committees.

The Policy as a whole will be reviewed after three years (in 2005/06).

### **Annual Action Plans**

Each year, Council will develop an Action Plan, in consultation with new settlers and other partners. The Action Plan will be realistic and achievable, and resources will be provided through Council's Annual Planning process. Actions to support new settlers will also be delivered through other Council Strategies, such as the Community Safety, Youth and Events strategies.