



AUCKLAND REGIONAL MIGRANT SERVICES CHARITABLE TRUST

PATHWAYS, CIRCUITS AND CROSSROADS CONFERENCE

7 December 2010

Dr Mary Dawson
Executive Director



*"Leading the way in facilitating successful settlement for migrants and refugees in the
Auckland Region"*

www.arms-mrs.org.nz



Key Programmes and Services

Funded by Department of Labour

- Settlement Support NZ Services (Auckland and Manukau)
 - Information provision for newcomers and service providers
 - Increasing responsiveness by mainstream providers
 - Identifying local issues/gaps/duplications
 - Coordination/fostering of information/orientation activities
 - Marketing/promotion of SSNZ

- Regional Settlement Support coordination
 - Regional activities – network/steering group /newsletter
 - Identifying regional issues
 - Coordination of regional responses re information provision



Key Programmes and Services

Funded by MSD (Work and Income)

- Migrant Employment Assistance Programme
- Refugee Employment Assistance Programme

Funded through other sources (eg COGS, DIA, Council etc)

- **Development of the Regional Settlement Website**
- English Language Advisory Service
- Volunteer Work Experience Programme
- Advocacy initiatives

OVERVIEW OF ACTIVITIES 2009 - 10

In 2009 - 10
ARMS centres dealt
with
over 9,000 clients and
visitors.



Over 350 activities/
workshops
coordinated,
delivered, or
hosted
by ARMS



ARMS
collaborated
with over 100
organisations
during the year.



CURRENT POSITIVES

- Positive relationships & collaboration
- Strengthening of refugee voices and greater participation
- One Auckland
- Community building and development and engagement
- Migrant organisations and enterprises
- Income generation options

CURRENT CHALLENGES

- Lack of cohesion and clarity in terms of government priorities
- Non-eligibility for employment assistance
- Location of newcomer services
- Diversity of newcomer groups/migrant and refugee communities and their various needs/areas of residence etc
- Managing expectations of funders, communities, mainstream providers, researchers, media, etc
- Need for more connectivity between NGOs and business/private sector
- Need for more needs-based specificity in programme delivery
- Lack of funded provision for innovation and entrepreneurial initiatives, social or cultural
- Multiculturalism – requires more focus on connections between all ethnicities including NZ born