



SETTLEMENT SUPPORT
NEW ZEALAND



Hutt Valley Settlement Support Newsletter

May 2009

Hutt Settlement Support Website

New migrants are now able to access information about living in the Hutt on the internet. One of the biggest challenges migrants face when they move here is not knowing how things work in NZ and finding information about services available. Settlement Support's web page on Hutt City Council website contains information about different areas of daily life in NZ like banking, tax system, health, education, transport, housing, etc.

Hutt Settlement Support information is available on www.huttcity.govt.nz/ssnz



Free Job Site for Migrant Job Seekers

www.newkiwis.co.nz is a free national jobsite for skilled migrant job seekers eligible to work in NZ. Kiwi Employers seeking your skills will download your CV and contact you directly by phone or email to arrange an interview. Search the "job vacancy" section on the site – just be aware many employers search the database without posting their vacancy.

Don't have a CV?

Once you register your information an automated PDF CV will be created for you. You will be able to access your CV online at any time with your unique user name and password. If you have any questions about the registration process call 0800 18 23 23 or email newkiwis@chamber.co.nz.

Are you eligible to work in NZ?

Visit: www.immigration.govt.nz/migrant/stream/work/ to find out if you are.

New Kiwis is a partnership project between the Auckland Chamber of Commerce and Department of Labour.

What's On

- **Workshop "Driving in NZ"**

Time: 6.00pm-7.00pm

Date: Thursday, 21 May

Venue: Room 3, Te Awa Kairangi, corner of Laings Rd and Myrtle St, Lower Hutt

Presentation by Anna Blomquist, Road Safety Coordinator at Hutt City Council.

The workshop will cover NZ driving rules, how to get a NZ driver's licence, etc.

RSVP to Vesna West, Phone 570 6786 or email vesna.west@huttcity.govt.nz

- **Local Settlement Network**

Time: 2.30pm-4.00pm

Date: Monday, 15 June

Venue: The New Dowse, Lower Hutt

An opportunity to bring all the local service providers together and to share experiences of working with Hutt City newcomers.

RSVP to Vesna West, Phone 570 6786 or email vesna.west@huttcity.govt.nz

- **Skilled Newcomers Course**

Date: 18 & 19 June

This program is delivered by the Wellington Chamber of Commerce and is designed for people who have been living in NZ for up to five years and are looking for work appropriate to their skills and experience. The course covers everything from introduction to working in NZ to seeking new employment opportunities.

To register email daphnek@wellingtonchamber.co.nz

Become a Volunteer for Refugee Services

Provide practical support to newly arrived refugees and introduce them to a new life

Free NZQA training course

Next course starts on 26th May

For more information contact Amy Dawson on 566 9353 or email amy.dawson@refugeeservices.org.nz

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New Migrant's Journey

Eight months ago I came to New Zealand from the Philippines with my wife and three sons aged 20, 17 and 12 years. We arrived in NZ under the Skilled Migrant Category. My wife and I have "work to residence" visas and were given 9 months to land into skilled employment. Upon arriving in Wellington, we followed the instruction on the NZ Immigration website, and the first thing we did after getting a place to stay in Upper Hutt was to go to our local Settlement Support, and that was when I met Virginia Barker, Senior Community Development Advisor at Upper Hutt City Council, and the Settlement Support function has been placed under their care. Virginia introduced me to the Settlement Support officer, Sydney Hon, who incidentally was on her first day in the role, so me and my family were her first clients! Sydney introduced us to the various services available and guided us through the process of settling in Upper Hutt.

One of the good things that we initially noticed is that there's a very good structure for volunteer work in New Zealand - one could almost find any field that's to his/her interest, and getting in and being involved is relatively easy. We mentioned to Sydney that we would like to do volunteer work since we have been doing that back in the Philippines. Not long after, we got involved as volunteers to Community Services events. My wife became a full time volunteer with Red Cross, my eldest son started training and volunteering with Citizen's Advice Bureau, while my 17 year old son started volunteering at Timberlea Community Centre teaching arts and crafts to teenagers.

In the meantime, I was looking for a job and it proved really challenging. With all my skills and experience in accounting, administration and logistics, I could still not land a job. I could feel that employers were looking for local experience and that they were not familiar on how my work to residence visa works. During this job hunting process, Sydney introduced me to Joy Sipeli, the coordinator for Job Connect which assisted migrants with finding suitable employment for their skills. Joy became one of my referees providing me with a local link for my CV. Then, after more than three months, a job advertisement came out in the Upper Hutt Leader - the Upper Hutt City Council needed a person to assist in making Upper Hutt a safer place. I applied and sent my CV, only to find out later that the job was actually with the Community Services Division - of course, I got more excited because we had already been volunteering with Community Services.

After two interviews, I was advised on Christmas Eve

that I was successful in getting the job as Community Administration and Project Officer. I started with the job on 20 January 2009.



I provide administration support and assistance in the coordination and implementation of the safety projects. The job is really interesting as it brings me to places within the community, the region and the country to meet different community groups and also to be in contact with

various government agencies. Not being familiar with the places, people to talk to and the processes was really a challenge for me. Andrea Curtis, who is the head of the Community Services division, and Virginia Barker, my direct manager, have been helpful in guiding me through the processes. I'm lucky to have a great team behind me who provides me support. Sometimes having a different accent also gets in the way, but for the most part it gets into a situation to talk socially.

One thing that fascinates me is the "do it yourself" attitude of New Zealanders. I see the Mayor, almost every day carrying stacks of documents on his own. In my country of origin, you will seldom see, if not at all, a mayor doing that. Somebody would be carrying things for him, and he would be surrounded by bodyguards where ever he goes.

Now more than ever, me and my family are more involved in the community because of my job. We feel the sense of belongingness in the community. We also get to know the events first hand, as well as the city council services available.

I would think, other than the skills and years of experience that I brought in, it was also our volunteering that helped in getting the job - so it's a combination. Community Services had met me volunteering before applying for the job. I would say volunteering provides you with local experience, not to mention the personal sense of accomplishment that you get out of it, but also an opportunity to meet potential employers unexpectedly.

Jairos Lim

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Hutt Settlement Support Update

The number of clients accessing Hutt Settlement Support has increased significantly compared to the same period last year. From 1 January to 30 April a total of 239 people used our settlement support services through three different points of contact. Of those, 161 were first time clients. In comparison for the same period last year, the total number of clients was 147. Chinese made just over 30% of the total number of clients. Three main reasons for contact were learning English, followed by immigration and employment related issues. There has also been an increase in clients requesting information on financial related matters.

Workshop on the NZ Tax System



Participants at the recent Hutt Settlement Support seminar on the New Zealand tax system all found it very useful and insightful. In their presentation Brian Woolford and Iriea Williams from IRD outlined the role of the Inland Revenue Department, the process of applying for an IRD number, income tax rates and Kiwi Saver. At the end of the presentation migrants were able to get their individual

queries answered. Judging by the number of people who were queuing to see Brian and Iriea, the workshop was a real success.

Upper Hutt Forum for New Migrants

The event was organised by Upper Hutt Settlement Support. 25 newcomers participated in the presentations and discussions covering the topics of the health system in New Zealand, Accident Compensation Scheme and safety in Upper Hutt. The newcomers were welcomed by the Upper Hutt Mayor Wayne Guppy.

Participants discussed the topics of health and safety in discussion groups after each presentation. This was an opportunity for people to ask more questions and provide feedback on how they're finding the safety and health systems in NZ.



A report will be written based on the feedback from the "New to New Zealand" information seminar and discussion. If you

are interested in receiving a copy of the report, please contact Upper Hutt Settlement Support, Sydney Hon on 04 527 2799 or email to settlement@uhcc.govt.nz

Seminar on Interpreting Services

Relying on friends and family for interpretation may not always be the best option. Though you don't have to pay for a family member or friend to do the interpreting for you, sometimes there is a big cost if information is misunderstood.

A recent seminar run by Hutt Settlement Support highlighted the importance of using trained interpreters when dealing with non-English speaking clients. Over 30 representatives from different government agencies and community groups and organizations had the opportunity to listen to presentations from Interpreting Wellington, a not-for-profit provider of interpreting services, and Language Line, a telephone interpreting service.

The clients have the right to use their own language but migrants and refugees are often reluctant to ask for help and assert their rights. Nowadays many organizations are faced with budget pressures and constraints but cases of miscommunication with clients can be very costly. There are certain risks in using untrained interpreters: untrained memory means the message is not full and accurate; knowledge and terminology is inadequate; guessing,



omitting or bluffing occurs when uncertain; confidentiality is not assured; hardly ever completely neutral and impartial.

SETTLEMENT SUPPORT NEW ZEALAND

Lower Hutt

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