

COVID-19

we are united

MIGRATION PROGRAMMES

April 2020 Update #1

Working well together during lockdown: Our first update! We hope you find it useful for your work.

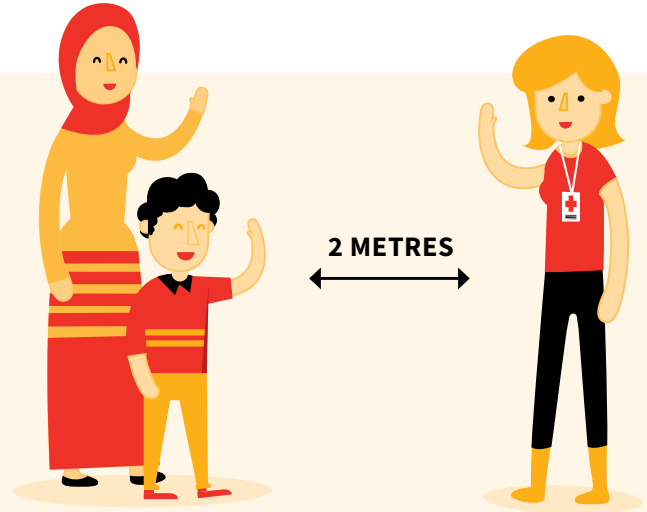
Kia ora koutou,

I hope this finds you and yours well and settled into your bubble. These are extraordinary times. I'm sure this is an incredibly busy time for your team, your community group and your family. I hope your transition to Level 4 has gone well.

Our settlement sector work is needed more than ever now so that our newest Kiwis are successfully supported through this time. Working together is so valuable in times like this and I'm glad we have such a well-connected sector. If there is any way we can support what you're doing, we'd love to hear from you. In the same way, I'm sure we will be asking for help from our partners in the future as well.

Currently we're focused on three main points – this is to ensure that:

- 1** All new arrivals understand the Ministry of Health Covid-19 messages
- 2** Each household has a self-isolation plan which helps them meet essential needs. This means they have enough groceries, warm clothing etc and that their social connections are established
- 3** Each household is contacted regularly.



The following section has more about the work we are doing and a few resources. The stats regarding the current numbers of refugee-background families who are receiving our support for 12 months (and beyond sometimes) may be useful for you.

I know that 'new to New Zealand' stretches well beyond the last twelve months and that a lot of work is being done by community groups, community leaders and all the settlement providers/NGOs. At New Zealand Red Cross we feel privileged to work alongside such dedicated and passionate sector partners.

Kia kaha everyone,

Please keep in touch until we can see each other again in person!

Rachel O'Connor
General Manager, Migration

WHAT WE'RE DOING

Our Migration staff and volunteers are now set up at home and providing services remotely to families and individuals in 8 settlement locations.

We have just been identified as an essential service and are working out how to provide safe, face to face support to clients when required. However, support from a distance is our priority to maintain the Level 4 guidelines.



PATHWAYS TO SETTLEMENT (P2S)

P2S are supporting 358 families composed of 1136 people. 20% of this total has been here longer than 12 months.

103 families have been identified as requiring more intensive support as they are recent arrivals and/or are families experiencing complex challenges during settlement.

We are establishing processes to ensure all households are in daily contact with our staff and/or their volunteers.

Translated Covid-19 messages are being communicated to families. Delivery is a mix of translated and/or pre-recorded interpreted messages and individual telephone calls.

Families are being supported to develop and maintain their self-isolation plan.

Orientation of new Kiwis remains a priority and we're focusing on use of essential services: use of doctor, emergency services and food shopping.

Food parcels are being arranged for households needing assistance. We are developing a system to distribute food vouchers to those in need.



PATHWAYS TO EMPLOYMENT (P2E)

P2E is working with approximately 700 clients.

Support to 40 clients and their whanau experiencing additional stresses.

Connecting with employers regarding P2E clients, translated messages, language support and interpretation, legislative changes, access to wage subsidies and benefit reapplications.

Supporting self-employed current and former clients to access subsidies, negotiate rent reductions and pay their staff.

Supporting clients to access employment opportunities in 'essential services.'

Focus is to assist clients whose employment has been affected and help them navigate Work and Income system changes.

REFUGEE TRAUMA RECOVERY

Providing services to 102 adults and 28 children and young persons via phone and Skype to ensure continuity of their therapeutic support.

SETTLEMENT YOUTH WORKERS

Connecting with approximately 250 young people in 5 settlement locations.

RESTORING FAMILY LINKS

Continuing case work and promoting the Health and Welfare check service – please refer to the link in this update for more details.

OPEN ROAD

Refugee driver training is suspended during Level 4 lockdown.

TRANSLATED INFORMATION

Translated Covid-19 information is available for your communities. New Zealand Red Cross, with support from refugee background communities, has translated 3 Covid-19 Ministry of Health easy read resources:



1 **Self-isolation**

2 **What is Covid-19?**

3 **What to do if you think you have Covid-19.**

They are in 11 languages. You can find them **here**. Thanks to everyone who helped with this work.

CONNECTING WITH PEOPLE OVERSEAS

Restoring Family Links can help people who may have lost contact with family members due to Covid-19. If you know someone who could benefit from this service, please share this link: www.redcross.org.nz/request/health-and-welfare-reports.

LANGUAGE SUPPORT

Everyone has the right to have information communicated in their language. A couple of quick links to language support.

- Interpreting New Zealand: bit.ly/2JpuR66
- Ezispeak 0800 453 771: bit.ly/3aw1DOX

HOW CAN WE WORK TOGETHER DURING THIS TIME?

We're very keen to hear how we can best work together to support new Kiwis during this time.

Does your community or organisation have any needs we could help with? Or is there anything you think you could help us with?

Do you have any resources we could share or resources we have that would be of use to you?

We have some donations for families who may be struggling with food supplies in their bubble – let us know if you hear of any families with exceptional needs– we'll see if we can assist.

OUR CONTACT PERSON

Sahaab is our liaison person for updates and support requests, so please contact him, or alternatively you can contact your local New Zealand Red Cross contact.



Sahaab Akbar

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027 371 9786

If sending information about families please ensure the same privacy, confidentiality and data security protocols applied during business as usual are followed.

Stay in touch with others and reach out to support services that are there to help.

Healthline 0800 358 5453
covid19.govt.nz