

My name is:
The name of my coordinator is:
Phone no. and email:
Location:









Navigator's handbook Navigator's handbook

Acknowledgements

The Ministry for Women has funded the development of this Wellbeing Framework as part of the Suffrage 125 celebrations, 2018.

The Women's Council of the New Zealand Federation of Multicultural Councils (NZFMC) has guided the development of the Framework, supported by a focus group of women from NZFMC and the NZ Newcomers Network (NZNN).

Joy Bullen has assisted as Māori Advisor drawing on her lived experience and knowledge of Māori Tikanga, and impact of the Treaty of Waitangi.

We appreciate the additional advice received from the Ministry for Women, the Ministry for Culture & Heritage, Immigration New Zealand, the Ministry for Social Development (E Tū Whānau) and the Office of Ethnic Communities.

NZFMC maintains a national focus on the needs of migrants and former refugees. Our vision is 'a multicultural New Zealand where people of different cultures and beliefs live safely and in harmony.'

NZNN is a network of groups throughout New Zealand that welcomes newcomers by providing opportunities for social connection.

Foreword

Prime Minister

MP for Mt Albert

Minister for Arts, Culture & Heritage Minister for National Security & Intelligence Minister for Child Poverty Reduction



29 May 2019

Prime Minister's foreword for the Women's Wellbeing Framework Navigator's handbook

Kia ora and welcome to Aotearoa New Zealand!

In my role as Prime Minister, I get to meet new New Zealanders settling into communities right around the country. I am constantly inspired by the stories they share with me, and the contributions they're making to their new home.

But I know settling into a new community in a new country can sometimes be difficult. The Women's Wellbeing Framework has been designed to make this easier, drawing on the experiences of other women who have settled in New Zealand to help you on your own journey.

I hope this resource inspires you to make your own voice heard, and helps you to feel more connected in your community.

I wish you and your family all the very best as you make New Zealand home!

Rt Hon Jacinda Ardern Prime Minister

🖫 +64 4 817 8700 🛅 Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand 🗓 j.ardern@ministers.govt.nz

A message from the Women's Council, NZFMC

Welcome to New Zealand.

This handbook has been written for you by women who understand what it's like to move to and settle in a new country. It reflects issues they have identified as being most important for you to benefit from all the good things that New Zealand has to offer. Our goal is that when you have completed the handbook, you will be able to say:

- I remain strong in my culture
- I am learning to become a Kiwi
- My family's needs are met
- I am part of a community network
- I lead a balanced life
- My voice is heard

We hope that you and your families will find both peace and fulfilment in New Zealand.

With very best wishes

Archna Tandon
President, Women's Council
NZ Federation of Multicultural Councils
June 2019



Registered Chartable Trust No. CC36978



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info@mnz.org.nz • www.multiculturalnz.org.nz • www.newcomers.co.nz

Tena Koutou Katoa

This is a timely community resource for recent women migrants, their children, their families and all New Zealanders. This easy to use handbook is now available to everyone in the wider communities to use as a guide in their own journeys towards settlement in New Zealand.

It is heartening to see what community organizations like Multicultural New Zealand (MNZ) can achieve with a little support. At MNZ we believe that if Government and other funders provide clear guidelines and proper ongoing support, communities can and will innovate, design and deliver valuable resources. This work is evidence of that synergy and partnership.

I would like to take this opportunity to thank the Ministry for Women and E <u>Tū Whānau</u> for their financial and <u>programme</u> support. Thank you also to the very able women from our member Regional Multicultural Councils and the leaders of the Women's Council of Multicultural New Zealand for their selfless volunteer contributions to this work.

Special acknowledgement is made of Sue Hanrahan's work in the design and delivery of this initiative that has made this handbook a reality.

Iraiva Nandri, Thank you New Zealand and God Bless

Nga mihi

Pancha Narayanan National President Multicultural New Zealand

June 2019

The Women's Wellbeing Framework

The Women's Wellbeing Framework is designed to help women of all cultures make the most of life in New Zealand. Although the Framework has been developed for women it does not exclude men. It recognises that the process of settling into a new country can be experienced differently by women. Hopefully this Framework presents an opportunity for women and men to gain an understanding of each other's settlement experience and support each other through this journey.

The outcome of the Framework is reflected in the following aspirational statements:

I FEEL I BELONG

- I feel strong in my culture
- Blending Cultures
- Aotearoa/New Zealand our integration story
- I am/becoming proficient in English

MY FAMILY'S NEEDS ARE MET

- I can access social services for myself and my family
- The Census
- The Citizens Advice Bureau
- · Keeping safe

I AM PART OF THE COMMUNITY

- I am part of a community network
- I contribute to my community
- I care for my environment
- My voice is heard

I LEAD A BALANCED LIFE

- Personal wellbeing
- I have work that matches my skills
- I have a New Zealand Drivers Licence



The Navigator

We recognise that all women are not the same. Feel free to choose the modules you want to complete and take your time. You do not have to complete all the modules now but the opportunity remains for your when the timing is right. Use the spare pages at the back of the handbook for making notes.

Help is available in over 50 locations across the country through the coordinators at the NZ Federation of Multicultural Councils and the New Zealand Newcomers Networks. You may also want to get support from someone in your own community or an organisation that can provide the specialist help you need.

activity 1	What do I like about New Zealand so far?
activity	
activity 2	What are my hopes and dreams for a life in New Zealand?
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I FEEL I BELONG

The journey towards settlement starts here. New Zealand is a multicultural country, home to more than 200 ethnic groups. That's a lot of cultures living side by side! In order for this 'living arrangement' to be successful, cultures must find a way to adapt, at the same time accepting the right of all groups to live as culturally different peoples.

This process of adapting is called 'cultural integration.' Cultural integration does not mean that people abandon the practices and attributes that make their culture unique; instead, cultural integration blends the cultures together adding new layers to existing cultures.

I feel strong in my culture

Opening a new chapter in life is never easy. In times of change it's important to surround yourself with familiar things so that you feel comfortable and can face change from a strong position.

	nat types of cultural activities or support do you need to feel strong your culture in New Zealand – for example, eating familiar food,
spe	eaking my language?
	nat can you do to create or contribute to these cultural activities for u or others?

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Blending Cultures

Imagine that you have moved to Antarctica. What do you notice that is different from home? Snow (obviously!), penguins? How will you survive in this new environment?

You might change to warm clothing and learn how to build a snow cave!

Moving to New Zealand may not be as extreme as Antarctica but adapting to the environment is a key part of the process if you want to survive, such as driving on the left! However, there are less obvious, more subtle behaviours that represent a shared understanding of the ways things are done around here. These behaviours relate to culture.

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Understanding local customs can be one of the hardest parts of settling into any new country. Watch what people do here and don't be afraid to ask someone to explain anything you find different or confusing. It is the quickest way to learn. You can also ask Kiwis to let you know if you are doing something that is not appropriate. Kiwis are quite approachable and willing to help. Living across two worlds may feel uncomfortable or exciting or both! Give it time and be patient. Eventually you will come to understand just how New Zealanders ('Kiwis') work! You will move from 'them and us' to 'we'!

https://www.newzealandnow.govt.nz/living-in-nz/tips-for-settling-in/meeting-people

Celebrating Culture

New Zealand is a Treaty based, multicultural community. On 21 March each year we celebrate cultural diversity on Race Relations Day. March 21 marks the International Day for the Elimination of Racial Discrimination which is observed globally to remember 1960 Sharpeville Massacre when 69 black South African citizens – including ten children – were shot to death by their own police for protesting against racial apartheid laws.



Aotearoa/New Zealand Our story of cultural integration

Māori people began settling in New Zealand around the year 1100 AD. They arrived from the Pacific in seven waka (canoe). Today's Māori can whakapapa to these waka. To whakapapa means to describe in proper order the names of your ancestors including the many spiritual, mythological and human stories that are part of each person's past.

From 1700, European explorers began to arrive in New Zealand. Māori became strong trading partners with settlers in New Zealand and Australia.

In 1840, the Treaty of Waitangi/Te Tiriti o Waitangi was signed by representatives of the Māori and the British Monarchy. Not all iwi (Māori tribes) signed the Treaty nor did the Treaty document accurately translate the English version into Māori. Māori leaders did not understand that as they signed the Treaty they were losing sovereignty over their lands.

As more settlers arrived, Māori began to lose their land through war, land confiscation and legislation. They lost their economic base, that is, their ability to generate their own income and became second class citizens in their own land.

In 1975, the New Zealand formally recognised the impact of British Settlement on Māori and the Waitangi Tribunal was established to compensate Maori for the hardship they have suffered.

Settlements now include a range of redress, which may include: a formal apology by the Crown; financial redress, cultural redress, the transfer of (or potential to buy) significant properties and changes to geographical names.

The settlement process does not fully compensate for the loss but moves our relationship forward in a positive way. Māori call this 'push me' 'pull me' process 'taukumekume'. It recognises that for every negative action, a positive action will give us the impetus to keep us moving forward.

Another term Māori use to express this relationship is whakakoha – the gift of giving to each other – when I react to someone I give them respect and they give me respect.

The importance of Māori in our history is recognised in the way their tikanga (customs, values) and language have blended with the Pakeha culture. The term Pakeha has come to represent non-Māori in New Zealand.



We recommend that you take the opportunity to visit your local marae. Newcomers that have had this experience say "I find the Māori culture quite similar to mine – everything was nice and comforting.' 'Now I know who Māori are ... in future I can move more easily with these people.' Ask your coordinator when she is planning a visit to your local marae (Māori meeting place).



I am/becoming proficient in English

New Zealand has three official languages – English, Māori and New Zealand Sign. About 20% of people in New Zealand speak more than one language but the majority of people speak English.

Speaking English enables you to understand what is happening around you; to communicate with your children as they learn English, and with others who play an important part in the wellbeing of your family such as doctors, teachers and other social services.



- Have your English ability assessed and enrol in English classes. Check with your coordinator whether these classes are FREE.
- · Listen to the radio, watch TV. Practise, practise, practise!

Find an English language class near you: https://www.newzealandnow.govt.nz/live-in-new-zealand/english-language/find-an-english-language-class

MY FAMILY'S NEEDS ARE MET

Māori Tikanga – Ahurutanga – meaning warmth, comfort, a safe place – not limited to a physical place but referring to all the ways that we can feel safe or feel free of fear.

The needs of a family will differ according to their circumstances.



- What is your role in ensuring that your family's needs are met?
- What Government or community support do you need to ensure that your family's needs are met?

I can access social services for myself and my family

Social welfare has long been an important part of New Zealand society and a significant political issue. It is concerned with the provision by the state of benefits and services. The manifesto of the current government states that "everyone has a standard of living... that enables them to live in dignity and participate in their communities". (2019)

Note: Government support may depend on the type of visa that navigators use to enter New Zealand.

The Census

The provision of social welfare depends heavily on the information gained from the Census. Every five years, Statistics New Zealand conducts an official count of how many people and dwellings there are in New Zealand on a certain night – usually a Tuesday. The Census provides Government with information to ensure certain decisions are made for New Zealand's future. It is compulsory to complete the census survey:

https://www.stuff.co.nz/national/101077821/what-is-the-census-and-why-should-we-care

The Citizens Advice Bureau

The Citizens Advice Bureau offers FREE ADVICE on a range of topics. The Citizens Advice Bureau is for everybody, not just citizens:

http://www.cab.org.nz/Pages/home.aspx

- Complaints and Disputes
- Consumer
- Education & Learning
- Employment & Business
- Family & Personal
- Government & Law

- Health & Wellbeing
- Housing, Land & Environment
- Money
- Recreation, Culture & Community
- Travel & Transport



Ask your Coordinator for a contact list of social services in your area.

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Keeping safe

There's a lot of good news when it comes to being a woman in New Zealand.

- We have full and equal rights.
- Our safety is protected in law.
- We have the right to vote.
- 64% Around two-thirds of university graduates are women.
- 35% More than one third of women work part-time.

However, the picture isn't always rosy. Despite what our law intends to achieve, we have problems with violence against women, particularly domestic violence, and discrimination on the basis of race and gender.

New Zealand takes the personal safety of women seriously. Violence or abuse of any kind (against men, women or children) is against the Law.

Types of abuse include: physical, psychological or emotional, sexual, financial or economic, spiritual:

http://a1test.info/wp-content/uploads/2015/11/TypesOfAbuse.pdf

Those who experience violence in the home and need help can call these toll-free numbers:

- 0800 800 843 https://womensrefuge.org.nz/domestic-violence/ or
- 0800 0742 584 https://shakti-international.org/shakati-new-zealand/

The calls are free and confidential.

If your life is in immediate danger call 111



- Talk to your coordinator about attending a self-defence course in your area.
- How is the law enforced in your country of origin? New Zealand has a police force that is reliable, trustworthy and approachable.

https://www.newzealandnow.govt.nz/living-in-nz/safety/new-zealand-police-force



I AM PART OF THE COMMUNITY

Māori tikanga – manaakitanga – meaning the way we live together and care for each other.

New Zealand has a population of about 5 million people. That's about the size of a large city in some countries. A small population brings us together as a community – 'we know someone who knows someone.' We call this '2 degrees of separation'.

We know what's going on in our community and when people need support.

I am part of the community network

Getting involved in the community is a good way to get connected. There are many community organisations that welcome newcomers whether or not they speak English.

The NZ Federation of Multicultural Councils has produced a publication that shows the types of activities they provide for newcomers:

https://cdn-flightdec.userfirst.co.nz/uploads/sites/multiculturalnz/files/pdfs/2018/MNZ_Impacting_Stories_Report_-_Womens_Leadership_2018.pdf These activities include:

- Conversation group
- Jewellery making
- Celebrating Race Relations Day
- Exercise classes
- Cooking classes
- Shared lunches

The NZ Newcomers Network is a network of groups throughout New Zealand welcoming newcomers. Joining a Newcomers group is a great way to meet people and make and it's FREE: https://www.newcomers.co.nz/

Other organisations such as Safari Multicultural Playgroups in Auckland provide fun learning environments where families can play and learn together. These playgroups are FREE: https://settlement.org.nz/safari-multicultural-playgroups/

W	What type of activity would you like to get involved in, in your area?				

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How can you contact these groups?

I contribute to my community

1.2 million Kiwis volunteer in our communities every year: https://nationalvolunteerweek.nz/

A volunteer is a person who gives their skills or time for free. Volunteering is a way we can give to our community and at the same time meet people and learn new skills. It's also a good way to practise English.

Did y	ou volunteer in	your home o	country?			
What	do you enjoy do	oing that you	u have tim	e to give to	others?	
Who	would value you	ır voluntary	contribut	ions?		

I care for my environment

Kaitiakitanga – Māori tikanga reflecting our responsibility to care and protect our environment (mauri – our life force).

The New Zealand landscape is known all over the world for its beauty. We rely on our environment for a number of reasons:

- It feeds us.
- Earns export dollars.
- · Attracts tourists.
- · Provides opportunities for outdoor sport.

While our environment keeps on giving, it's worth thinking about what we can do to protect and preserve it for future generations.

Choose green options whenever possible.



There's a saying 'think globally, act locally'. We may not be able to change the world but we can make a difference in our own environment. What can we do to make a difference?

Join a nature conservation group and get involved in activities that care for our environment such as:

 http://www.huttcity.govt.nz/Leisure--Culture/parkgardens/Volunteering-in-ourparksgardens-and-reserves/



How could we reduce our rubbish or recycle it?

How can we reduce pollution?		
In the sky		
On the roads		
In the sea, lakes and rivers?		

My voice is heard

Rangatiratanga – Māori word that refers to the attributes of a chief. With 'ranga' coming from the word 'raranga' which means 'to weave' and 'tira' referring to a group, it is apparent that the task of the rangatira is literally to weave the people together. (Ani Mikaere, 2010)

New Zealand operates as a representative democracy meaning that New Zealanders have ultimate power over the way they are governed. A democracy gives citizens many opportunities to participate in decision making and provides:

- checks and balances so that people with power cannot abuse it
- · respect for the voices of minorities, as well as those of the majority
- independent and impartial judges who treat everyone equally
- a free press / freedom of speech meaning that you are as entitled to your opinion as someone else is of theirs
- · access to official information
- · protection for individual rights
- freedom from corruption.

New Zealand encourages us to speak up about the things we believe in. In addition to voting for central government, we have many opportunities to participate in decision making in the way our communities are run for example, in our hospitals, schools, churches, sports clubs etc. We can also put ourselves forward in local government, in our hospitals so that people can vote for us to represent their community in these organisations.

The **Ministry for Women's Nominations Service** nominates women for appointment to State Sector Boards. To register https://women.govt.nz/leadership/nominations-service

Voting for Government

On September 1893, women won the right to vote. Through voting we can have a say in how the country is run. We show our respect to these women by taking up this opportunity.

https://nzhistory.govt.nz/culture/suffrage125



When is the next general election?

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You are qualified to enrol and vote if:

- · You are 18 years or older AND
- You are a New Zealand citizen or permanent resident AND
- You have lived in New Zealand for one year or more continuously at some point.

You have to enrol to vote.

Go to The Electoral Commission to find out how to enrol to vote.

https://www.elections.org.nz/voters/enrol-check-or-update-now/who-can-and-cantenrol or

Enrol on line https://www.elections.org.nz/voters/enrol-check-or-update-now/how-enrol



I am qualified to enrol:	Yes No	
I plan to enrol for the ne	ext election by:	Date
I am enrolled to vote:	Date	

I LEAD A BALANCED LIFE

Māori tikanga – Mauri Ora meaning achieving good health.

Being in balance may mean something different to each individual. When you are living with balance in your life, you are living with peace and harmony every day. Balance comes in physical forms, emotional forms, and a spiritual form.

Personal Wellbeing

Having a balanced life means creating time for the things we have to do, as well as the things we like to do.

We must all eat and sleep each day. Many of us must also work or we may hold a central role in supporting the wellbeing of our family. It is up to each of us to create harmony between our life responsibilities while finding time daily, or weekly, to participate in activities that bring us pleasure, personal fulfilment, and rejuvenation.

Physical balance – Healthy eating and finding time to do some form of physical exercise on a routine basis creates physical balance in our bodies. Adequate rest and sleep are also necessary for our bodies to rejuvenate and feel refreshed so we are able to take on other activities in our lives.

Emotional balance – Balance also means making time for friends and family. This is part of our emotional balance. Having a support system is important and makes us feel cared for and loved, knowing there is someone else that cares about our wellbeing. It is also a good feeling to be supportive of another person that you love and care for. It becomes an equal relationship of giving and receiving, offering equal emotional balance. When a relationship is in balance, the circle of giving and receiving is complete.

Spiritual balance – It is also important to find quiet and down time as well as fun and playful time. Quiet or down time allows us to rejuvenate and refocus. This becomes our spiritual balance.



I would like to:	What steps do I need to take:	I will achieve this by:
Learn to swim	Find out about swimming lessons timetable at local pool	September 2019

I have work that matches my skills

In 2017, New Zealand statistics show that:

- 36% of working aged women and
- 352,700 working mothers were employed (representing around 28.5 percent of all working women).

https://www.stats.govt.nz/tereo/infographics/women-in-the-workforce-2017

For those who choose to work, here are some tips about finding a job in New Zealand.

New Zealand Employers value spoken English and local work experience. They like their employees to understand the way we work in New Zealand and to fit into their work culture.

Whether navigators find work that uses their skills will depend on what they can offer the employer.



How many of the following attributes can you tick?

I can speak English well enough to understand instructions and ask qu	
I can communicate well in business English	
I have qualifications from New Zealalnd that match the job	
I have work experience from New Zealand	
I have a referee from New Zealand	

If you are at the beginning of your work career, we suggest you:

- · Improve your level of English, and
- Volunteer

Your first job may not be your ideal job but you will learn how a New Zealand workplace works and you will have a referee who can tell your future employer how well you work.

The Careers NZ website has a step-by-step guide to finding a job in New Zealand. https://www.careers.govt.nz/job-hunting/new-to-new-zealand/a-step-by-step-guide-to-finding-a-job-in-new-zealand/

- Step 1: Find out about jobs in New Zealand
- Step 2: Write or update your CV
- Step 3: Search and apply for suitable jobs
- **Step 4:** Prepare and practise for job interviews
- Step 5: Attend job interviews
- Step 6: Get a job offer
- Step 7: Begin working

Other tips for finding work are available on the New Zealand Now website.

https://www.newzealandnow.govt.nz/resources/finding-work

https://www.newzealandnow.govt.nz/work-in-nz/nz-way-of-working

https://www.newzealandnow.govt.nz/resources/guide-to-kiwi-workplaces

Migrant Action Trust (MAT) runs Start Right in NZ Job Search workshops to support migrants and refugees to obtain meaningful employment and develop life skills: http://www.migrantactiontrust.org.nz/

Employment Law

Under New Zealand employment law, you and your employer both have certain rights and obligations. For example, your employer is obliged to pay you an agreed wage, and to make sure that your workplace is safe.

Your side of the bargain requires you to perform your job with care and competence, among other things.

Your rights are available here in 14 different languages.

https://www.newzealandnow.govt.nz/work-in-nz/employment-rights

If you've had a disagreement with your employer and don't think you've been treated fairly, you can find out where to get help:

- On the Immigration NZ website https://www.newzealandnow.govt.nz/work-in-nz/support-in-the-workplace or
- Contact the Union Network of Migrants (UNEMIG) https://www.firstunion.org.nz/our-union/union-networks/unemig The Union Network of Migrants is a network of migrant workers within FIRST Union. Unemig give employment relation advice through the union's Member Support Centre or migrant advocates. They represent members who are disadvantaged in their work such as below legal minimum labour standards, workplace bullying, discrimination.

I have my New Zealand drivers licence

Having your own drivers licence helps in many ways, particularly to get a job. Information on how to get a drivers licence is available here:

http://www.cab.org.nz/vat/tt/dl/pages/gettingalicence.aspx



Ask your coordinator if there is a service in your area that helps newcomers pass their drivers licence. For example:

- The Upper Hutt Multicultural Council organises driving training as part of their Pathway Course for Syrian Women.
- The Migrant Action Trust in Auckland runs a community driving school to make driver training more affordable for young people, migrants and former refugees. Puketapapa Community Driving School (PCDS) specialises in supporting young people, new migrants, ethnic women, resettled communities (former refugees) and those who find it the hardest to gain their drivers licence.

https://www.tvnz.co.nz/one-news/new-zealand/1-news-community-auckland-driving-school-helping-migrants-and-former-refugees-gain-independence-road-v1



I have passed my New Zealand Drivers Licence

Date	
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I FEEL I BELONG

- I feel strong in my culture
- Blending Cultures
- Aotearoa/New Zealand our integration story
- I am/becoming proficient in English

Use this space for personal notes and reflections.			

MY FAMILY'S NEEDS ARE MET

- I can access social services for myself and my family
- The Census
- The Citizens Advice Bureau
- Keeping safe

Use this space for personal notes and reflections.			

I AM PART OF THE COMMUNITY

- I am part of a community network
- I contribute to my community
- I care for my environment
- My voice is heard

Use this space for personal notes and reflections.				

I LEAD A BALANCED LIFE

- Personal wellbeing
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Ministry of Social Development: E Tu Whanau – http://etuwhanau.org.nz/

Ministry for Women – women.govt.nz

Citizens Advice Bureau – http://www.cab.org.nz/Pages/home.aspx

Acculturation: Living successfully in two cultures John W. Berry: International Journal of Intercultural Relations 29 (2005) 697–712

https://pdfs.semanticscholar.org/e5e8/bb9c34b54f3594e32a36dd7f391985dd7f65.pdf

The Women's Wellbeing Handbook is a living document. It will be regularly updated to include contributions from women as they work through their handbooks. For the most upto-date handbooks go to: https://multiculturalnz.org.nz/

Your feedback is welcome

