

SUCCESS THROUGH IMMIGRATION

Supporting growth -
a regional settlement model

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ENCOURAGE

CONNECT

SUPPORT





MBIE
Grow
New Zealand
for all

INZ
Bring the
best people
that NZ needs
to prosper

SPA
Enable NZ
businesses &
communities to
succeed through
immigration

Settlement Unit's model transformed

2004-2014 Settlement Support New Zealand

- new migrants connecting newcomers locally
- local NGOs in 18 locations
- employers



2006 – 2014 Regional Settlement Strategies

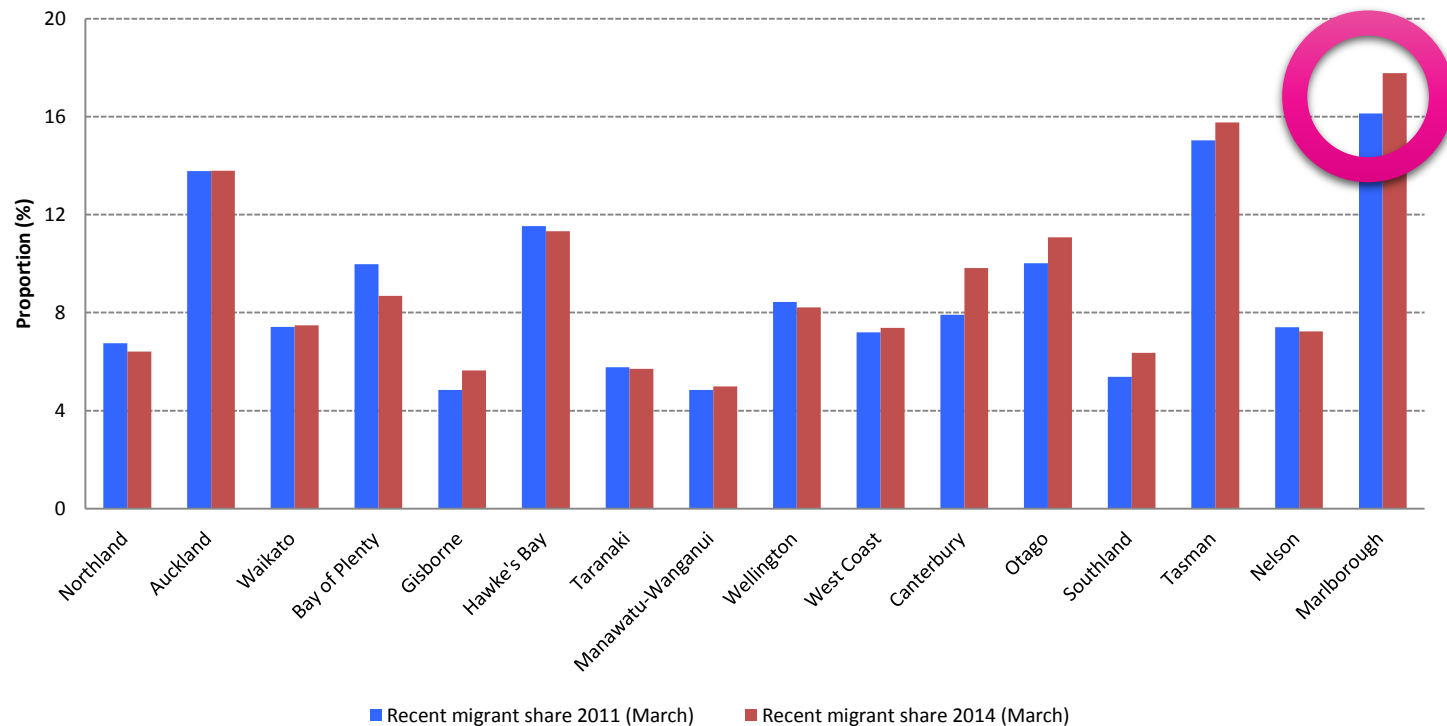
- Auckland connecting central & local government,
- Wellington and NGO service providers

Retention is the Settlement outcome

Settlement Unit – supporting migrants to settle in work

- ❖ lead cross-Government NZ Migrant Settlement & Integration Strategy
- ❖ support migrant skill retention with services, tools & resources
- ❖ develop customised information to prepare newcomers
- ❖ strengthen support for regions

Recent migrant share of jobs by region



Relationship Manager model

Collaborative, scalable, customer-focussed

Attracting and retaining skilled migrants for business growth throughout New Zealand



Sectors & Skills

- Lead solutions for priority sectors to easily source talent
- Employer access to visa knowledge and migrant skills



Migrant Skills Retention

- Support regional planning for retaining migrant skills
- Lead Local Settlement Networks



Pacific/Recognised Seasonal Employer

- Lead Pacific programmes to supply labour to regions
- Build regional links to durable offshore labour supply



SPA Marketing

- Support regions to promote jobs globally
- Provide collateral to support regions to attract migrants



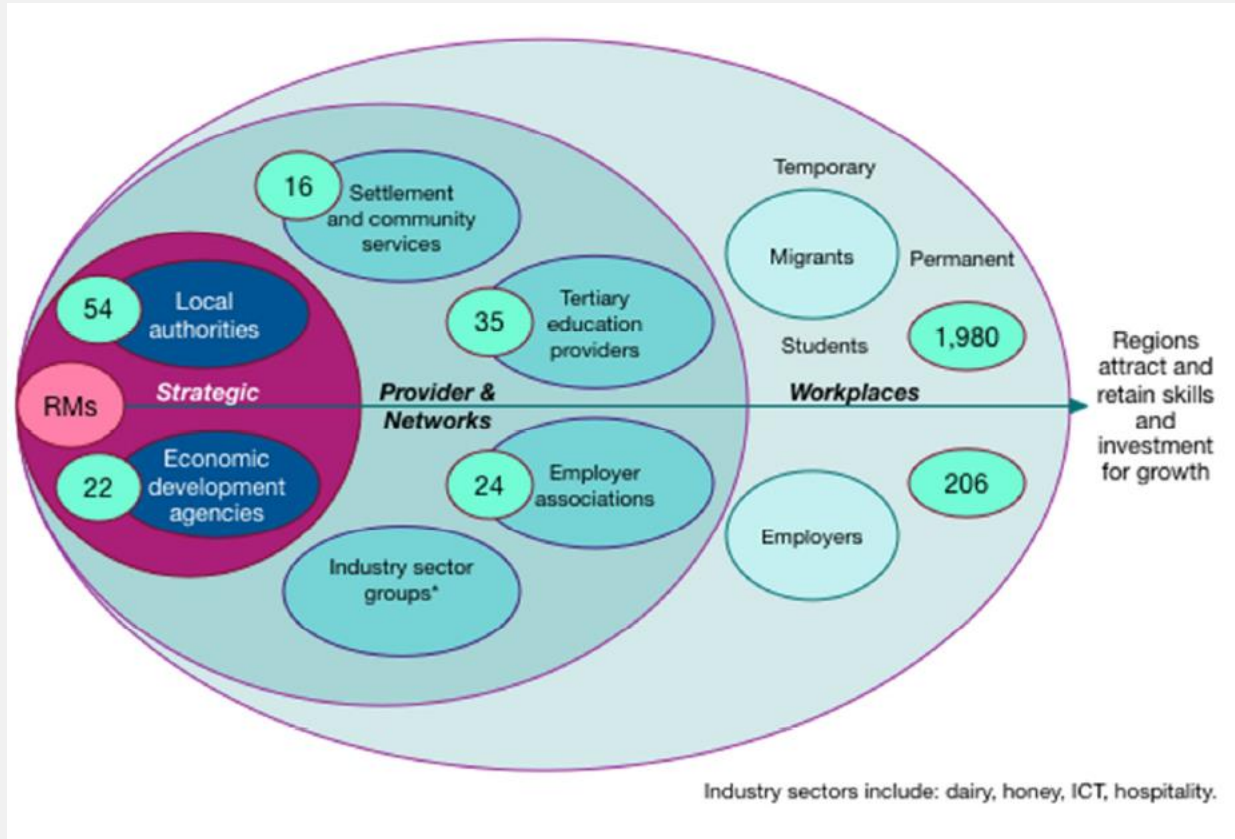
What does the Regional RM offer?

Role – strengthen support for retaining migrant skills in regions

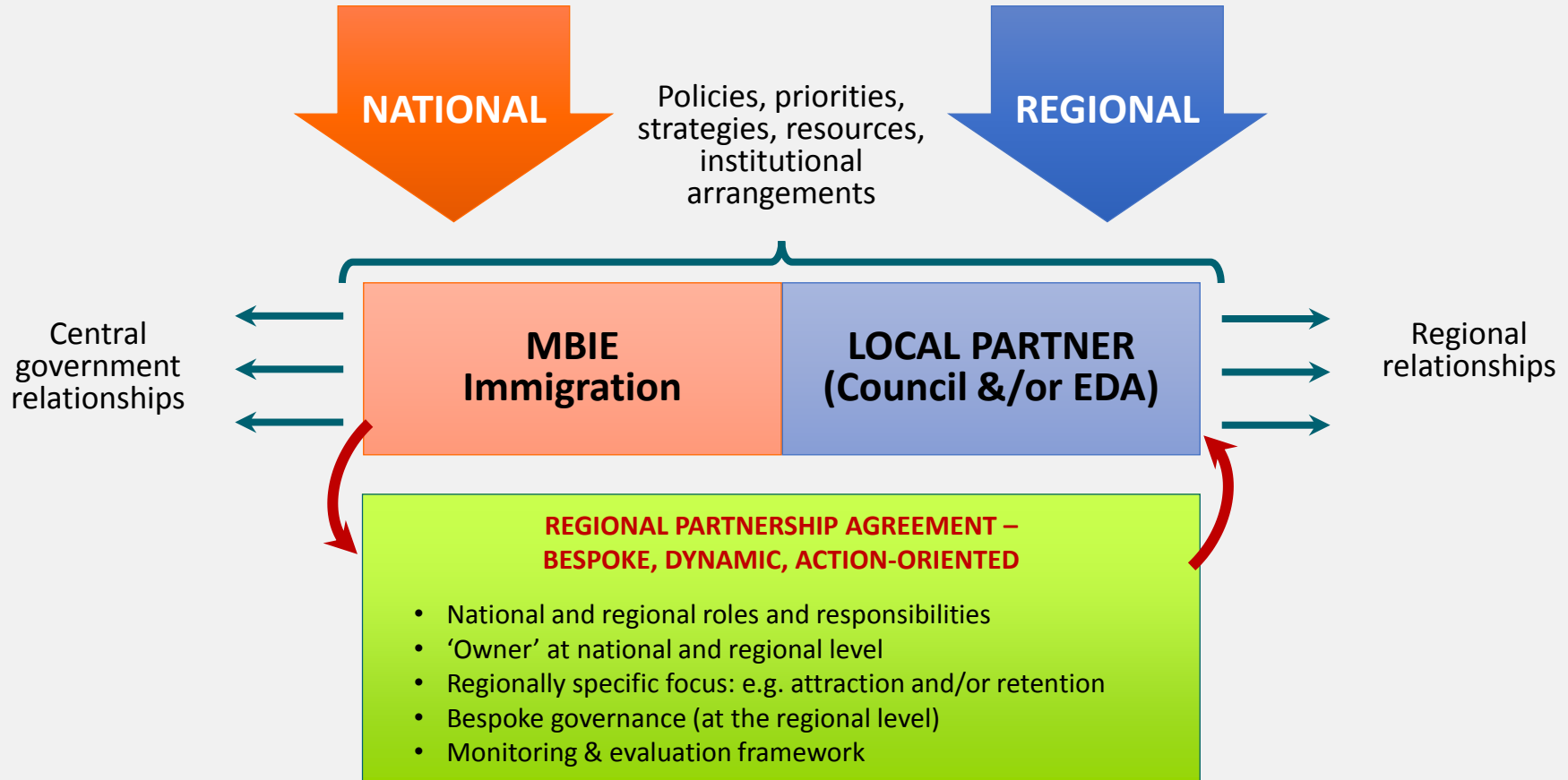
Key functions:

- ❖ Provide advice on regional and workplace planning for retention
- ❖ Distribute settlement information and products
- ❖ Serve as knowledge-source for settlement matters
- ❖ Convene/support stakeholders' in local settlement networks
- ❖ Build relationships across the range of players that impact migrant skills retention

Who are the stakeholders?



Regional Partnership Agreement



Collaborating in regions

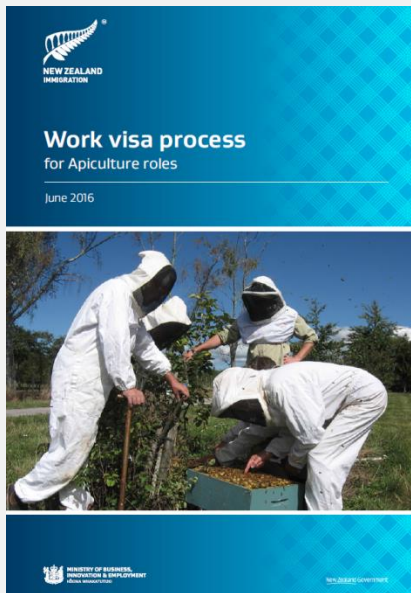


Wellington Gold Awards



Project Skills, Auckland

Apiculture NZ



Strategic Planning



So how's the regional model working?

Independent Research – Gravitas

Stage 1 - July 2016

Qualitative: Understanding Stakeholders' Needs and Expectations

Stage 2 - September/October 2016

Quantitative: Monitoring the Quality of Stakeholder Interactions

Stage 1 – findings from stakeholders

Perceptions of the RM role

- ❖ 22 of 29 stakeholders satisfied with the value that the role has added
- ❖ almost unanimous agreement that RM had positive impact on stakeholder's organisation; most saw RM impact on region as positive
- ❖ services and support of value:
 - ❖ *Facilitating networking between groups*
 - ❖ *Provision of information , reactively & proactively*
 - ❖ *Provision of settlement support services*
 - ❖ *Contributing to regional policy & plan development*
 - ❖ *Acting as a sounding board*

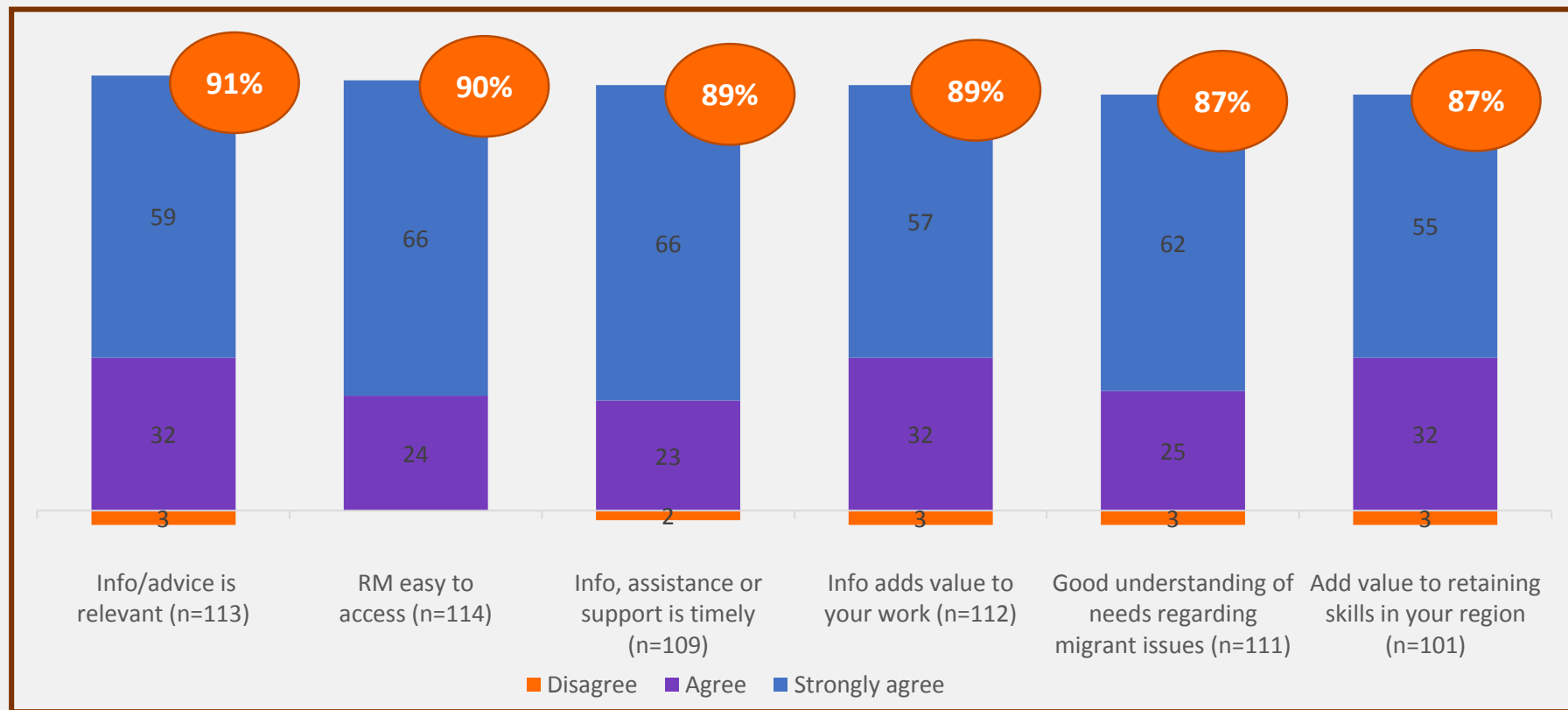
Stage 1 – findings from stakeholders cont.

Positive aspects of Working Relationship

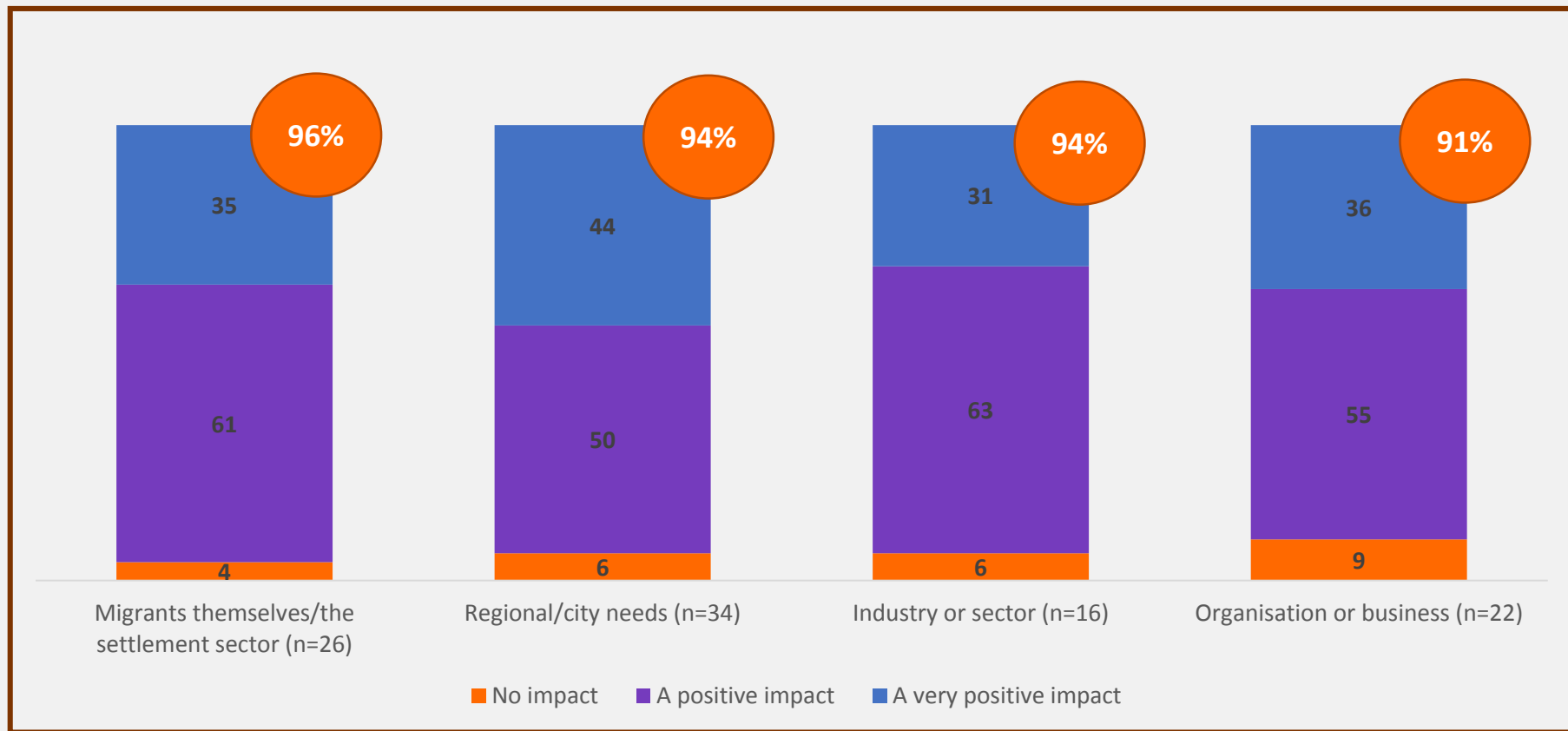
20 positive attributes cited, including

- ❖ *energetic, enthusiastic, driven, hard-working*
- ❖ *trustworthy*
- ❖ *easy to get hold of, approachable*
- ❖ *collaborative working style*
- ❖ *knowledgeable and solution focused*

Stage 2 – RMs provide a high quality service



Stage 2 - a positive impact on all key areas of need



Stage 2 – Stakeholders wowed by timely tailored service experience

Information is prompt and timely and relates well to the issues I'm having. It feels like I'm treated as an individual rather than just a number.

Both [RMs] have been extremely professional and helpful. They are always available to answer any queries.

[RM] has been prompt and very helpful in supplying information and assisting me when I asked for it. He attends meetings as much as his role allows him to and puts a very personal face on immigration issues. He knows the area very well.

Working with [RM] is a pleasure. He responds to voicemails/emails quickly and thoroughly. He identifies opportunities to improve the overall outcome of our projects. He is a helpful, extremely competent and knowledgeable member of our working group. Huge value added!

Stage 2 – few stakeholders are disappointed

Stakeholders are disappointed by:



Service being responsive rather than proactive (n=1)



Relationship Manager perceived to be making decisions / judgements based on own experiences, not in response to stakeholder comments/requests (n=1)

Retention: Staying in NZ post-resident visa

