SUCCESS THROUGH IMMIGRATION

Supporting growth - a regional settlement model

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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

- Northland
- Auckland
- Waikato
- Bay of Plenty
- Gisborne
- Hawke’s Bay
- Taranaki
- Manawatu-Wanganui
- Wellington
- West Coast
- Canterbury
- Otago
- Southland
- Taieri
- Nelson
- Marlborough
Relationship Manager model
Collaborative, scalable, customer-focused

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

NATIONAL

Policies, priorities, strategies, resources, institutional arrangements

REGIONAL

Central government relationships

REGIONAL PARTNERSHIP AGREEMENT – BESPOKE, DYNAMIC, ACTION-ORIENTED

- National and regional roles and responsibilities
- ‘Owner’ at national and regional level
- Regionally specific focus: e.g. attraction and/or retention
- Bespoke governance (at the regional level)
- Monitoring & evaluation framework

LOCAL PARTNER (Council &/or EDA)

Regional relationships
Collaborating in regions

Wellington Gold Awards

Apiculture NZ

Strategic Planning

Project Skills, Auckland
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

- Info/advice is relevant (n=113)
  - Agree: 59%
  - Strongly agree: 32%

- RM easy to access (n=114)
  - Agree: 66%
  - Strongly agree: 24%

- Info, assistance or support is timely (n=109)
  - Agree: 66%
  - Strongly agree: 23%

- Info adds value to your work (n=112)
  - Agree: 57%
  - Strongly agree: 32%

- Good understanding of needs regarding migrant issues (n=111)
  - Agree: 62%
  - Strongly agree: 25%

- Add value to retaining skills in your region (n=101)
  - Agree: 55%
  - Strongly agree: 32%
Stage 2 - a positive impact on all key areas of need

- Migrants themselves/the settlement sector (n=26)
  - No impact: 4
  - A positive impact: 61
  - A very positive impact: 35

- Regional/city needs (n=34)
  - No impact: 6
  - A positive impact: 50
  - A very positive impact: 44

- Industry or sector (n=16)
  - No impact: 6
  - A positive impact: 63
  - A very positive impact: 31

- Organisation or business (n=22)
  - No impact: 9
  - A positive impact: 55
  - A very positive impact: 36
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.

[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.

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

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