

Appendix 1 – Services, Outcomes to be achieved, and Performance Measures

Population Outcome

Refugees are participating fully and integrated socially and economically as soon as possible so that they are living independently, undertaking the same responsibilities and exercising the same rights as other New Zealanders and have a strong sense of belonging to their community and New Zealand.

The services purchased from the Provider will contribute to the success of the population outcome.

Population Outcome Indicators

The following indicators will inform progress towards achievement of the population outcome based on the five outcomes defined in the New Zealand Refugee Resettlement Strategy: Self-Sufficiency; Participation; Health and Wellbeing; Education; and Housing.

Self-Sufficiency: All Working-age refugees (18-64 years) are in paid work or are supported by a family member in paid work

- Increased proportion of working-age refugees in paid employment.
- Increased proportion of adult quota refugees who have been in the New Zealand community for 12 months, who can operate within a budget and know how to access budgeting support if they need it.

Participation: Refugees actively participate in New Zealand life and have a strong sense of belonging to New Zealand

- Increased proportion of quota refugees who have been in the New Zealand community for 12 months and who have a strong sense of belonging to their local community and New Zealand.
- Increased proportion of quota refugees who have been in the New Zealand community for 12 months and can navigate local services and facilities (eg, public transport, library; school; Work and Income; HCNZ etc.) independently.

Health and Wellbeing: Refugees and their families enjoy healthy, safe and independent lives

- Increased proportion of quota refugees who have been in the New Zealand community for 12 months and are linked into and use primary health care services independently.

Education: English language skills help refugees to participate in education and daily life

- Increased proportion of working age quota refugees who have been in the New Zealand community for 12 months and require ESOL support, are engaged in English language learning.
- Increased proportion of quota refugee children who have been in the New Zealand community for 12 months and have a parent/caregiver engaged with their Early Childhood Education (ECE) and/or school.

Housing: Refugees live independently of government housing assistance in homes that are safe, healthy and affordable

- Increased proportion of adult quota refugees who have been in the New Zealand community for 12 months and are confident navigating housing services including addressing tenancy and housing issues independently.

Service name and description	<p>Refugee settlement support services are provided in Asbhurton to refugees for approximately 12 months, to address refugees' early settlement needs, with a strong focus on encouraging independence and to support their transition into mainstream services. This support includes practical support for daily living and a community orientation programme to compliment the Mangere Refugee Resettlement Centre reception programme.</p> <p>It is estimated that Ashburton will receive approximately 100 individuals per annum +/- 10% across contracted regions.</p> <p>The Provider will provide refugees with settlement support in the community that is appropriate to their needs and with a focus on specific, realistic goals that address individual and family needs in the initial 12-month settlement phase.</p> <p>The Provider will support refugees in the community and link them into community support and services so that by 12 months settlement in the community, refugees have the necessary knowledge and confidence to independently access and use mainstream services.</p> <p>The Provider will work collaboratively with local council, iwi representatives, key stakeholders and community to support coordination and engagement around refugee resettlement in the region.</p>
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