

# Ethnicity Matters

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# Introduction

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One of the Government's priorities for the Office of Ethnic Affairs is to increase the capability of public sector organisations to work with and respond to the needs of ethnic communities. This resource will enable ethnic perspectives to be built in, rather than bolted on, to the policy development process. *Ethnicity Matters* is designed to help agencies identify, plan and evaluate policy and services that are appropriate for ethnic communities. *Ethnicity Matters* provides simple, easy and practical advice about how to incorporate ethnic perspectives into the work of government.

*Ethnicity Matters* recognises that ethnic people have a right to equitable outcomes in all aspects of New Zealand life. *Ethnicity Matters* also recognises that ethnic people have valuable skills, experience and language capabilities. Even where outcomes for ethnic communities are comparable to those of the wider population, policy makers should be giving consideration to identifying how to tap into the potential that exists within ethnically diverse communities throughout New Zealand.

## How and when to use *Ethnicity Matters*

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*Ethnicity Matters* is a best practice guide, developed for those already familiar with policy processes. It assumes a general understanding of generic policy development and the context in which it is located. *Ethnicity Matters* will help you focus on and identify issues in your policy or service that specifically affect ethnic people.

You can use *Ethnicity Matters* for any initiative or intervention where a direct or indirect impact is likely on ethnic communities. This means most legislation, policies, programmes and services will potentially have an impact. Although designed for policy work, *Ethnicity Matters* can be applied more widely, for example when:

- drafting laws and regulations
- developing, strategies and initiatives
- assigning priorities and resources
- negotiating how services will be provided
- implementing and administering the above.

We recommend that along with *Ethnicity Matters*, analysis frameworks from the following population-based agencies are also used:

- **Te Puni Kōkiri** [www.tpk.govt.nz/en/about/mpa/](http://www.tpk.govt.nz/en/about/mpa/)
- **Ministry of Pacific Islands Affairs** [www.minpac.govt.nz/assets/PAF-Pacific-FrameworkF\\_2.pdf](http://www.minpac.govt.nz/assets/PAF-Pacific-FrameworkF_2.pdf)
- **Ministry for Women's Affairs** [www.mwa.govt.nz/gender-analysis](http://www.mwa.govt.nz/gender-analysis)
- **Office of Disability Issues** [www.odl.govt.nz/resources/guides-and-toolkits/disability-perspective/](http://www.odl.govt.nz/resources/guides-and-toolkits/disability-perspective/)
- **Office for Senior Citizens** [www.msd.govt.nz/about-msd-and-our-work/publications-resources/planning-strategy/positive-ageing/index.html](http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/planning-strategy/positive-ageing/index.html)

These frameworks are designed to ensure that the needs and aspirations of a diverse population are appropriately considered.

**You will find further information about how the Office of Ethnic Affairs can assist agencies in their work with ethnic communities, and a range of additional resources in Appendix A.**

# Policy Development Guidelines

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There are three parts to the *Ethnicity Matters* policy development guidelines:

- 1. Compiling ethno-specific information**
- 2. Considering diversity and values**
- 3. Consultation**

The guidelines apply to the policy analysis process as a whole. This is an intensive phase of work that includes problem definition and objective setting, the development and analysis of policy options and formulating recommendations.

*Ethnicity Matters* recognises that policy development is not necessarily linear or straightforward. The guidelines include information and prompts that should be incorporated throughout the policy analysis phase and will add value to it by allowing for better integration of ethnic perspectives. The guidelines are designed to inform and provide direction to the policy analysis process.

## 1. Compiling ethno-specific information to support analysis

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Information gathering should occur throughout the policy development process. You will need to ensure you have relevant and sufficient information to make an informed analysis. The information may include statistics and quantitative data, intelligence from communities about specific issues and opportunities, and local and international academic research.

The Office of Ethnic Affairs provides an Ethnicity Data online resource: [www.ethnicaffairs.govt.nz](http://www.ethnicaffairs.govt.nz) that can be used to inform policy analysis. We also recommend the following data sources listed in Table A over page.

**Table A: Recommended sources of statistical data and analysis**

<b>Population/Demographic Data</b>
Estimates, counts and projections, population structure, population groups and migration: <a href="http://www.population.govt.nz">www.population.govt.nz</a>
Quickstats about Culture and Identity: <a href="http://www.stats.census2006.govt.nz/Census/2006CensusHomePage/QuickStats/quickstats-about-a-subject/culture-and-identity.aspx">www.stats.census2006.govt.nz/Census/2006CensusHomePage/QuickStats/quickstats-about-a-subject/culture-and-identity.aspx</a>
People and Communities: <a href="http://www.stats.govt.nz/browse_for_stats/people_and_communities.aspx">www.stats.govt.nz/browse_for_stats/people_and_communities.aspx</a>
A Profile of Asian People in New Zealand: <sup>1</sup> <a href="http://www.stats.govt.nz/browse_for_stats/people_and_communities/asian-peoples.aspx">www.stats.govt.nz/browse_for_stats/people_and_communities/asian-peoples.aspx</a>
Census of population and dwellings: <a href="http://www.stats.govt.nz/Census.aspx">www.stats.govt.nz/Census.aspx</a>
A Statistical Profile of Migrant and Refugee Youth in New Zealand: <a href="http://www.dol.govt.nz/pdfs/mrynz.pdf">www.dol.govt.nz/pdfs/mrynz.pdf</a>
Labour Market and Migration Research: <a href="http://www.dol.govt.nz/research/">www.dol.govt.nz/research/</a>
<b>Socio-Economic Data</b>
The Social Report (social indicators for New Zealand society): <a href="http://www.socialreport.msd.govt.nz/">www.socialreport.msd.govt.nz/</a>
General Social Survey (information on the well-being of New Zealanders): <a href="http://www.stats.govt.nz/nzgss/">www.stats.govt.nz/nzgss/</a>
Social Cohesion report: <a href="http://www.stats.govt.nz/browse_for_stats/people_and_communities/Families/general-social-survey/social-cohesion-nz.aspx">www.stats.govt.nz/browse_for_stats/people_and_communities/Families/general-social-survey/social-cohesion-nz.aspx</a>
Household Labour Force Survey (employment and income data): <a href="http://www.stats.govt.nz/browse_for_stats/income-and-work/employment_and_unemployment/household-labour-force-survey-info-releases.aspx">www.stats.govt.nz/browse_for_stats/income-and-work/employment_and_unemployment/household-labour-force-survey-info-releases.aspx</a>
Local Government New Zealand Quality of Life Survey: <a href="http://www.bigcities.govt.nz/survey.htm">www.bigcities.govt.nz/survey.htm</a>
New Zealand Crime and Safety Survey: <a href="http://www.justice.govt.nz/publications/global-publications/c/NZCASS-2009/nz-crime-and-safety-survey-2009">www.justice.govt.nz/publications/global-publications/c/NZCASS-2009/nz-crime-and-safety-survey-2009</a>

<sup>1</sup> Statistics New Zealand will be publishing a new series of reports called *Ethnic Profiles* after Census 2013 that will cover approximately 40 different ethnic groups in New Zealand and will provide a range of census-based data across socio-economic and other topics.



Longitudinal Immigration Study New Zealand (settlement outcomes for migrants):  
[www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/](http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/)

Asian Workforce 2020 (examines the skill level and qualifications of the Asian workforce in New Zealand based on Census data): [www.dol.govt.nz/services/LMI/workforce2020/asian-workforce/asian-workforce.pdf](http://www.dol.govt.nz/services/LMI/workforce2020/asian-workforce/asian-workforce.pdf)

Kiwi's Count Survey (monitoring public satisfaction with the delivery of public services):  
[www.ssc.govt.nz/nzers-experience](http://www.ssc.govt.nz/nzers-experience)

## Health Data

A Portrait of Health: The New Zealand Health Survey: [www.moh.govt.nz/moh.nsf/indexmh/portrait-of-health](http://www.moh.govt.nz/moh.nsf/indexmh/portrait-of-health)

Tracking Disparity: Trends in ethnic and socioeconomic inequalities in mortality:  
[www.moh.govt.nz/moh.nsf/indexmh/tracking-disparity-inequalities-mortality-1981-2004](http://www.moh.govt.nz/moh.nsf/indexmh/tracking-disparity-inequalities-mortality-1981-2004)

Asian Health Chart Book: [www.moh.govt.nz/moh.nsf/indexmh/asian-health-chart-book-2006](http://www.moh.govt.nz/moh.nsf/indexmh/asian-health-chart-book-2006)

Health Needs Assessment for Middle Eastern, Latin American, and Africa people in the Auckland region: [www.adhb.govt.nz/healthneeds/Document/MELAAHealthNeedsAssessment.pdf](http://www.adhb.govt.nz/healthneeds/Document/MELAAHealthNeedsAssessment.pdf)

Growing Up in New Zealand (21 year longitudinal study of families and children in the Upper North Island): [www.growingup.co.nz](http://www.growingup.co.nz)

When compiling your information, you should:

- Consider appropriate ways to obtain information from ethnic communities.
- Consider whether the type of information gathered reflects the nuances and differences within ethnic communities.
- Investigate whether there have been past assessments and evaluations of similar policies involving ethnic communities, and what the outcomes were from these policies.
- Investigate whether there is information available about the background to any disparities for ethnic communities, and their causes.
- Identify how the policy options will impact on ethnic communities, if at all. Identify whether the policy issue or opportunity is different for ethnic communities compared to the general population, and what the extent of the difference is (insignificant or significant).
- Analyse the impact that the policy issue has on different groups within ethnic communities. For example does the issue have a different impact for women, youth, older persons, recent or settled migrants, and/or refugees?

- Ensure the options developed are consistent with relevant New Zealand legislation:
  - the Human Rights Act 1993
  - the Bill of Rights Act 1990
- Ensure the options developed are consistent with relevant international obligations:
  - the Universal Declaration of Human Rights
  - United Nations Convention on the Elimination of All Forms of Racial Discrimination
  - the Convention on the Elimination of All Forms of Discrimination against Women
  - the International Covenant of Economic, Social and Cultural Rights
  - the Convention and Protocol relating to the Status of Refugees
- Consider the criteria used to analyse policy options and ensure they align with Government priorities (including for ethnic communities).
- Consider what criteria will be used to measure the success of the policy for affected ethnic communities.

Contact the Office of Ethnic Affairs *Policy Team* if you are not sure about:

- government's outcomes for ethnic communities;
- how your policy/service might further these; or
- what other government agencies are doing for ethnic communities in the area you are looking at.

**Tip: There will be times when there are little or no differences between ethnic and non-ethnic needs or outcomes. If this is the case, stating so in your analysis will avoid perceptions of not considering an ethnic perspective in policy development.**

NOTE: Even if it appears there are no differences for ethnic New Zealanders, it is still important to disaggregate the available data by ethnicity where possible. This allows for a larger body of information about different ethnicities in New Zealand and can also reveal previously hidden issues, problems or conversely, opportunities. For example, data from a Ministry of Health nationwide survey revealed that Asians had very low diabetes rates when compared to the total population. However, disaggregating the Asian ethnicity further, by separating Chinese, Indian and other Asian ethnicities, revealed that Indians have very high rates of diabetes.

Statistics NZ provides guidelines on categorising by ethnicity:

[www.stats.co.nz/browse\\_for\\_stats/population/census\\_counts/review-measurement-of-ethnicity/papers.aspx](http://www.stats.co.nz/browse_for_stats/population/census_counts/review-measurement-of-ethnicity/papers.aspx)



## 2. Considering *diversity* and *values*

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### **Diversity**

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When looking at the policy issue from an ethnic perspective, remember that diversity exists within ethnic communities in New Zealand e.g., there may be different factions, tribes or religions within one community. It is important you check for and acknowledge these differences. Do not assume that communities are homogeneous. Similarly it is important you acknowledge diversity due to gender, age, disability, migration status (NZ born or recent arrival), faith, language skills, and geographic location. You may be able to discern differences arising from:

- information/services prior to and on arrival in New Zealand
- settlement experiences
- different cultural or religious needs
- different needs of specific groups such as women, children, teenagers, or older people
- language and communication
- specific needs of refugees
- values and views e.g. approaches to health/healing and well-being
- social or economic exclusion within the host country.

### **Values**

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The policy development process is value-laden. Understanding the values that underlie particular populations is an important aspect of policy development. Values will inform the definition of the policy issue at hand and how ethnic communities may view it. Values will also inform the solutions and outcomes expected from implementing policy options.

Some broad values that ethnic communities may identify with are listed below:

- Collectivism: the well-being of the individual in the context of the collective is more important than individual well-being in isolation.
- Hierarchy: elders and those who hold positions of esteem have influence and are viewed as the 'spokespersons' of a particular community.
- Family: the immediate and wider family unit is important to wellbeing.
- 'Model migrant': the perception that as a migrant one has to appear to be the model citizen, so negative incidents that may occur within a community are down-played.
- Faith/Religion: for some ethnic communities, their faith forms a central part of the community identity.
- Self-sufficiency ('for us, by us'): a desire to contribute to New Zealand's future, and to build self-sufficient lives for their communities and families.

However, remember that diversity exists within ethnic communities, and that community members are individuals. The broad values of an ethnic community may also change over time, and be influenced through integration into New Zealand society.

You may need to consider:

- Whether the policy issue is defined through a particular cultural perspective.
- Whether the issue can be considered through a different lens (for example consider the trade-offs of integrating different value frameworks into the policy options).
- If doing so would change the policy issue and how to approach it.
- Whether the options work within the value framework of the relevant ethnic community.
- If there needs to be a more “ethnic specific” option that will contribute to the overall objective of the policy issue.

Below are several examples of a policy issue analysed from an ethnic perspective:

**Table B: Using *Ethnicity Matters* to consider a policy issue**

Policy issue/ opportunity	Application of ethnic perspective
<p><b>Addressing family violence in ethnic communities</b></p>	<p><b>Gather data and information about ethnic communities</b></p> <p>Data on the prevalence of family violence disaggregated by ethnicity can be difficult to acquire. You may need to speak directly to agencies that collect data, such as New Zealand Police, or to service providers such as Women’s Refuge.</p> <p>A lack of data does not mean an issue does not exist. If there is no data available, get information from other sources, such as service providers and agencies that respond to family violence. Academic research is also useful.</p> <p><b>Understand diversity and values within ethnic communities</b></p> <p>Designing policies and interventions to address family violence in ethnic communities requires understanding of some of the unique factors affecting ethnic communities. These are:</p> <ul style="list-style-type: none"> <li>• A desire to retain culture and identity (and the prescribed traditions that come with this).</li> <li>• The impact that migration has on relationships, particularly on traditional gender roles.</li> <li>• Isolation and alienation from support networks that hinder getting early help.</li> </ul>



Policy issue/ opportunity	Application of ethnic perspective
<p><b>Responding to ethnic diversity in emergencies, such as natural disasters</b></p>	<p><b>Gather data and information about ethnic communities</b></p> <p>Gathering data on population numbers and locations will be crucial to developing responses to emergencies. This information will help prioritise effort, and will assist in the type of intervention that will be required. For instance, following the Christchurch earthquakes it transpired that many in the CBD were tourists and international students with very little English language skills. One intervention was to translate materials into different languages.</p> <p><b>Understand diversity and values within ethnic communities</b></p> <p>Due to the traumatic and confusing nature of an emergency response, interventions may require some sensitivity. Some things that should be considered are:</p> <ul style="list-style-type: none"> <li>• Language difficulties – people may resort to using their ‘mother language’ in times of stress.</li> <li>• Limited access to accurate information – risk that information is disseminated from unofficial sources and networks that may have inaccurate information.</li> <li>• A lack of knowledge about what to do in an emergency – potential here for re-traumatisation (especially for refugees) or further injury.</li> <li>• Community leadership vacuums – leading to mistrust of government agencies, and hindering the ability of agencies and organisations to assist.</li> </ul>
<p><b>Changes to the road code – where there is no specific ‘ethnic’ issue</b></p>	<p><b>Gather data and information about ethnic communities</b></p> <p>Data on road users from ethnic communities may not indicate any particular issues for outcomes for ethnic communities. That is, road users from ethnic communities are no different from other road users and are required to abide by the same rules.</p> <p><b>Understand diversity and values within ethnic communities</b></p> <p>Other than disseminating information in a medium and manner that reaches all road users, there are unlikely to be specific issues for ethnic communities. Some ethnic New Zealanders may come from countries with very different road rules, but this is an issue that other migrants (and tourists) would also experience.</p>

## 3. Consultation

Consultation with diverse population groups can be time-consuming and complicated if it is not well planned. Consultation is, however, a crucial aspect of policy development. Guidance for government policy advisers has been compiled by the Cabinet Office. See: [www.cabguide.cabinetoffice.govt.nz](http://www.cabguide.cabinetoffice.govt.nz).

Consultation with ethnic communities can be a valuable way to gain insights and alternative perspectives of a policy issue. Consultation can occur at any stage of the policy development process but ideally should be done during the earlier phases of analysis, and almost certainly prior to implementation planning. Consultation with population groups of interest, other government agencies and the NGO sector may be needed.

### Basic Principles

Consulting does not mean that any one group's views will be translated into policy, and it is important that all those involved in the consultation process are aware of this. These guidelines encourage consultation by inviting ethnic communities to provide input on policy issues. It should be explained to those participating that the government agencies will balance this advice with other issues and perspectives in the formulation of policy advice to Ministers and Cabinet.

When consulting, be specific about what you are seeking from the consultation stage and be clear about what the information will be used for. It is important to set some clear expectations about the objectives for consultation and to provide for a follow-up or 'report back' to the community about the way in which the information was utilised and what the impact or implications have been for the policy development process overall.

Effective consultation with any ethnic community group requires you to establish trust and win the confidence of the people with whom you are to consult. Effective consultation requires developing and maintaining an ongoing relationship with two-way communications, so you can obtain information from and provide feedback to the community. A consultation process should not be left to the last minute. Consultation can be costly and can place huge demands on community participants. Be reasonable with your demands on people.



## Who to consult

Consultation with other central and local government and non-government organisations is an important means of:

- identifying issues of concern to ethnic groups
- determining appropriate policies and services
- sharing information; and
- identifying effective coordination and implementation.

**Tip: Always check with your organisation or other government agencies before you start any consultation as the information you seek may already exist. Using this information will save you time and stop you drawing unnecessarily on the limited resources of the ethnic community.**

### Service providers

A number of the service providers to ethnic communities should be consulted as part of the consultation process, as they will be able to provide valuable insights about the communities they service and any issues or problems they face. However, it is not appropriate to rely on their views alone. Consultation with ethnic communities themselves should also be undertaken.

### Community organisations

A number of groups have been set up to represent the interests of ethnic people. It is important not to rely on just one of these groups as inevitably no one group can represent the views of the whole sector. Groups that you may consider consulting include:

- umbrella national ethnic organisations
- refugee organisations
- ethnic councils or community forums: many territorial local authorities have set up ethnic councils – or have links into their ethnic communities, for example the Auckland Council Ethnic Peoples Advisory Panel.

There are also community-based groups that serve a variety of needs:

- groups that provide specific services such as teaching English or advising on employment for refugees and/or migrants
- community associations. Most ethnic groups have their own community organisation. Often several organisations may represent different interests of one ethnic group. Some may be based on country of origin or religion; others may be identified with specific tribal groups or geographic regions.

**Table C: Key ethnic community groups**

Organisations	Description
<b>New Zealand Federation of Multicultural Councils (NZFMC)</b>	<p>The NZFMC was established in 1989 and advocates for New Zealand's ethnic communities. NZFMC has a number of affiliated councils throughout New Zealand in the main centres of Auckland, Wellington and Christchurch, and also in the regions including Tauranga, Manawatu, Nelson and Southland. The NZFMC also has a Women's Council and a youth council.</p> <p>See also: <a href="http://www.nzfec.org.nz">www.nzfec.org.nz</a></p>
<b>Federation of Islamic Associations of New Zealand (FIANZ)</b>	<p>FIANZ was established in 1979 to coordinate the activities of a number of regional organisations representing Muslim communities in New Zealand. FIANZ has several regional associations located in Auckland (two), Hamilton, Palmerston North, Wellington, Christchurch and Dunedin.</p> <p>See also: <a href="http://www.fianz.co.nz">www.fianz.co.nz</a></p>
<b>New Zealand Indian Central Association (NZICA)</b>	<p>The NZICA was established in 1926 as an organisation to address the needs of the growing Indian population in Auckland, and Wellington. The NZICA has affiliated branches in the main centres as well as Waikato, Rotorua, Taranaki and Palmerston North. The NZICA also has a women's and youth forum.</p> <p>See also: <a href="http://www.nzindians.org.nz">www.nzindians.org.nz</a></p>
<b>New Zealand Chinese Association (NZCA)</b>	<p>NZCA was established as an incorporated society in 1935, its origins go back to the start of the 20th century. It advocates for the interests of Chinese communities in New Zealand, particularly for those who can trace their ancestry to New Zealand's first Chinese migrants who arrived in the 1800s. NZCA has branches based in Auckland, Waikato, Gisborne, Hawkes Bay, Taranaki, Wanganui, Manawatu, Horowhenua-Kapiti, Wellington, Canterbury, South Canterbury, North Otago, Otago-Southland and Invercargill.</p> <p>See also: <a href="http://www.nzchinese.org.nz">www.nzchinese.org.nz</a></p>



A comprehensive list of ethnic associations and groups by ethnicity and location in New Zealand can be found in **Appendix B**. Alternatively contact the Office of Ethnic Affairs for information about community groups you may wish to consider consulting with or go to our contacts database which is available on our website: [www.ethnicaffairs.govt.nz](http://www.ethnicaffairs.govt.nz)

You may also need to consult with NGOs that are in regular contact with ethnic communities in their region and other government agencies such as:

- **Department of Labour (Immigration NZ):** [www.immigration.govt.nz](http://www.immigration.govt.nz)
- **Local government Migrant Settlement Support Advisors:** [www.ssnz.govt.nz/regional-information/index.asp](http://www.ssnz.govt.nz/regional-information/index.asp)
- **Ministry of Social Development (Family and Community Services ):** [www.familyservices.govt.nz/](http://www.familyservices.govt.nz/)
- **New Zealand Police Ethnic Liason Officers:** [www.police.govt.nz/service/ethnic-information/communities/english](http://www.police.govt.nz/service/ethnic-information/communities/english)
- **ChangeMakers Refugee Forum:** [www.crf.org.nz/](http://www.crf.org.nz/) (a non-government organisation (NGO) representing 14 refugee-background communities in Wellington)
- **Auckland Regional Migrant Services Charitable Trust:** [www.arms-mrc.org.nz/](http://www.arms-mrc.org.nz/) (an NGO which supports migrants, refugees and returning kiwis to settle successfully in the Auckland Region)
- **Refugee Services Aotearoa New Zealand:** [www.refugeeservices.org.nz/](http://www.refugeeservices.org.nz/) (an NGO, it is the primary agency helping the 750 refugees selected by the New Zealand government annually to settle and adjust within their new community)
- **English Language Partners New Zealand:** [www.englishlanguage.org.nz/](http://www.englishlanguage.org.nz/) (an NGO, it is the primary agency providing English language tutoring to migrants and refugees in New Zealand)

## How to consult

We highly recommend drawing up a **consultation plan**. Community-specific approaches may need consideration such as the use of professional interpreters, and translations of material. The New Zealand Society of Translators and Interpreters can assist: [www.nzsti.org/](http://www.nzsti.org/)

Choose an appropriate method of consultation to gain the type of information you require, and that takes into consideration the nature of the issue, time and resources you have available, the community to be consulted and their location. Our Ethnic Advisory team can assist with method and contacts that are most likely to be representative enough to gain pertinent information.

### Method

To improve your chances of developing an appropriate consultation plan it's a good idea to consider including representatives of specific groups in your planning process. In doing so you will have the advantage of their ethno-specific knowledge, may gain access to their contacts, and may also build an important bridge of trust which will encourage community involvement.

Separation of ethnic communities from mainstream communities is a further issue to consider. They may need different resources and approaches but they do not always need to be consulted separately.

There is a range of methods and models of consultation that can be used. A useful source is the toolbox developed by the **International Association for Public Participation**: [www.iap2.org/associations/4748/files/toolbox.pdf](http://www.iap2.org/associations/4748/files/toolbox.pdf)

Please contact our Ethnic Advisory team if you require information and advice about other important considerations when consulting with ethnic communities such as: timing, language needs, protocols and culture, dietary requirements and appropriate venues.

# Appendix A

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## How can the Office of Ethnic Affairs help?



The Office of Ethnic Affairs is available to provide advice on the application of the *Ethnicity Matters* approach to policy development.

[www.ethnicaffairs.govt.nz](http://www.ethnicaffairs.govt.nz)

The Office of Ethnic Affairs can provide a range of services and resources to assist other agencies in their work with ethnic communities.

We have an extensive contacts database and a nationwide **Ethnic Advisory** team to assist with consultation and engagement with ethnic communities.

**Intercultural Advice and Training** is available to both public and private sector organisations who need to better understand and manage ethnic diversity in terms of their staff and clients.

Our **Policy** team based in Wellington can provide strategic policy advice and direction on outcomes for ethnic communities.

The Office of Ethnic Affairs also provides **Language Line**, a telephone interpreting service for government agencies including many hospitals and emergency services.

## **Other Useful Resources**

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### **Office of Ethnic Affairs**

Connecting Diverse Communities (with the Ministry of Social Development):

[www.msd.govt.nz/about-msd-and-our-work/work-programmes/initiatives/connecting-diverse-communities/](http://www.msd.govt.nz/about-msd-and-our-work/work-programmes/initiatives/connecting-diverse-communities/)

Improving Policy Related Research on Ethnic Communities:

[www.ethnicaffairs.govt.nz/oeawebsite.nsf/wpg\\_url/Resources-Research-Improving-the-quantity-and-quality-of-policy-related-research-about-and-with-ethnic-communities?OpenDocument](http://www.ethnicaffairs.govt.nz/oeawebsite.nsf/wpg_url/Resources-Research-Improving-the-quantity-and-quality-of-policy-related-research-about-and-with-ethnic-communities?OpenDocument)

Meaningful and Authentic Engagement with ethnic communities:

[ocvs.govt.nz/customer.modicagroup.com/work-programme/building-good-practice/good-practice-in-action/index.html#Meaningfulandauthenticengagementwithethniccommunities4](http://ocvs.govt.nz/customer.modicagroup.com/work-programme/building-good-practice/good-practice-in-action/index.html#Meaningfulandauthenticengagementwithethniccommunities4)

Let's Talk (hiring interpreters):

[www.ethnicaffairs.govt.nz/oeawebsite.nsf/wpg\\_URL/Resources-Language-Resources-Lets-Talk-Guidelines-For-Government-Agencies-Hiring-Interpreters?OpenDocument](http://www.ethnicaffairs.govt.nz/oeawebsite.nsf/wpg_URL/Resources-Language-Resources-Lets-Talk-Guidelines-For-Government-Agencies-Hiring-Interpreters?OpenDocument)

### **Other recommended resources**

Office for the Community and Voluntary Sector (Department of Internal Affairs):

[www.goodpracticeparticipate.govt.nz/](http://www.goodpracticeparticipate.govt.nz/)

Standards for Engagement with Refugee Communities in New Zealand:

[www.goodpracticeparticipate.govt.nz/documents/standards-for-engagement.pdf](http://www.goodpracticeparticipate.govt.nz/documents/standards-for-engagement.pdf)

# Appendix B

## Contacting Ethnic Community Groups



### A selection of ethnic community groups throughout New Zealand

(N.B. contact details for these groups can be obtained from the Office of Ethnic Affairs)

Ethnicity	Location	Name	Description
Bangladeshi	Auckland	Bangladesh Association	Community based organisation that promotes the welfare of its community
Chinese	Auckland	Chinese New Settlers Service Trust	A charitable trust that supports the settlement of Chinese migrants and cultural celebrations
Chinese	Auckland	New Zealand Chinese Association Auckland Inc	Community based organisation that promotes the welfare of its community
Indian	Auckland	New Zealand Indian central Association	Community based organisation that promotes the welfare of its community
Indian	Auckland	Bhartiya Samaj Charitable Trust	A charitable trust that supports the settlement of Indian migrants and cultural celebrations.
Indian	Auckland	Manukau Central Indian association	Community based organisation that promotes the welfare of its community
Indian (Sikh)	Auckland	New Zealand Sikh Council	Community based organisation that promotes the welfare of its community
Indian (Sikh)	Auckland	New Zealand Sikh Women's Association	Community based organisation that promotes the welfare of its community
Muslim	Wellington	International Muslim Association of New Zealand	Community based organisation that promotes the welfare of its community
Korean	Auckland	Korean Society of Auckland	Community based organisation that promotes the welfare of its community
Korean	Wellington	Korean Society of Wellington	Community based organisation that promotes the welfare of its community

<b>Ethnicity</b>	<b>Location</b>	<b>Name</b>	<b>Description</b>
Korean	Christchurch	Korean Society of Christchurch	Community based organisation that promotes the welfare of its community
Korean	Waikato	Waikato Korean Association	Community based organisation that promotes the welfare of its community
Pan-African	Auckland	African Region Auckland Inc	Community based organisation that promotes the welfare of its community
Pan-African	Auckland	New Zealand African Welfare Service Trust	A non-profit organisation that provides social support to African residents
Pan-Asian (South Asian)	Wellington	Society for Southeast Asian Communities	Community based advocacy organisation
Pan-ethnic	Auckland	Centre of Asian & Ethnic Minority Health Research	A research unit at the University of Auckland
Pan-ethnic	Wellington	Multicultural Council Wellington	Community based organisation that promotes the welfare of its community
Pan-ethnic	Waikato	Hamilton Multicultural Services Trust	A charitable trust that supports the settlement of migrants and cultural celebrations
Pan-ethnic	Bay of Plenty	New Zealand Federation of Ethnic Councils	Community based organisation that promotes the welfare of its community
Pan-ethnic	Waikato	New Zealand Ethnic Social Services	Community based organisation that promotes the welfare of its community
Pan-ethnic	Waikato	SHAMA Hamilton Ethnic Women's Centre	Community based organisation that promotes the welfare of its community
Pan-ethnic (refugee)	Wellington	ChangeMakers Refugee Forum	Community based organisation that supports the settlement of refugees
Pan-ethnic (refugee)	Waikato	Waikato Refugee Forum	Community based organisation that supports the settlement of refugees
Pan-ethnic (refugee)	Auckland	Auckland Refugee Communities Coalition	Community based organisation that supports the settlement of refugees
Pan-ethnic (refugee)	Christchurch	Christchurch Refugee Council	Community based organisation that supports the settlement of refugees
Pan-ethnic (refugee)	Waikato	The Refugee Orientation Centre Trust	Community based non-profit organisation that promotes the welfare of its community
Somali	Wellington	Wellington Somali Council	Community based organisation that promotes the welfare of its community



