

## At a glance

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## PROVIDING INFORMATION SERVICES TO MIGRANTS: LITERATURE REVIEW

**P**roviding Information Services to Migrants: Literature review synthesises international good practice on the delivery of information services to migrants. The Department of Labour has used it to inform the development of the good practice template for the monitoring and evaluation of settlement services.

The literature review identified consistent findings whereby information services for migrants should:

- be designed, developed, and operated to meet the specific needs of an identified group of migrants in a particular time and place
- provide migrants with 'information grounds'. That is, information should be made available in places where people meet or conduct activities in the course of daily life.

Specifically, twelve key good practices concerning the delivery information services to migrants were identified in three main areas: planning an information service, running an information service, and the actual information.

### GOOD PRACTICE WHEN PLANNING AN INFORMATION SERVICE

1. The service is based on a detailed needs analysis for specific groups.
2. Migrants are involved in all levels of the design and planning of the service.
3. A variety of services besides information services can be offered to clients, either onsite or through referrals carried out by the information service for the client.
4. The service has consistent and adequate funding.

### GOOD PRACTICE WHEN RUNNING AN INFORMATION SERVICE

5. The service is accessible to the specific groups identified as needing the service.
6. The service has staff members that are culturally competent in regard to targeted client groups, and trained in the provision of information services.
7. Services are offered in a manner that is culturally appropriate to the identified target groups.
8. The service offers direct access or carries out referrals to mainstream or government agencies that provide further services to clients.

### GOOD PRACTICE FOR PROVIDING THE INFORMATION

9. Information is provided that is relevant to the identified needs of the target users.
10. Processes and procedures are in place to ensure services are based on accurate, reliable, and current information.
11. Services and information are provided in the client's language wherever possible and appropriate.
12. Information is delivered through channels and media appropriate to the information grounds and the information needs of the targeted client base.

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