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
Retention is the Integration 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
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

MBIE Immigration

LOCAL PARTNER (Council &/or EDA)

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
So how’s the regional model working?

Independent Research – Gravitas

An annual Relationship Manager Stakeholder Research Survey (May 2018) monitors the value and quality of the Relationship Managers’ stakeholder interactions.
Findings from stakeholders

Perceptions of the RM role (May 2018)

- Overall perceptions of the RM role for value and service quality remain high, 87% satisfied, which equates with the 2017 percentage and shows an increase from the 85% in 2016.
- Accessible (91%) and timely (91%) in their service, and are informative (88%) and are knowledgeable (84%).
- Facilitate networking between settlement stakeholders in the region (88%).
- Stakeholders felt there is opportunity to do more to add value to retaining skills in regions and they felt this can be best achieved through having more Relationship Managers available.
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
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!
Retention: Staying in NZ post-resident visa

Retention: Proportion of migrants staying in NZ post-residence approval

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