

Table 6

## DISPARITIES IN HEALTH AND SOCIAL SERVICE PROVISION BETWEEN QUOTA REFUGEES AND ASYLUM SEEKERS

Issue	Quota refugees	Asylum Seekers
<b>Residency</b>	Become New Zealand residents on arrival.	Must make a claim for refugee status. If granted, can apply for permanent residence and later New Zealand citizenship.
<b>Introduction to living in NZ</b>	An orientation programme to NZ, including cultural issues, support services, etc. is provided on arrival at Mangere Refugee Resettlement Centre (MRRC).	No orientation programme to NZ is offered, so may feel isolated and be unaware of support services and benefit entitlements.
<b>Accommodation for new arrivals</b>	Initially accommodated at MRRC, and thereafter in housing provided for them.	Must find their own accommodation. Some accommodation may be available through Auckland Refugee Council's hostel in Glendene.
<b>Access to health screening/health care on arrival</b>	Receive free comprehensive health screening / health care, including dental care, on arrival, with follow-up treatment and management as required.	Free comprehensive health screening, excluding dental, is available at the Asylum Seekers Clinic located at Green Lane Hospital in Auckland, and through some regional Public Health Services. However, screening is voluntary and many do not access it.
<b>English language instruction</b>	Receive free language instruction at MRRC. This continues to be available when they move into the community. They are eligible for TOPS courses funded by SkillINZ.	If registered with WINZ for work in NZ, they can attend WINZ-funded ESOL courses in some regions. WINZ-funded ESOL support is available only for those who have been in NZ for less than 2 years.
<b>Resettlement in NZ</b>	Provided with sponsors to assist with their resettlement.	No formal assistance offered to support day-to-day living. Limited support is offered through the Auckland Refugee Council.

*Continued overleaf*

## DISPARITIES IN HEALTH AND SOCIAL SERVICE PROVISION BETWEEN QUOTA REFUGEES AND ASYLUM SEEKERS (CONT.)

Issue	Quota refugees	Asylum Seekers
<b>Income support</b>	<p><i>Eligible for:</i> Emergency Benefit, including Hardship provisions, such as Accommodation Supplement, Disability Allowance, Special Needs Grants. They can access Re-establishment Grants; eg, \$1200 per family for re-establishment costs, and up to \$800 (recoverable), for initial accommodation costs.</p>	<p><i>Eligible for:</i> Emergency Benefit, including Hardship provisions, such as Accommodation Supplement, Disability Allowance, Special Needs Grants, providing they have lodged a claim for refugee status and are awaiting a hearing. They are not eligible for Re-establishment Grants.</p>
<b>Legal services</b>	<p>Do not require legal assistance.</p>	<p>Require legal assistance for the preparation and presentation of their claims. This can be expensive. Citizen's Advice Bureaux and community law centres may provide some free legal advice. Legal aid can be applied for.</p>
<b>Access to health services</b>	<p>Provided with Community Services Card and can therefore access subsidised health care.</p>	<p>Eligible for Community Services Card, although may be unaware of this. They may be unwilling to access health care fearing an illness might affect their claim. As a result they often have unmet complex health needs, especially mental health needs. May be unable to afford prescription charges.</p>