



2022

# Welcoming Plan

WELCOMING COMMUNITIES - HAMILTON  
TE WAHAROA KI NGAA HAPORI - KIRIKIROA



**Hamilton  
City Council**  
Te kaunihera o Kirikiriroa



# 2022 Welcoming Plan

## WELCOMING COMMUNITIES - HAMILTON TE WAHAROA KI NGAA HAPORI - KIRIKIROA

*This is Hamilton City Council's commitment to lead collaborative efforts to develop a Welcoming Plan. This plan will follow the Welcoming Communities Standard and ensure our city is more open and accepting, building on existing efforts to embrace cultural diversity and inclusion.*

Welcoming Communities is an initiative of Immigration New Zealand (INZ) in collaboration with the Ministry for Ethnic Communities, Department of Internal Affairs, and the Human Rights Commission. The initiative aims to help newcomers – including recent migrants, former refugees, international students, and anyone new to the city – feel more supported and included.

In 2017 the programme was rolled out across five Councils in Aotearoa. In September 2020 INZ opened and welcomed Expressions of Interest (EOI) from other councils. In that same year, with endorsement from *Te Ngaawhaa Whakatupu Ake* and Council, Hamilton Kirikiriroa submitted an EOI. In 2021, Council's application was accepted.

Kirikiriroa is already incredibly diverse, with Hamiltonians representing more than 160 ethnicities, and a long history of people moving here from other countries. Latest statistics tell us that more than 27% of the city's population were born overseas.

Moving town or country can be challenging, and a comprehensive plan will help us to make Kirikiriroa a more welcoming place to be. Our goal is to ensure that Kirikiriroa feels like home for anyone who chooses to live here. The wellbeing of the community is at the heart of everything Council does, and that includes the wellbeing of people who are new to the city.

Hamilton Kirikiriroa has already set up an Advisory Group, done a stocktake on current activity and consulted and worked with partners and stakeholders to develop this Welcoming Plan. This plan will continue to grow and develop, so if your organisation would like to contribute, contact Jovi Abellanos, Ethnic Development Advisor and Coordinator of the programme on [jovi.abellanos@hcc.govt.nz](mailto:jovi.abellanos@hcc.govt.nz).



## WORD FROM THE MAYOR

I am intensely proud that our city is officially part of the New Zealand Welcoming Communities programme.

It signals that Hamilton City Council is actively working to promote inclusion and diversity. It encourages us to continue our efforts to welcome, on behalf of our city, new residents from around the globe.

This programme now involves 13 councils across nine regions and I am sure that many other councils will be looking to get involved. It actively works to ensure that New Zealand overall builds strong networks with different ethnic communities. We can play our part by providing new migrants with tools and resources which will enable them to thrive and to quickly become wider contributors to our neighbourhoods and our city.

In Hamilton, we also take pride in our ongoing efforts to support ethnic community events of all shapes and sizes.

Being part of this programme will enable our city to draw on and utilise the resources that being part of a wider, national programme offers. It is exciting that this programme is connected to others internationally, meaning we are contributing to a global effort.

That is good for our people and good for our city and will help create a space where everyone can thrive.

We are already a diverse city, home to many different cultures. But I would love for Hamilton to be considered the most culturally rich city in New Zealand. So I warmly support our involvement in this programme and look forward to us realising the benefits it will provide to all of us.

*Paula Southgate*  
MAYOR OF HAMILTON



## TE WAHAROA KI NGAA HAAPORI - KIRIKIROA

*Ka koorihi ngaa manu tangi o te ata i te  
puaatanga o te raa.*

*Kia mihi atu ki te Matua-nui-i-te-rangi, te  
kaihanganga o te rangi me te whenua*

*Kia tau hoki aana manaakitanga ki runga i  
a Kiingi Tuheitia.*

*Ki ngaa mate huri noa, haere atu koutou,  
haere, haere, haere,*

*Moe mai i roto i te Ariki*

*Ki a koutou ngaa mana, ngaa reo, ngaa  
maataa waka*

*Teenaa koutou, teenaa koutou, teenaa  
koutou katoa.*

*Nau mai haere mai, haere mai ki Te  
Waharoa ki ngaa haapori o Kirikiriroa.*

*The birds start singing when the new day  
starts,*

*We acknowledge the creator of the  
heavens above and the earth below,  
That his blessing also be bestowed upon  
King Tūheitia,*

*To all those passed on beyond the veil we  
farewell you all,*

*To those of us in attendance greetings to  
you all,*

*Welcome to the gateway of Kirikiriroa.*



## WORD FROM COUNCILLOR KESH

Everyone living in our beautiful city of Hamilton Kirikiriroa should feel like we belong, and should feel pride in our new home! That is the aim of this Welcoming Plan - to create a pathway that includes everyone, promotes our sense of belonging while celebrating our diversity.

Having been born in South Africa, moving to a new country was the most challenging yet exciting time in my life. I understand how newcomers feel and the massive adjustments we encounter in our efforts to fit in.

There is beauty in our difference of thought, heritage and culture. This is what we should be proud to share and celebrate.

As a first term City Councillor, I have spent an incredible amount of time asking questions, listening and learning about our diverse communities. I am proud of the work Hamilton City Council has been involved in to date, and I look forward to working towards achieving our new goals in this Plan. It's been my honour to contribute to Hamilton's first ever "Welcoming Plan".

I encourage you to wander out of your comfort zones; to get involved and contribute to our fast growing communities. Let's create a welcoming city for our children and our children's children, and together let's continue to make Hamilton a home we can all be proud of.

*Kesh Naidoo - Rauf*  
HAMILTON CITY COUNCILLOR







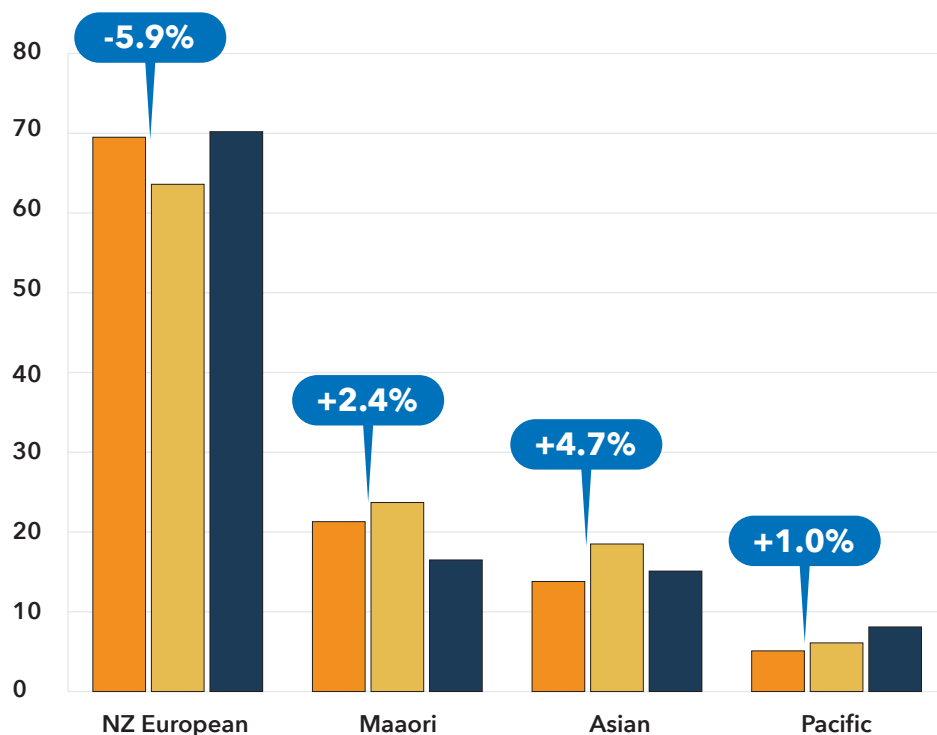
# Our People



# Our People

According to the 2018 Census, Hamilton has over 160 ethnicities represented in the city population with 27.2% of residents born overseas. In the last 5 years our ethnic population has increased with the following changes:

- 2013 (%), Hamilton
- 2018 (%), Hamilton
- 2018 (%), New Zealand



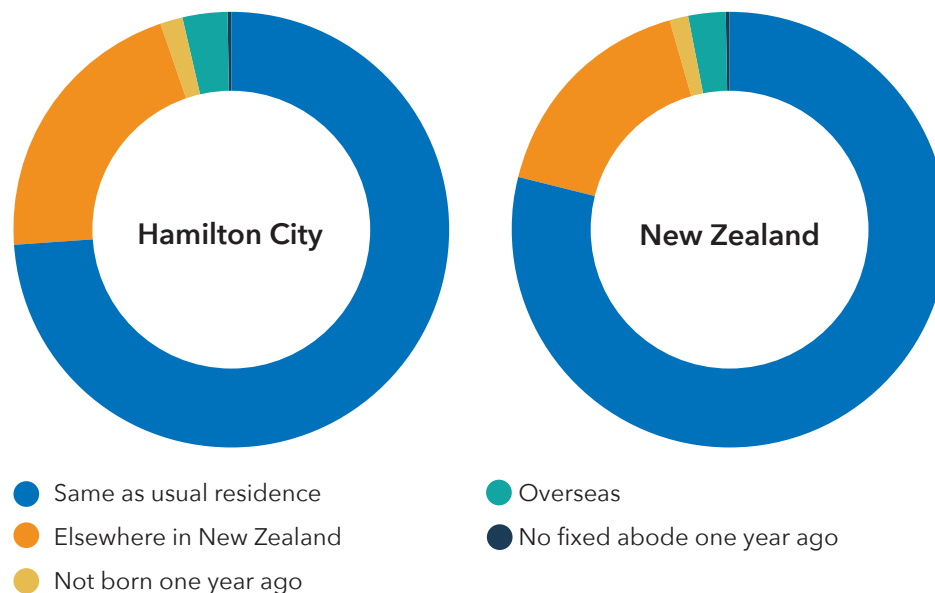
Hamilton's six largest ethnic groups are NZ European, Maaori, Indian, Chinese, Filipino and Samoan.

Based on current trends and projections, New Zealand will continue to become more ethnically diverse as our population grows.

Hamilton is an official Refugee Resettlement Centre and has become home to over 1200 refugees since June 2011. People have come from more than a dozen countries, with the largest numbers over the last ten years from Colombia, Afghanistan and Pakistan.

## USUAL RESIDENCE ONE YEAR AGO

Usual residence one year ago for people in Hamilton City and New Zealand, 2018 census (%)

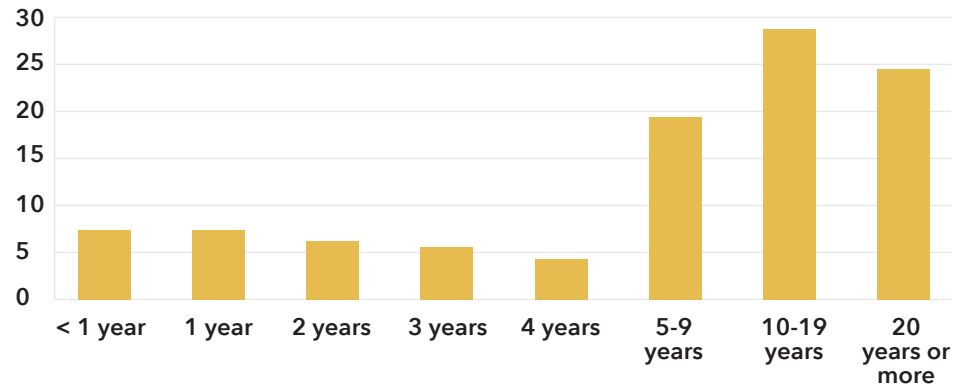


<https://www.parliament.nz/media/7269/new-zealand-refugee-quota-august-2020.pdf>



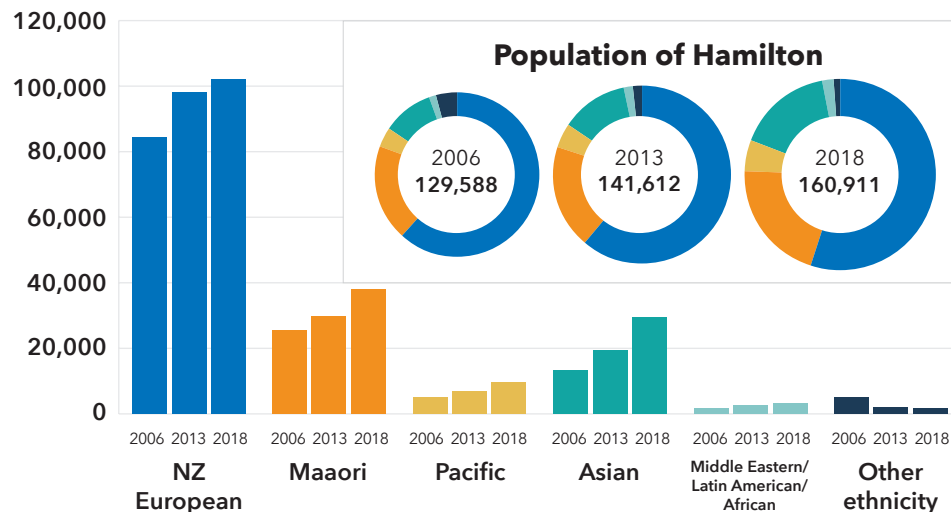
## Years since arrival in New Zealand for people in Hamilton City, 2018 Census

For those of us who were born overseas, the following shows how long we have been in New Zealand.



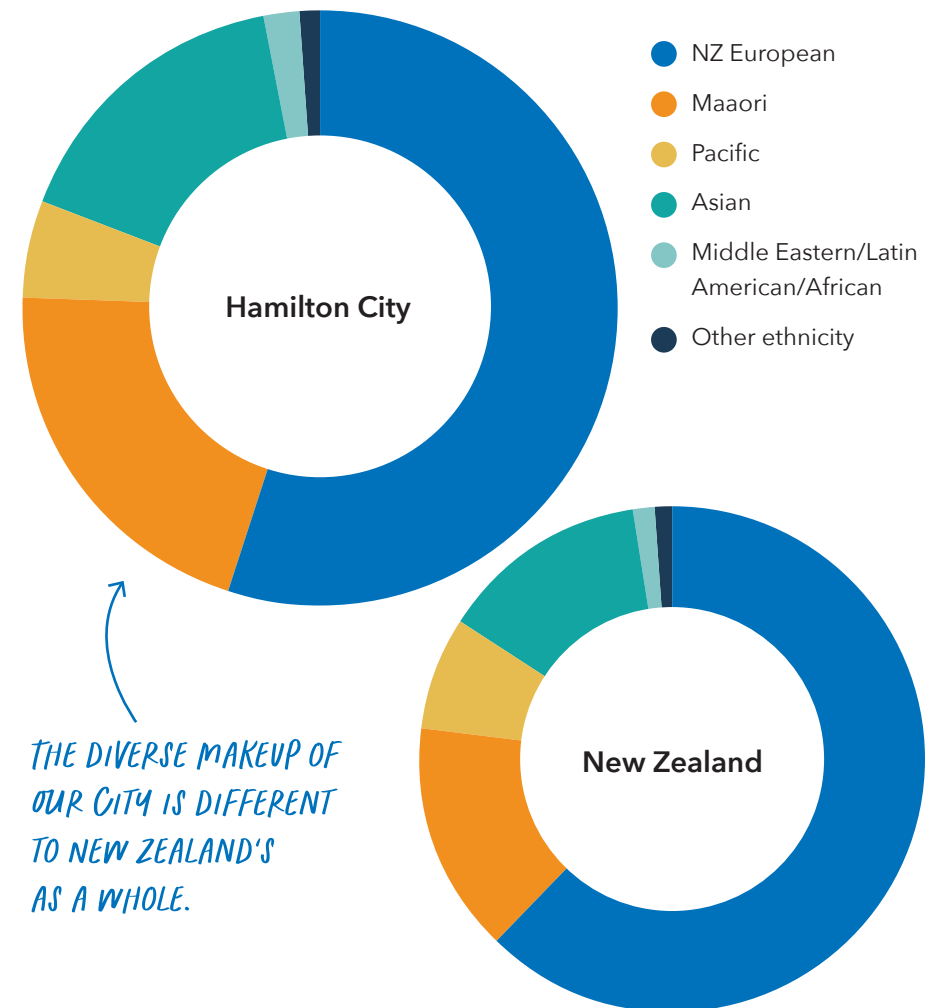
## ETHNIC GROUPS, OVER TIME

### Ethnic groups for people in Hamilton City, 2006-18 Censuses



## Ethnic groups for people in Hamilton City and New Zealand, 2018 Census

Not only has the number of us who identify as non-NZ European/Paakehaa or Māori increased over the last 15 years, but the percentage of us has also increased.



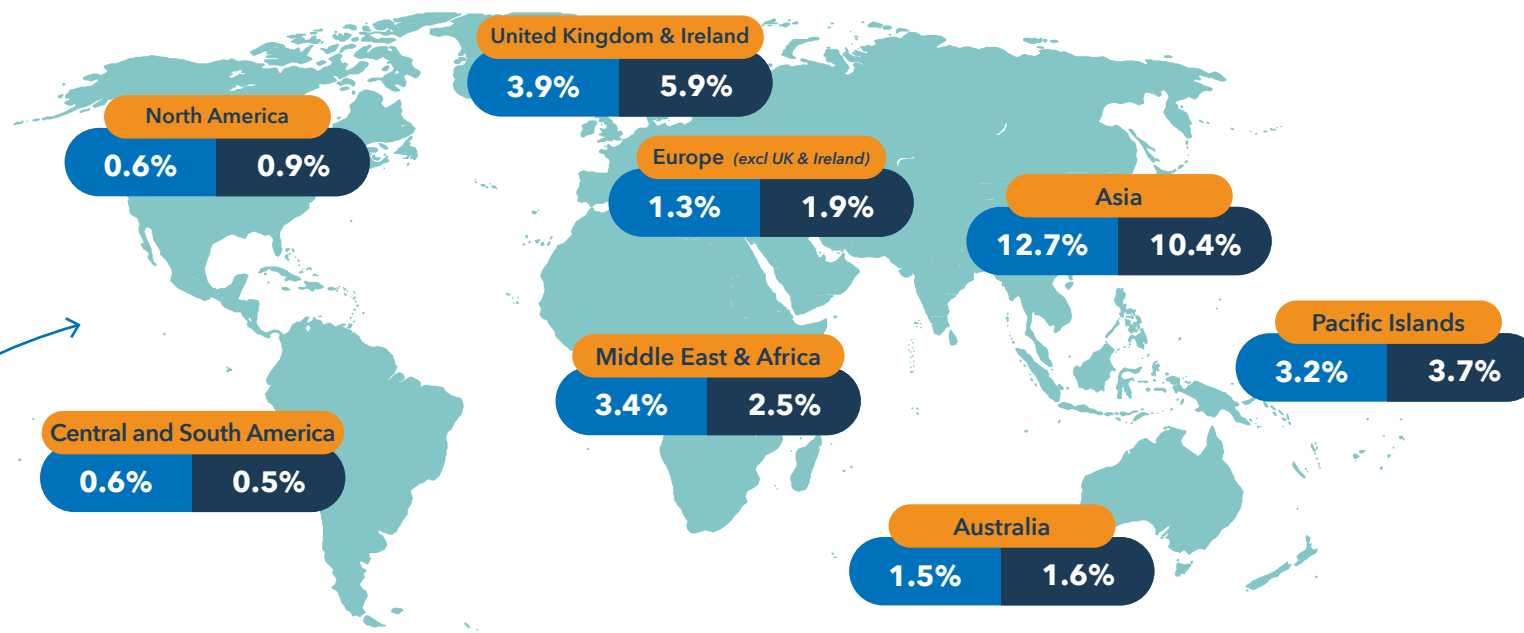
## COUNTRY OF BIRTH

Birthplace for people in Hamilton City and New Zealand, 2018 Census

● Hamilton  
● New Zealand

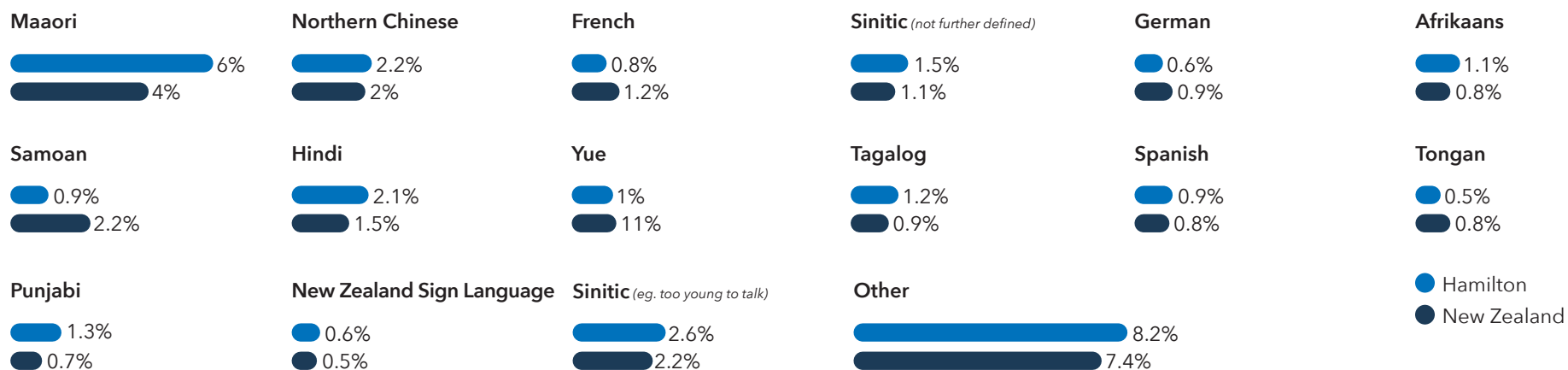
**27.2%**

OF US WERE BORN OVERSEAS  
IN THESE PLACES.



## COMMONLY SPOKEN LANGUAGES

Languages spoken by people in Hamilton City and New Zealand, 2018 Census



● Hamilton  
● New Zealand

[Place Summaries | Hamilton City | Stats NZ](#)



# Principles that Guide Our Plan

*MANAAKITANGA, WHANAUNGATANGA, RANGATIRATANGA, KAITIAKITANGA, AND WAIRUATANGA.*

*Manakitanga*

the expression of aroha, hospitality, generosity, and mutual respect

*Whanaungatanga*

relationship, kinship, a sense of family connection between people

*Rangatiratanga*

sovereignty, self-determination, the right to exercise supreme authority

*Kaitiakitanga*

guardianship and protection of environment

*Wairuatanga*

the distinctive identity or spirituality of people and places

# The Welcoming Communities Standard

The [Welcoming Communities programme](#) is connected to similar programmes in other countries creating an international network. It supports councils to share knowledge with each other and develop and carry out welcoming plans.

At the heart of the programme is the [Welcoming Communities Standard](#) (the Standard) which provides councils and communities with a benchmark for what a successful welcoming community looks like.

The eight elements of the standard and their outcomes are:



## 1. Inclusive Leadership

Local government, tangata whenua and other community leaders work together to create, advocate for, and continue to foster a welcoming and inclusive community. They lead a shared plan to increase connections between newcomers and existing residents.



## 2. Welcoming Communications

People of all cultures and backgrounds feel included, listened to and well informed through a range of ways that consider their different communication needs.



## 3. Equitable Access

Opportunities to access services and activities and to participate in the community are available to all, including newcomers.



## 4. Connected and Inclusive Communities

People feel safe in their identity, that they are connected with and belong in the community. There are high levels of trust and understanding between members of the receiving community and newcomers.



## 5. Economic Development, Business and Employment

Communities maximise and harness the economic development opportunities that newcomers can offer. Councils work with business associations to promote the contribution that newcomer business owners and skilled migrants make to the region's economy.



## 6. Civic Engagement and Participation

Newcomers feel welcome to fully participate in the community. Newcomers are active in all forms of civic participation.



## 7. Welcoming Public Spaces

Newcomers and receiving communities feel welcome in and comfortable using public spaces.



## 8. Culture and Identity

There is a shared sense of pride in being part of a culturally rich and vibrant community. People feel their culture is respected and valued by other members of the community. There are opportunities to learn about each other's cultures.





## Our Plan

*CITIES CAN BE PLACES OF WELCOME AND INTEGRATION WHEN WE MAKE SPACE FOR ALL. THE CITY OF THE FUTURE IS OURS TO CHOOSE AND BUILD. THERE ARE MANY STEPS - BIG AND SMALL - THAT CAN BE TAKEN TO CREATE CITIES OF INCLUSION.*

The following pages outline the eight Welcoming Communities Outcomes and 30 sub-outcomes, alongside work that is currently occurring to achieve these and potential immediate actions that could be undertaken in our first version of Hamilton's Welcoming Plan.

There are 30 sub-outcomes and currently 77 actions under it.



# In Summary

## OUTCOME 1.

### Inclusive Leadership



Six sub-outcomes

Ten actions

Page 13

## OUTCOME 2.

### Welcoming Communications



Four sub-outcomes

Seven actions

Page 16

## OUTCOME 3.

### Equitable Access



Three sub-outcomes

Nine actions

Page 19

## OUTCOME 4.

### Connected and Inclusive Communities



Four sub-outcomes

Sixteen actions

Page 22

## OUTCOME 5.

### Economic Development, Business and Employment



Five sub-outcomes

Four actions

Page 26

## OUTCOME 6.

### Civic Engagement and Participation



Three sub-outcomes

Four actions

Page 29

## OUTCOME 7.

### Welcoming Public Spaces



Three sub-outcomes

Eight actions

Page 31

## OUTCOME 8.

### Culture and Identity



Two sub-outcomes

Six actions

Page 33

Sub-outcomes

What is happening

What we plan to do



## OUTCOME 1.

# Inclusive Leadership

**As the indigenous peoples of Aotearoa New Zealand, Māori - represented by tangata whenua, mana whenua, iwi and hapuu and/or other hāpori Māori - have a prominent role in Welcoming Plan activities.**

- ✓ Sought endorsement and partnership from Te Ngaawhaa Whakatupu Ake<sup>1</sup> to participate in Welcoming Communities.
- ✓ Five hapuu representatives are signatories to the Welcoming Communities Commitment Signing document.
- ✓ Two of the five Kirikiriroa hapuu represented in the Welcoming Communities Advisory Group.

- 1 The Welcoming Communities Advisory Group will work with hapuu aligning Welcoming Plans with He Pou Manawa Ora (Hamilton City Council's Pillars of Wellbeing Strategy)<sup>2</sup> principles of partnership, participation, protection, and prosperity.
- 2 The Welcoming Communities Advisory Group will work closely with Māori to develop a plan that reflects the principles of manaakitanga (the expression of aroha,

hospitality, generosity, and mutual respect), whanaungatanga (relationship, kinship, a sense of family connection between people), rangatiratanga (sovereignty, self-determination, the right to exercise supreme authority), kaitiakitanga (guardianship and protection of environment), wairuatanga (the distinctive identity or spirituality of people and places).

### Leaders - both designated and unofficial - reflect the diversity in the local community, as does the council workforce.

✓	Council has voted to establish Maaori wards for the 2022-25 triennium and consultation has occurred.
✓	Maangai Maaori sit in Council committees with voting rights.
✓	Council has begun developing Diversity and Inclusion Strategy and Policies focussing mainly on designing and implementation of the foundations, support structures e.g., policies and frontline interventions e.g., unconscious bias, Amorangi Maaori, Cultural Awareness.
✓	Council is currently designing and imbedding diversity demographics into the new payroll system and exploring metrics for HCC.
3	<p>Council through its People, Wellness and Safety Team will continue working with <a href="#">Diversity Works</a> to develop a Diversity and Inclusion Strategy that will include:</p> <ul style="list-style-type: none"> <li>- Foundations and support structure e.g. policy development</li> </ul>

- upskilling of decision makers on diversity and inclusion,
- review recruitment, selection and onboarding processes to make it more inclusive.

### Leaders model the principles of inclusiveness, openness, tolerance, respect and acceptance of all cultures in the community.

✓	Mayor and Councillors support and promote diversity in the city.
✓	Council hosted Unconscious bias training for Senior Leadership, People, Safety and Wellness Team and its Diversity and Inclusion champion's group.
4	Council will work to improve the capability and capacity of Council staff to understand and appreciate cultural issues and engage with our Maaori partners. <sup>3</sup>
5	Council to work with <a href="#">Inclusive Aotearoa Collective</a> and host workshops for leaders and staff on diversity and belonging.
6	Council will design an introduction to diversity, inclusion and unconscious bias, cultural awareness and Amorangi Maaori training starting with leaders e-learning modules.
7	Council will reinstate Interfaith Prayers and offerings led by the Waikato Interfaith Council (WIFCO) at the Regular Council Meetings.

## There are clear roles, responsibilities and ownership within council and in the wider community for the Welcoming Communities programme.

✓	Ethnic Development Advisor is coordinating the Welcoming Communities Programme.
✓	The Welcoming Communities Advisory Group have provided guidance on the development of the plan.
8	Council to partner and collaborate with communities and other organisations to develop a successful Welcoming Plan that will outline roles and responsibilities of agreed actions.

## Council's internal and external policies, services, programmes and activities recognise and address cultural diversity.

✓	Council employs an Ethnic Development Advisor to work with and alongside communities and organisations.
✓	Council community funding provides for and is accessed by our diverse communities.
9	Council to continue to maximise its Maangai Maaori relationships when engaging on key policies, plans and strategies. <sup>4</sup>

## A range of leadership opportunities in the council and the wider community are available to and taken up by newcomers.

✓	Any citizen is eligible to run for local office and the city has voted migrants into Council including the current Mayor and Cr. Kesh Naidoo-Rauf.
✓	Council has voted to have Maaori Wards by the next local election in 2022.
✓	With research showing a representative voting system increases diversity, Council has agreed to change the voting process from First Past the Post to Single Transferrable Vote for the next 2 elections.
10	Council will use Single Transferrable Voting in the 2022 and 2025 Elections.

<sup>1</sup> Te Ngaawhaa Whakatupu Ake includes members of Waikato-Tainui, Te Haa o te Whenua o Kirikiriroa and Te Runanga o Kirikiriroa, who provide expert and knowledgeable cultural advice, foster and promote the relationship between Council and Maaori, and support collaboration with public, private sector, and central government.

<sup>2</sup> He Pou Manawa Ora – Pillars of Wellbeing has been developed with input from local iwi, hapuu, maataa waka (urban Maaori), Council's Maangai Maaori (Maaori representatives), Waikato-Tainui, Te Haa o te Whenua o Kirikiriroa and Te Runanga o Kirikiriroa. The development of the strategy is funded through Council's 2020/21 Annual Plan with future funding for implementing the strategy to be considered as part of Hamilton's Long-Term Plan

<sup>3</sup> He Pou Manawa Ora

<sup>4</sup> He Pou Manawa Ora





## OUTCOME 2.

# Welcoming Communications

**The community is well informed about the local benefits of immigration and the Welcoming Communities programme, including success stories.**

- ✓ Council acknowledges contributions of migrants and refugees and or people from ethnic and pacific backgrounds with the [Freedom of the City](#) and bi-annual [Civic Awards](#).
- ✓ Council currently consulting with diverse website users to improve accessibility of the HCC website that is being redeveloped.
- ✓ A few years ago, Wintec produced [The New Wave, a coffee-table book featuring migrants and refugees settling in Hamilton](#).
- ✓ [FreeFM](#) is a community radio that has provided opportunities for ethnic, faith and interest groups to share with their and the wider community.

- 1 Council's Weekly Ethnic Development Alert to be refreshed to include Welcoming Communities branding.

- 2 Council's online newsletter, [Our Hamilton](#) to better reflect our diverse city by regularly featuring cultural celebrations, a successful new migrant or former refugee studying, working or running a business in Hamilton.
- 3 Council to set up a Welcoming Communities landing page or hub with settlement information for newcomers, links to services, information about the city's diverse communities, as well as success stories.

### The council is well informed about newcomers to their region and pro-actively seeks data about newcomers from relevant sources.

- |   |   |
|---|---|
| ✓ | Council uses census and other data sources to get information about newcomers.  |
| ✓ | Council shares demographic and community information online through <a href="#">Understanding your community</a> .                      |
| ✓ | Council produces <a href="#">Hamilton New Settlers Guide</a> which has information on ethnic and faith groups.                          |
| ✓ | Councils' Ethnic Development Advisor sits in the NZ Red Cross hosted Y1 hub meeting where information on new refugee families is given. |
- 4 Council to work closely with Ministry of Ethnic Communities, Immigration New Zealand and StatsNZ for demographic and other community data.

- 5 Council to continually increase its database of images representing ethnic, cultural, faith and other diversities that can be used to authentically represent Hamilton in communications, promotions and reports.

### The council's engagement with all residents is two-way, culturally appropriate and fit for purpose.

- |   |   |
|---|---|
| ✓ | Council has a Kaumatua, an Amorangi Maaori and Whakawhanake Hapori who provide cultural advice when working and engaging with Maaori.   |
| ✓ | Hamilton City Council is committed to making sure Maaori are best represented in our decision-making process and have the following in place: <ul style="list-style-type: none"> <li>✓ Waikato-Tainui/Hamilton City Council Co-Governance Forum</li> <li>✓ Te Haa o te Whenua o Kirikiriroa (THaWK)</li> <li>✓ Maangai Maaori</li> <li>✓ Te Ngaawhaa Whakatupu Ake<sup>5</sup></li> </ul> |
| ✓ | Council has a Writing Style Guide which staff refer to so that written documents are consistent, inclusive, straight-forward, and relatable. It puts the community at the heart of our communication, making sure that what we're writing is in plain English and welcoming.  |
| ✓ | Council seeks to engage culturally appropriately with residents whether through initial cultural advice, language translation or interpretation when necessary.   |



- ✓ Council produces the [Diversity and Engagement Toolkit](#) for organisations and service providers who would like to know more about working with ethnic communities.
- 6 Council to continue practicing culturally appropriate community engagement practices and regularly seek appropriate cultural advice, use community connectors, translators and interpreters when necessary.

**Council communication materials and messages are inclusive and reflect the diversity of the local community. Council encourages other agencies, business and organisations to follow this model.**

- ✓ Long Term Plan and other more recent consultations were promoted in other languages.
- ✓ Some information is translated so they can be accessed by our culturally and linguistically diverse communities.
- ✓ Council uses interpreters and/or translators as appropriate.
- 7 Council will continue to partner with organisations to reflect the diversity of the local community in communication materials and messages.

*COUNCIL SEEKS TO ENGAGE IN A CULTURALLY APPROPRIATE WAY WITH RESIDENTS WHETHER THROUGH INITIAL CULTURAL ADVICE, LANGUAGE TRANSLATION OR INTERPRETATION WHEN NECESSARY.*

<sup>5</sup> <https://www.hamilton.govt.nz/our-council/consultation-and-public-notice/haveyoursay/Pages/Maori-wards.aspx>



### OUTCOME 3.

## Equitable Access

**Council partners with local businesses, organisations and sectors to identify and address barriers for newcomers to accessing services and participating in the community.**



Council supports an active settlement sector that works with newcomers to the city:

- Citizen's Advice Bureau
- Community Law - Waikato
- Decypher Interpreting/ Translating
- Diversity Counselling New Zealand
- English Language Partners
- Hamilton Multicultural Services Trust
- Inclusive Aotearoa Collective
- K'aute Pasifika Trust
- Ministry of Education
- Ministry of Business Innovation and Employment
- Ministry of Social Development
- NZ Police
- NZ Red Cross
- Shama Ethnic Women's Centre
- Refugee Orientation Centre
- Waikato District Health Board
- Waikato Ethnic Family Services Trust
- Waikato Intercultural Fund
- Waikato Interfaith Council
- Waikato Multicultural Council
- Waikato Refugee Forum
- more than 80 ethnic and pacific community organisations



✓	Council through its Community Advisors work closely with Community Centres and inter-agency groups to capture and address issues.
✓	Council through its Community and Social Development team, works with our diverse communities of place, identity and interest to support and empower communities through enduring and effective partnerships.
1	Council to formalise the use of interpreters and translators for relevant official communications and transactions.
2	Council to work with Pacific providers such as K'aute Pasifika, Waikato Pacific Business Network and others to provide appropriate services to the Pacific community.
3	Council to use ethnic media outlets as another avenue to reach community groups.

**Council and other organisations in the community, research, design and deliver services that take account of the different circumstances (for example rural/urban) and cultural backgrounds of all service users, including newcomers.**

✓	Council uses community members to promote engagement or information for ethnic community groups.
✓	Community Houses supported by Council, work for the wellbeing of the neighbourhoods that they are situated in. They directly and indirectly support people in immediate need and provide valuable social infrastructure across the city for community connectedness to thrive.

✓	<a href="#">HMS Trust</a> runs Open Road, Passport to Drive and other transport programmes to empower community members to be more mobile and independent.
✓	With the leadership of Wise Group and Community Waikato, supported by Council and philanthropic organisations, <a href="#">Here2helpU</a> was established to connect organisations and allow a quick response to the needs of diverse communities during the pandemic.
✓	NZ Red Cross has engaged with young people to develop a <a href="#">Youth Engagement Strategy 2020-2030</a> .
✓	Wise Group brought together a diverse co-design team to help shape and develop an inclusive health and wellbeing space at Houchens.
✓	Waikato University's <a href="#">National Institute of Demographic and Economic Analysis</a> <sup>6</sup> provides expertise on demography, population, health and migration.
4	Through the allocation of the <a href="#">Multi-Year Community Grant</a> nine Community Houses across the city are being funded collectively by the Council \$380,000 per annum for the next 3-years (2021/22-2023/24).
5.	Council will continue to work with community centres and groups to 'research around the role that our community facilities play in uplifting the wellbeing of the people who live, work and play in Hamilton'.
6.	Wise Group will launch 'Tirohanga' - the wellbeing space where everyone is welcome following a co-design process with the community.

**All community members are well informed about the services available in the community. Newcomers are made aware of and are using these services.**

✓	NZ Red Cross received new refugee families and provides orientation sessions for them. They also have Volunteers who work alongside the families during their first few months.
✓	The Settlement Centre Waikato is an important source of information and services for new migrants and other newcomers.
✓	K'aute Pasifika Trust is an important health service and community service provider.
✓	Council produces the Hamilton New Settlers Guide for newcomers. It is also available online.
✓	The Ethnic Development Advisor produces a weekly information and events alert for individuals and organisations. It is used to promote events and activities that are happening as well as other information.
✓	Council produces an online newsletter 'Our Hamilton' with information about Council and the city.
✓	Our libraries and community houses/centres all over the city are also important sources of information.
✓	Citizen's Advice Bureau has a long history of providing information and support to residents including newcomers.
✓	Ethnic Community organisations also send out or provide information to their community members.

7. The above organisations will continue to provide community members with information that is relevant and enables them to participate in services they need.
8. Council to set up a dedicated Welcoming Hamilton landing page in its refreshed website, with information and links to various services for newcomers. This site will also have information in other languages.
9. Council to work with Real Estate agencies to provide relevant information on renting and ensure access to warm and healthy homes.

<sup>6</sup> On the 16th of December, the National Institute of Demographic and Economic Analysis (NIDEA) was renamed Te Ngira: Institute for Population Research.

The name Te Ngira comes from a well-known whakatauaaki by Kingi Pōtatau Te Wherowhero, the first Māori King and has been endorsed by Kingi Tūheitia Potatau Te Wherowhero VII: Kotahi te kohao o te ngira e kuhuna ai te miro ma, te miro pango, te miro whero. There is but one eye of a needle, through which white, black and red cotton are threaded.



## OUTCOME 4.

# Connected and Inclusive Communities

**Coordinated, comprehensive and appropriate initial welcoming support services are available from Council, other agencies and community organisations.**

- ✓ NZ Red Cross received new refugee families and provides orientation sessions for them. They also have Volunteers who work alongside the families during their first few months.
- ✓ The Settlement Centre Waikato is an important place for newcomers both migrants and refugees where they can access a variety of information and services.
- ✓ K'aute Pasifika Trust is another important place for pacific newcomers where they can access health and other services.
- ✓ Community Houses provide information and services to people in their neighbourhood.
- ✓ NZ Red Cross hosts the Year1 Hub meeting to provide information about the families that are arriving and service providers can prepare.
- ✓ [HMS Trust](#) which manages the Settlement Centre Waikato offers many programmes for new families.



✓	<a href="#">Refugee Orientation Centre Trust</a> runs programmes mainly for former refugees.
✓	<a href="#">Shama Ethnic Women's Centre</a> provides services for women and families.
✓	The Hamilton New Settlers Guide is distributed through Council, I-Site, the libraries, community centres, schools and other organisations.
1.	Council in partnership with <i>Tangata Whenua</i> and other organisations hosts the Welcoming (Diversity) Week in September: <ul style="list-style-type: none"> <li>• Powhiri for new migrants and refugees</li> <li>• Intercultural sessions and interactive activities</li> </ul>
2.	Council supports Waikato Refugee Forum, NZ Red Cross and other related organisations in celebrating World Refugee Day in June to acknowledge former refugees who have made Hamilton home.

### The receiving community is well equipped and supported to welcome and interact with newcomers.

✓	Council has the Single-Year, Multi-Year and Community Events Fund that community groups can apply for to run programmes for their members.
✓	Philanthropic and other funding organisations in Hamilton and the Waikato fund and support settlement and other programmes:

✓	Trust Waikato
✓	DV Bryant
✓	WEL Energy Trust
✓	Creative Waikato (Creative Communities Scheme)
✓	Len Reynolds Trust
✓	Ethnic Communities Development Fund
✓	Lottery Grants
✓	COGS
✓	Community Waikato runs Ethnic Development Workshops for ethnic community groups.
✓	The Northeast Community Hub works with Real Estate agencies in the area to provide information and welcome pack for newcomers in the area.
3.	Council to investigate establishing a fund that will assist receiving communities to host/run welcoming programmes.
4.	Council works with Ministry of Ethnic Communities to achieve outcomes that align with <a href="#">MEC priorities</a> .
5.	<a href="#">Earthdiverse</a> supported by Council and other funders continue to run 'diversity education courses and provide programmes designed to mitigate racism and discrimination and aspire to strengthen social cohesion in Hamilton.
6.	Ministry of Ethnic Communities to work with mainstream organisations (to be identified) to develop and learn more about providing culturally appropriate services.

**Members of the receiving community and newcomers build relationships and are at ease with connecting and learning about and from each other.**

✓	Waikato Multicultural Council hosts the Cultural Village at the Waikato Show.
✓	K'aute Pasifika hosts the annual Nesian Festival which showcases the food, the culture and the services of Pacific communities.
✓	Waikato Museum regularly hosts Culture Club where community groups can share their culture.
✓	Waikato Interfaith Council promotes understanding among faith groups and hosts an annual Interfaith Service.
✓	FIANZ and the Waikato Muslim Association hosts <a href="#">Islam Awareness Week</a> to cultivate connectedness and a sense of community with an Open Mosque Day where anyone can visit the mosque and ask questions.
✓	The Ahmadiyya Community hosts ' <a href="#">Meet a Muslim</a> ' so people can have better understanding of Islam and the Ahmadiyya community.
✓	Glenview Community Centre regularly hosts <a href="#">South Communi-Tea</a> where organisations take turns hosting a meal so people can have conversations and learn from each other.
✓	Some primary and high schools host/run an International Day where various cultures are showcased through food and dances.

✓	Wintec and University of Waikato regularly host International Week.
✓	Council with Wintec and University of Waikato collaborated on an International Week Celebration which included a Turangawaewae Marae experience.
✓	Inclusive Aotearoa Collective has established a national network that believes we can build an inclusive Aotearoa together.
✓	Hamilton Library regularly promotes information and hosts cultural celebrations with community groups.
7.	Council to work with Te Ngaawhaa Whakatupu Ake and organise opportunities for newcomers to be able to experience a powhiri, visit a Marae and learn more about <i>Te Ao Maaori</i> .
8.	Hamilton Libraries to continue expanding its world languages and other cultural collections.
9.	Hamilton Libraries to continue working with communities and promote cultures and their celebrations.
10.	<a href="#">Waikato Intercultural Fund</a> will 'provide leadership, strategic direction and resources towards an intercultural Waikato'.
11.	Community Centres and neighbourhood organisations to build connections through 'intercultural gatherings' like South Hamilton's <a href="#">CommuniTEA</a> .
12.	Inclusive Aotearoa Collective to hold belonging workshops with diverse community groups.

**Different cultures are celebrated, and people are supported to express their cultural beliefs and customs, including language and religious practices.**

- |   |  |
|---|--|
| ✓ | Diverse groups are able to organise cultural and religious events i.e. Lunar New Year celebrations, Diwali, Ramadan, eid, Christmas and many more.   |
| ✓ | Council and other philanthropic organisations provide funding for community groups to celebrate their culture.   |
| ✓ | There are community organisations running language programmes: Waikato Korean School, Sri Lanka Friendship Society, Grupo Hispano Latino, Waikato Japanese Community Trust, Earth Diverse, Waikato Arab Society etc. |
13. The Waikato Multicultural Council and other community organisations work together to highlight and celebrate Hamilton's diversity.
  14. Hamilton Libraries and Waikato Museum to work with communities and collect stories from our ethnic and pacific communities.
  15. [Indigo festival](#) continues to partner with [Hamilton Garden Arts Festival](#) to highlight the Diversity in the Waikato and to add an ethnic cultural dimension to the show.
  16. Waikato Intercultural Fund and other organisations support the idea of 'Share a meal with my family' so individuals and families can learn from each other.

*SHARE A MEAL WITH MY FAMILY, SO WE CAN LEARN FROM EACH OTHER.*





## OUTCOME 5.

# Economic Development, Business and Employment

**Newcomers, including international students, are supported to access local employment information, services and networks.**

- ✓ NZ Red Cross has Pathways to Employment Programme which assists refugees to work.
- ✓ HMS Trust runs Migrant Employment Solutions to assist international students and new migrants to work.
- ✓ K'aute Pasifika has an employment navigator who assists individuals with employment.
- ✓ Refugee Youth Employment and Young Worker's Resource Centre support young people into employment
- ✓ The welcoming Waikato community helps students from New Zealand and around the world feel right at home so they can make the most of world-class educational and recreational opportunities.<sup>7</sup>
- ✓ [Waikato NxtStep](#) is a free job-matching platform where businesses can list vacancies, and job seekers can register their skills and apply for jobs.

1. NZ Red Cross will continue to deliver Pathways to Employment Programme which assists refugees to work.
2. HMS Trust will continue to run Migrant Employment Solutions to assist international students and new migrants to work.
3. K'aute Pasifika will continue to have an employment navigator who assists individuals with employment.
4. Refugee Youth Employment and Young Worker's Resource Centre will continue to support young people into employment.
5. Council along with sector and community organisations will support businesses by providing settlement information packs for their new staff.
6. Council supports and promotes On the Job Training/ Graduate Internship at relevant Council units for International Students.
7. Council works with Red Cross' Pathways to Employment and commits to providing employment opportunities for skilled former refugees.

**Newcomers, including international students, are supported with local knowledge and skills to ensure they can operate successfully in the New Zealand work environment, either as a business owner or an employee.**

- ✓ HMS Trust hosts workshops through its Migrant Employment Service.

- ✓ Red Cross supports former refugees learn and start a business and showcase them through the [WEAVE market](#).
- ✓ HMS Trust with funding from Ministry of Ethnic Communities, builds the ethnic women leaders through [Flourish, the Ethnic Women's Leadership Programme](#).
- 8. Council works with MBIE and business organisations to hire and work with newcomers.
- 9. Hamilton Central Business Association (HCBA) with Council, Red Cross and SODA, support a '[Kitchen Project](#)' type initiative to encourage and support diverse start up food business ideas.
- 10. MBIE Information and Education team to provide support for Council and local businesses.
- 11. Council with HCBA and other organisations to support Red Cross' annual Weave Market and provide opportunities for small businesses to share their products.

**The receiving community recognises the value of diversity in the workplace, of newcomers' contribution to the region's growth and of the resulting wider economic benefits.**

- 12. Council to work with Chamber of Commerce, HCBA and other migrant business organisations to highlight and model business diversity in Hamilton.
- 13. Waikato Pacific Business Network to 'build more sustainable and profitable pacific owned businesses; whilst developing pacific professionals in the region'.

14. HCBA, Waikato Chamber of Commerce supported by Council recognises the value provided by migrant owned businesses or business that value what migrants/newcomers bring to their business through a 'Business Diversity Award'.

### Local employers and workforces develop their intercultural competency.

- |   |   |
|---|---|
| ✓ | Council ran Diversity and Intercultural Communication workshops for staff.    |
| ✓ | Council currently running Unconscious Bias training for leadership and staff. |
15. Waikato Pacific Business Network to provide advice to Council on Pacific, economic and social development.

### Mutually beneficial connections and initiatives are set up with migrant business people by the local business community and professional networks.

16. The Web Access Waikato Trust will work to 'enable equitable opportunities for tech education to employment pathways across an inclusive spectrum of learners, creating a pipeline of locally grown-work ready talent'.
17. Waikato Pacific Business Network to support supports development of pacific businesses.

*HCBA, WAIKATO CHAMBER OF COMMERCE SUPPORTED BY COUNCIL RECOGNISES THE VALUE PROVIDED BY MIGRANT OWNED BUSINESSES OR BUSINESS THAT VALUE WHAT MIGRANTS/NEWCOMERS BRING TO THEIR BUSINESS THROUGH A 'BUSINESS DIVERSITY AWARD'.*

<sup>7</sup> <https://www.waikato.com/about-us/about-te-waka>





## OUTCOME 6.

# Civic Engagement and Participation

**The council's elected members and staff effectively communicate with newcomers to promote their engagement in local government processes.**

- ✓ The Mayor and Councillors have been proactively promoting civic engagement.
  - ✓ Council has a Civic Engagement Advisor whose role it is to work with various groups to increase participation and engagement of residents in the local election and in the more recent consultations with the community such as the Long Term Plan, Maaori Wards, He Pou Manawa Ora etc: schools, young people and other groups.
  - ✓ Council's Strategy and Communications team have been working more closely with the community development team to increase engagement.
1. Council to host 'Council Open Days' so newcomers can learn more about how Council operates.
  2. Council to work with Ministry of Education and encourage civic education in Hamilton schools.

## Newcomers are encouraged and enabled to get involved in local government and civil society.

✓	Council started working with schools to encourage students to engage with Council and its processes.
✓	Volunteering Waikato connects individuals and organisations and provides opportunities for volunteering.
✓	Council is lobbying government to <a href="#">introduce civic education in schools</a> .
3.	Council to continue to provide volunteer and other opportunities for newcomers to be part of civic and other city events.
4.	Council to work with communities to encourage and promote participation in local body elections.

## Newcomers' efforts and achievements in civic participation and community life are acknowledged and celebrated.

✓	Council awards community members and their participation and achievements in the community through the Civic Awards.
✓	Council also ran a 30 under 30 award a few years ago.
✓	Volunteering Waikato annually acknowledges the work of volunteers in various parts of city and the wider Waikato with various individual and group volunteering awards.

*COUNCIL HAS A CIVIC ENGAGEMENT ADVISOR WHOSE ROLE IT IS TO WORK WITH VARIOUS GROUPS TO INCREASE PARTICIPATION AND ENGAGEMENT OF RESIDENTS IN THE LOCAL ELECTION AND IN THE MORE RECENT CONSULTATIONS WITH THE COMMUNITY SUCH AS THE LONG TERM PLAN, MAAORI WARDS, HE POU MANAWA ORA ETC. SCHOOLS, YOUNG PEOPLE AND OTHER GROUPS.*





## OUTCOME 7.

# Welcoming Public Spaces

**The design and operation of public spaces and facilities are culturally appropriate and reflect the diversity of the community.**



Hamilton Gardens is an internationally awarded garden with historically important garden styles from different civilizations and reaches of the world, making it a beautiful and familiar place to visit.

1. Council to host 'Council Open Days' so newcomers can learn more about how Council operates.
2. Wise Group will develop Houchens Centre into Tirohanga, an inclusive health and wellbeing space.
3. K'aute Pasifika has broken ground for a fit for purpose [Pan Pacific Hub](#).
4. Council will lead the [Rototuna Village](#) development. The design has incorporated feedback from the diverse communities and the Northeast Community Hub in the area with the Library and Community hub designed to be: Welcoming, friendly, comfortable, with Multicultural considerations in visual design elements and using Universal design (Accessibility for all ages and abilities especially for people with disabilities and special needs).

## Welcoming public spaces provide opportunities to build trust and relationships between newcomers and members of the receiving community.

- ✓ Our city's destination playgrounds are excellent places for diverse young people and adults who are with them - to build relationships.
- ✓ Community Centres are welcoming spaces that accommodate ethnic groups for their meetings and other events.
- ✓ [Hamilton Libraries](#) are not only reading spaces but also community spaces where people can come together to meet, have classes, learn English, celebrate cultures and many others.
- 5. Council to work with Waikato Regional Council bus services and provide opportunities for communities to access Council facilities.
- 6. Council to support Hamilton Central Business Association in developing Collingwood into a Cultural Street - East by West.

## Public spaces and buildings create a sense of community ownership and inclusion for all, including newcomers.

- ✓ [Boon Street Festival](#) has enhanced the face of Hamilton with its Annual Boon Street Art Festival where stunning murals have been created all over the Central City.

- ✓ What used to be a large grey wall on Anglesea is now home to [biggest mural in the country](#) - The concept incorporates the river, three tui, and a portrait symbolising a pregnant female, with the nine triangles representing her children, the stars from Matariki.
- 7. Council to encourage and support the 5km Hamilton Lake Park Run and University of Waikato Park Run, so they are run by and regularly attract more than 150 people of diverse cultures every Saturday at 8.00am.
- 8. Hamilton Libraries to promote and support services and collections for ethnic and migrant communities through the Libraries' website.

*COUNCIL WILL LEAD THE ROTOTUNA VILLAGE DEVELOPMENT. THE DESIGN HAS INCORPORATED FEEDBACK FROM THE DIVERSE COMMUNITIES AND THE NORTHEAST COMMUNITY HUB IN THE AREA WITH THE LIBRARY AND COMMUNITY HUB DESIGNED TO BE: WELCOMING, FRIENDLY, COMFORTABLE, WITH MULTICULTURAL CONSIDERATIONS IN VISUAL DESIGN ELEMENTS AND USING UNIVERSAL DESIGN (ACCESSIBILITY FOR ALL AGES AND ABILITIES ESPECIALLY FOR PEOPLE WITH DISABILITIES AND SPECIAL NEEDS).*





## OUTCOME 8.

# Culture and Identity

**Receiving communities and newcomers share and celebrate their cultures with each other, facilitated by the council and others in the community.**

- ✓ Community groups celebrate their cultural and religious events most of which are supported with some funding from Council:
  - ✓ Multicultural Village
  - ✓ Indigo Festival - Hamilton Garden Arts Festival
  - ✓ Hispanic Spring Festival
  - ✓ World Refugee Day
  - ✓ Diwali
  - ✓ Onam
  - ✓ New Year Celebrations
  - ✓ Moon festivals and many more
- ✓ Ethnic community groups participate in Waitangi Day Celebrations.
- ✓ Relevant community groups support Council when it hosts International Sports Events: FIFA, ICC, Rugby.



✓	<a href="#">Earth Diverse</a> has started running classes where people can learn about other cultures, language and other deep diversities of the earth.
✓	Some schools celebrate International Days.
✓	Diversity Counselling NZ runs <a href="#">Breathing Space</a> sessions at Fairfield Intermediate.
✓	<a href="#">Creative Waikato</a> is the driving force behind the Kotahitanga United Through Creativity exhibition opened at the University of Waikato's Gallagher Academy of Performing Arts Gallery and enhanced by an online gallery, <a href="#">kotahitangagallery.nz</a> , which showcases the artworks alongside short documentary films about the artists and their creations. The initiative aims to engage, inform, and connect with people from across different cultures and communities.
1.	Council to support the development of 'identity spaces' (mosques, temples, gurudwaras and the like) acknowledging the cultural and faith diversity in Hamilton.
2.	Council to continue working with faith groups to accommodate cultural/faith death and burial practices at Hamilton Cemeteries.
3.	HMS Trust will partner with Creative Waikato and co-create with ethnic communities' art panels that will represent the ethnic diversity in Hamilton. This will be installed in the new SCW building.
4.	EarthDiverse to provide language training on a wide variety of under-taught languages spoken in Aotearoa New Zealand, and to better promote heritage language acquisition amongst children of migrants who are often at risk of losing their heritage due to assimilation. <sup>8</sup>

## Newcomers and the receiving community understand what values they each hold dear.

✓	<a href="#">Waikato Interfaith Council</a> (WIFCO) work together to increase understanding across faith groups.
✓	WIFCO hosts an annual Interfaith Service.
✓	The <a href="#">Waikato Muslim Association</a> supported by <a href="#">FIANZ</a> hosts Islam Awareness Week with a Mosque Open Day.
✓	EarthDiverse offers professional development training and education on diversity related topics through providing seminars and workshops.
5.	Waikato Muslim Association in partnership with the University of Waikato supported by Council, will host a Waikato Inclusivity Symposium in 2022. The symposium provides an opportunity to stimulate and strengthen productive collaboration, cultural immersion and engagement to create a dynamic inclusive community.
6.	Hamilton Libraries and Waikato Museum to work with communities and regularly gather/welcome personal stories, songs, arts, in their language or English, that can be shared with the wider local community. It can also serve as a historical record of immigration in Hamilton.

<sup>8</sup> EarthDiverse purpose 2



## GLOSSARY

**Council** - Hamilton City Council

**Tangata whenua** - Tangata whenua are the indigenous Maaori people of Aotearoa New Zealand, including iwi (tribes), hapuu (subtribes) and other hapori Maaori (Maaori communities).

**Community** - everyone living and working in our community. It covers newcomer and local individuals and families; the local council; Maaori organisations; the business, cultural and sporting sectors; community and religious organisations; settlement service providers and government and non-government organisations.

**Newcomers** - recent migrants (up to five years in New Zealand), former refugees and international students. However, it will also have positive benefits for New Zealanders who may have recently moved to a region.

**Immigration New Zealand (INZ), Ministry of Business, Innovation and Employment (MBIE)** - INZ is a business group within MBIE. MBIE plays a central role in shaping and delivering a strong New Zealand economy by delivering policy, services, advice and regulation to support business growth. INZ is responsible for border control, issuing visas and managing immigration to New Zealand.

**The New Zealand Welcoming Communities Standard (the Standard)** - The Standard provides councils and communities with a benchmark for what a successful Welcoming Community looks like. The outcomes-based Standard is an important component of the Welcoming Communities programme.


**Welcoming Community** - An accredited council earns the right to promote itself as a Welcoming Community, ie a community that proactively fosters a welcoming and inclusive environment for newcomers and local residents.

**Front Cover Image** - Students from Rototuna High Schools (Te Kura Nui o Rototuna) as part of the official opening of Korikori Park in Rototuna. The image has been used as a representation of the welcoming public spaces we are committed to creating and the image speaks to a poowhiri where manuhiri (visitors) are officially welcomed by tangata whenua.

Hamilton City Council  
Garden Place, Private Bag 3010, Hamilton

 HamiltonCityCouncil

 @hamilton\_city\_nz

 07 838 6699

**[hamilton.govt.nz](https://www.hamilton.govt.nz)**