



# Welcoming Puketāpapa

December 2024







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# Introduction

This is the 2024 edition of Puketāpapa’s Welcoming Plan. It’s an action plan to make Puketāpapa more welcoming and inclusive for newcomers through collaborations across the community. There is a lot already taking place that celebrates the rich cultural heritage and diverse communities of Puketāpapa. The plan offers three-year objectives and short-term actions to ensure newcomers to our local board feel that they belong and that they can contribute in their community.

Tāmaki Makaurau Auckland is home to people from many places, cultures and traditions. Since 2013, there has been rapid population growth in the city, principally due to international migration. While this trend was disrupted by the Covid-19 pandemic in 2020, by 2023 the numbers of migrants settling in the city exceeded all previous annual records.

Auckland Council and the Ministry of Business, Innovation and Employment are partnering to ensure that newcomers settle successfully and develop a sense of belonging as quickly as possible in their new communities.

The Puketāpapa Local Board joined Welcoming Communities in March 2023, alongside the Kaipātiki, Albert-Eden, Whau and Ōtara-Papatoetoe Local Boards. The first months of the programme were focused on compiling information on what is taking place that aligns with the outcomes of the Welcoming Communities Standard (see page ...) for the local boards and for the Auckland region. The Welcoming Communities team met with iwi, community stakeholders and service providers, to identify opportunities and challenges for more successful settlement outcomes for newcomers.

This plan provides guidance to the council, the local board, iwi and community partners on what actions can be pursued to welcome newcomers as they settle in their new neighbourhood.

## What is Welcoming Communities?

It’s a settlement programme led by the Ministry of Business, Innovation and Employment that helps cities create welcoming and inclusive environments for newcomers, such as recent migrants, former refugees, international students and anyone new to a community. The aim is to make everyone feel like they can belong, participate, contribute and thrive in their communities. The programme involves everyone, including residents, in developing, delivering and participating in welcoming activities.

### Contact us

To find out more or get involved, please contact us: [welcomingcommunities@aucklandcouncil.govt.nz](mailto:welcomingcommunities@aucklandcouncil.govt.nz)

# Foreword by the local board chair

I am pleased to present the Welcoming Puketāpapa Plan, which highlights the collective efforts and progress made by the Puketāpapa community in fostering economic growth, cultural inclusivity, and social cohesion. The past few years have been transformative for Puketāpapa, as our community has demonstrated resilience and unity amid evolving challenges and opportunities.

The Welcoming Communities initiative has brought together local government, Tangata Whenua, and community leaders to create a shared vision of a connected and inclusive society. Puketāpapa has placed great emphasis on acknowledging our Māori heritage, with the restoration of Māori names to parks and public spaces and ongoing partnerships with mana whenua to promote cultural understanding and mutual respect.

This report outlines several initiatives aimed at providing support to newcomers, including educational programmes, community events, and the development of intercultural competency training for council and community-facing staff.

As we look ahead, we aspire to create even greater opportunities for intercultural exchange, build on the momentum of community-led events, and deepen our understanding of Te Tiriti o Waitangi and its relevance today. These efforts can ensure that Puketāpapa can thrive economically and as a community that welcomes and celebrates diversity.

The achievements outlined in this report are a result of the dedication and collaboration between residents, local government, and community organisations. Together, we will continue to build a vibrant, inclusive, and sustainable future for all who live, work and play in Puketāpapa.

I would like to extend my gratitude to everyone involved in shaping and supporting these efforts. The work we do today will set the foundation for a stronger, more connected community in the years to come.

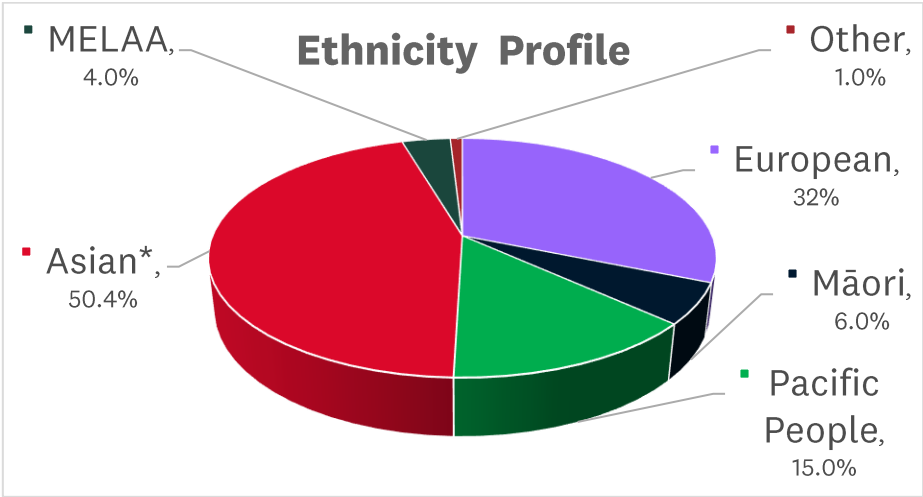
Ngā mihi nui,



Ella Kumar  
Chair, Puketāpapa Local Board

# Puketāpapa population and economy at a glance<sup>1</sup>

Puketāpapa ethnic demographics (Census 2023)



	Puketāpapa	Auckland
Population (2023)	56,949	1,656,486
Population growth/decline (2018-2023)	-1.1%	5.4%
Median age (2023)	26.9	35.9
Overseas born (2023)	53%	43%
Live in NZ less than 5 years (2023)	19.4%	19.6%
Labour force participation (2023)	67%	69%
Median household income (2023)	\$114,000	\$116,800
Median individual income (2023)	\$41,100	\$44,700
Home ownership (2023) (%households)	54%	60%

<sup>1</sup> Sources: Census 2018 and 2023, 2024 Puketāpapa Local Board Report, Local economic Summary and TAU advice 2022, Tātaki Auckland Unlimited

**In Puketāpapa there is:**

- a higher proportion of residents with a Diploma or a higher-level qualification compared to the Auckland region (46 per cent versus 42 per cent).
- positive economic growth: between 2020-2021 Puketāpapa experienced GDP growth of 2.4 per cent, while the Auckland regional average declined by 2.8 per cent. In the five years to 2021, the Puketāpapa economy grew at an average annual rate of 4.5 per cent, faster than the 2.5 per cent in the Auckland region.
- an employment sector dominated by education professionals, specialist managers and salespersons. More sales workers, machinery operators and driver jobs are in the area compared to the wider region.
- a younger and highly skilled population who depend on easy access to the city centre, fringe areas, and the industrial south for employment opportunities.
- an increase of 7.3 per cent in the total dwelling count from 2018-2023.

# Welcoming Communities Standard for New Zealand

Outcome	What success looks like
<b>1. Inclusive Leadership</b>	Community, 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
<b>2. Welcoming Communications</b>	People of all cultures and backgrounds feel included, listened to and well-informed through a range of ways that take into account their different communication needs
<b>3. Equitable Access</b>	Opportunities to access services and activities and to participate in the community are available to all, including newcomers
<b>4. Safe, Connected and Inclusive Communities</b>	People feel safe in their identity and that they belong in the community. There are high levels of trust and understanding between members
<b>5. Economic Development, Business and Employment</b>	Communities maximise and harness economic development opportunities that newcomers can offer. Council/local boards work with the business association to promote the contribution that newcomer business owners and skilled migrants make to the region's economy
<b>6. Civic Engagement and Participation</b>	Newcomers feel welcome to fully participate in the community. Newcomers are active in all forms of civic participation
<b>7. Welcoming Public Spaces</b>	Newcomers and members of the receiving community feel welcome in and comfortable using public spaces
<b>8. Culture and Identity</b>	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



# 1. Inclusive Leadership

Welcoming Communities Standard – What success looks like	
<b>Community, 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.</b>	
1.1	As the indigenous peoples of New Zealand, Māori – represented by tangata whenua, mana whenua, iwi and hapū and/or other hāpori Māori – have a prominent role in Welcoming Plan activities.
1.2	Leaders both designated and unofficial reflect the diversity of the local community.
1.3	Leaders model and acknowledge the principle of inclusiveness, openness, tolerance, respect and acceptance of all cultures in the community.
1.4	There are clear roles, responsibilities, and ownership within council and in the wider community for the Welcoming Communities programme.
1.5	Council internal and external policies, services, programmes and activities recognise and address cultural diversity.
1.6	A range of leadership opportunities in the council and the wider community are available to and taken up by newcomers.

Tāmaki Makaurau Auckland has a rich and complex web of community-led, council and government initiatives that support newcomer settlement, or contribute to creating inclusive and welcoming environments for newcomers.

## Mana whenua leadership

For many newcomers to the region, developing an understanding and appreciation of its Māori identity is an important element of the settlement journey. Understanding and knowledge build up over time when we are exposed to information and authentic experiences.

Iwi and hapu mana whenua, often in partnership with Auckland Council, lead events and activities that enable the community to learn about mana whenua culture and identity, such as Matariki celebrations, wananga, hikoi, environmental conservation activities, the gifting of place names or the sharing of local stories.

The Puketāpapa Local Board is committed to building relationships with local iwi. Through the Te Kete Rukuruku programme, the local board formally adopted Māori names for 12 local parks. The much-loved Lynfield Reserve has had the name Wairaki formally restored and will also get bilingual signage. The signage will include the story and meaning of the name showcasing the local area’s Māori history. Bilingual narratives and names help people learn not only the language but more about the history and culture of the community they are part of.

The local board has partnered with mana whenua on several key projects including:

- the Integrated Area Plan for parts of Puketāpapa and Albert-Eden Local Boards (2022). This plan provides a framework that responds to the rapid growth and development in the area over the next 30 years.

- the Te Auaunga/Oakley Creek He Rautaki Puna Ora o Te Auaunga - Vision and Restoration Strategy for the Upper Catchment (2016). Te Auaunga is the longest urban awa in the Auckland isthmus, and a site of great cultural significance to Māori who are connected to the waterway.
- the Wairaki Catchment Strategy (2022). The Wairaki Stream is on the northern coastline of the Manukau Harbour. The stream's headwaters are behind the Lynfield town centre, and it flows to an outfall at Lynfield Cove.

Community organisations, community hubs, libraries and schools are also places where newcomers can learn about Te Ao Māori.

**In three years**, we wish to see a visible, well-promoted suite of activities that enables the community, including newcomers to discover, learn about and appreciate the Māori cultural heritage of Puketāpapa.

#### **In the short term**

<b>What we'll do</b>	<b>What we'll achieve</b>	<b>Who will be involved</b>
Continue to strengthen relationships with iwi mana whenua	Partnerships on initiatives that celebrate mana whenua culture and identity	Puketāpapa Local Board, Community Delivery teams, Auckland Council services
Promote events and activities led by iwi and local Māori organisations	Increase newcomers' awareness and participation	Welcoming Communities team in collaboration with local community organisations
New orientation programme	Trial wananga/workshops/hikoi to learn about Te Tiriti o Waitangi and Māori identity of Tāmaki Makaurau and Puketāpapa	Welcoming Communities team in collaboration with iwi, local Māori organisations and Te Tiriti education providers
Auckland Council website development	A web portal to access information about iwi mana whenua of Tāmaki Makaurau	Welcoming Communities team in collaboration with iwi

## **Diverse leadership development**

The leadership of Tāmaki Makaurau Auckland is becoming increasingly diverse. Elected members are becoming more representative of their local community, particularly at the local board level. The council, local board and parliament candidacy opportunities are widely publicized and open to all citizens. However, there is still a gap in representation from culturally diverse communities. The council is aiming to reduce this gap through the Voter Participation Initiative.

Within its workforce, the council is guided by the Inclusive Auckland Framework, Ara Moana Strategy and Māori Employment Strategy (M.A.H.I.) to achieve a more representative workforce.

Within the community sector, the diversity of leadership is generally more aligned with the communities that the organisations serve.

Within Puketāpapa, leadership is strong amongst community groups that serve the Asian, Pacific and Middle East and African communities. This development is supported by the work of community

organisations such as Aotearoa Resettled Community Coalition (ARCC), Asylum Seekers Services Trust (ASST), Belong Aotearoa, Communities Feeding Communities, New Settlers Family and Community Trust (NFACT), New Zealand Ethnic Women's Trust (NZEWT), Migrant Action Trust, Global Hope Mission, Refugees as Survivors NZ (RASNZ), Roskill Together, UMMA Trust and Kāhui Tū Kaha.

The Puketāpapa Local Board offers capability building programmes and networking opportunities. Council staff also play an important role in brokering relationships between community leaders, elected members, and across the community.

**In three years**, we wish to see diverse perspectives that advocate and influence decisions to better meet the needs of the resident population, including newcomers.

#### **In the short term**

<b>What we'll do</b>	<b>What we'll achieve</b>	<b>Who will be involved</b>
Brokering of relationships, advice and mentoring	Pathways to building relationships with local board, accessing advice, information and better community awareness of local grant and partnership programmes for local initiatives with funding and advice.	Community Broker, Welcoming Communities team, local community organisations

## **Policies and programmes development**

Auckland Council's elected members are expected to comply with a Code of Conduct based on the principles of trust and respect. Council staff must adhere to a charter that sets out the behaviours and services that can be expected by the people they serve, which includes understanding Aucklanders, their diverse needs and the services the council needs to provide to achieve their outcomes. There are formal complaint processes in case these codes are breached.

Within Puketāpapa, the local board members participate in community meetings, networks and events to meet with a wide cross-section of the community. They lead consultation events where they seek to understand diverse community needs and priorities.

Regional and local board policies, regional and local events and community programmes are guided by the Auckland Plan and strategies such as Ngā Hapori Momoho / Thriving Communities which has strong aspirations for equitable outcomes for diverse communities. The Age Friendly Action Plan for Auckland Council promotes inclusive planning, accessibility in public spaces, and social participation for older adults, which aligns with the goal of creating a welcoming and supportive environment for all residents

This Welcoming Communities Plan provides a particular focus on the needs of newcomers within Puketāpapa. Its implementation is overseen by the Welcoming Communities Coordinator, supported by local council staff and the Welcoming Communities team.

**In three years**, we wish to see:

- a greater focus on the specific needs of newcomers in local board work programmes and activities and in the Puketāpapa Local Board Plan 2026
- welcoming activities become part of a regular programme of activities.



**In the short term**

What we'll do	What we'll achieve	Who will be involved
Welcoming Plan	Adopted by the local board	Welcoming Communities team
Trial new activities	Activities are trialled and evaluated for their impact	Community Programme Delivery, Welcoming Communities team
Welcoming Community accreditation	The local board applies for Stage 1 and Stage 2 accreditation.	Welcoming Communities team

## 2. Welcoming Communications

Welcoming Communities Standard – What success looks like
<b>People of all cultures and backgrounds feel included, listened to and well-informed through a range of ways that take into account their different communication needs.</b>
2.1 The community is well informed about the local benefits of immigration and the Welcoming Communities programme, including success stories.
2.2 The council is well informed about newcomers to their region and pro-actively seeks data about newcomers from relevant sources.
2.3 The council’s engagement with all residents is two-way, culturally appropriate and fit for purpose.
2.4 Council communication materials and messages are inclusive and reflect the diversity of the local community. Council encourages other agencies, businesses and organisations to follow this model.

### Information

Information about population growth and other demographic changes is mainly accessible through statistics provided by the Census. Census data is available on Knowledge Auckland and Auckland Counts, aggregated by the local board. The council does not collect data on newcomer settlement location trends beyond what is available in the Census, so it isn’t easy to know where new families are settling or where they are arriving from.

The council collects data to assess the sense of wellbeing, belonging and participation in the community, for example through the Quality-of-Life Survey<sup>2</sup> or support to research projects led by organisations such as the Auckland Resettled Communities Coalition or Ethnic Health Collective.

Migration and settlement stories are related through mainstream and community language media, and community-led initiatives such as Pass the Mic (Belong Aotearoa), New Resident Magazine (Aotearoa Resettled Communities Coalition), Think Diversity Magazine (Eyeview Ethic Trust) or the Culture magazine (Nepalese Cultural Centre New Zealand).

### Communications and community engagement

The council has developed guidelines, tools and approaches to increase engagement from the diverse communities of Tāmaki Makaurau. These include:

- partnering with community connectors to assist reach and accessibility of key consultation documents
- translation of summaries of key strategies, consultation documents and feedback forms, e.g. Auckland Plan, Long-term Plan 2024-2034, Ngā Hapori Momoho / Thriving Communities Strategy
- translation of factsheets about services, e.g. Recycling Made Easy, Storm Recovery
- telephone/video interpreting service through the Call Centre

<sup>2</sup> In 2023 Auckland Council published an analysis of indicators of perception of social inclusion and cohesion. *Social cohesion in Auckland: Results from the Quality-of-Life Survey*, Ashley Prakash, Auckland Council Research and Evaluation Unit, 2023

- practice guides for staff: Translating for a Diverse Auckland – A Guide to Decide how and when to translate (Oct 2021); Kakala (Pacific Engagement and Practice).

Many local staff within Puketāpapa council facilities such as librarians, and partner community organisations like Migrant Action Trust, New Settlers Family and Community Trust, NZ Ethnic Women's Trust, Global Hope Mission, Refugees as Survivors NZ, Aotearoa Resettled Community Coalition and Asylum Seekers Support Trust are from diverse backgrounds and can interact with diverse communities in their language.

The local board plan 2023 includes aspirations to improve the way the local board communicates and engages with its diverse communities. However local plans, strategies and consultation documents are only available in English. There is limited use of ethnic or Pacific language media to share information on local consultations, news or activities.

**In three years**, we wish to see:

- local communications highlighting newcomer stories and successes
- better access to information on newcomers settling in the local board area
- greater use of translation and cultural consultancy to improve communication and engagement with local communities
- increase use of local community languages and media to share information on events and activities.

**By June 2025**

What we'll do	What we'll achieve	Who will be involved
Auckland Council website development	A web portal to access information about settling in Auckland	Welcoming Communities team
Information on newcomers to the local area	Investigate research/data available from Statistics New Zealand, Electoral Commission, Department of Internal Affairs, local schools/Ministry of Education, local medical facilities/Ministry of Health, Kainga Ora	Welcoming Communities team
Event and information finder on community social media	Investigate options for an information platform that can be shared on diverse social media	Welcoming Communities team

## Cultural capability

Opportunities exist within the council for employees to develop an understanding of unconscious bias and how that impacts how we engage with others. There are also opportunities to develop competency around Māori and Pacific cultures. These opportunities do not yet extend to other cultural groups.



**In three years**, we wish to see intercultural competency training opportunities available to community-facing staff, recruitment staff and people leaders within Auckland Council, as well as to staff of community organisations.

**In the short term**

What we'll do	What we'll achieve	Who will be involved
Intercultural capability building for Auckland Council staff	Develop and test a programme	Capability team

### 3. Equitable Access

Welcoming Communities Standard – What success looks like
<b>Opportunities to access services and activities and to participate in the community are available to all, including newcomers.</b>
3.1 The council partners with local businesses, organisations and sector to identify and address barriers for newcomers to accessing services and participating in the community.
3.2 The 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.
3.3 All community members are well informed about the services available in the community. Newcomers are made aware of and are using these services.

The council supports a network of community facilities (Citizen Advice Bureaux, libraries, leisure centres, community hubs) and programmes that aim to encourage participation, community connections and learning for everyone in the community. Through its consultation processes, the council seeks community feedback using a range of engagement methods to determine community priorities. However, Māori, ethnic and Pacific communities are less likely to engage with these processes. And there is limited information on how much newcomers participate or what their specific needs may be.

It can be difficult for many newcomers to know where and how to access the services that they need, and for service providers to know how to engage with newcomers. Some organisations are increasing efforts to translate information or organise targeted programmes using community languages, for example.

There are opportunities for service providers to work better together and with the community to improve engagement.

**In three years**, we wish to see:

- easier access to information about living in Puketāpapa for newcomers
- more coordinated and targeted efforts to reach out to newcomers
- Ethnic and Pacific leaders supported to connect with services to discuss issues of concern.

**In the short term**

What we'll do	What we'll achieve	Who will be involved
Collaborations across the Puketāpapa community to engage with newcomers	Contribute to Kainga Ora initiatives  Broker relationships between emerging Ethnic and Pacific	Welcoming Communities team

	community connectors and service providers Open Day for Puketāpapa, Expo of all community services & groups in the area.	
Orientation programme	Collaborate with community service providers to trial an orientation programme to improve access to information about living in Puketāpapa	Welcoming Communities team, community service providers
Event and information finder on community social media	Support development of online resources of local support services and groups	The local board, Welcoming Communities team



## 4. Safe, Connected and Inclusive Communities

Welcoming Communities Standard – What success looks like	
<b>People feel safe in their identity and that they belong in the community. There are high levels of trust and understanding between members.</b>	
4.1	Coordinated, comprehensive and appropriate initial welcoming support services are available from the council, other agencies and community organisations.
4.2	The receiving community is well equipped and supported to welcome and interact with newcomers.
4.3	Members of the receiving community and newcomers build relationships and are at ease with connecting and learning about and from each other.
4.4	Different cultures are celebrated and people are supported to express their cultural beliefs and customs, including language and religious practices.

### Migrant settlement support

A number of regional organisations offer migrant settlement support services, such as Chinese New Settlers Services Trust (CNSST), Kahui Tu Kaha, NZ Red Cross, Aotearoa Resettled Communities Coalition (ARCC), Asylum Seekers Support Trust (ASST), The Asian Network Inc (TANI), Belong Aotearoa, New Settlers Family and Community Trust (NFACT), New Zealand Ethnic Women’s Trust (NZEST), Fatimah Foundation, UMMA Trust etc. Services range from a structured settlement programme at the Mangere Resettlement Centre, to assistance with accessing housing, education, training, income support, English language etc. Some organisations offer advocacy support, and employment programmes. Others offer socialization, craft, skills development (digital and barista) and playgroup programmes for women and children to bridge language barriers, build social confidence, social support network and develop sense a belonging as they settle into their new home.

Within the Puketāpapa area, Migrant Action Trust, English Language Partners, Dynaspeak and Te Wananga o Aotearoa offer free English language services. These and many other local organisations provide informal orientation advice for newcomers.

### Intercultural connections

Auckland Council and community organisations work across the region with local communities to celebrate cultural events and create opportunities for inter-cultural exchanges. The Puketāpapa Local Board through its local grant and partnership programmes supports local initiatives with funding and advice. Examples of activities taking place in the Puketāpapa area include Lunar New Year, World of Cultures, Culturefest, Albert-Eden-Puketāpapa Eco Festival, NZ Sign Language week, Eid, celebration of Pasifika languages, Matariki, Moon Festival, Diwali and Christmas celebrations.

**In three years,** we wish to see:

- increased opportunities across Puketāpapa for inter-cultural exchanges, where opportunities exist to learn about shared values and experiences, as well as differences
- increased opportunities for newcomers to learn about Te Tiriti o Waitangi and its relevance in modern New Zealand society
- increased opportunities for intercultural exchange and learning across the diverse communities.

**In the short term**

What we'll do	What we'll achieve	Who will be involved
Te Tiriti introduction workshops	Workshops trialled in libraries and/or community venues	Treaty education provider, Auckland Libraries, community organisations
Intercultural exchanges at marae	Investigate with local marae opportunities such as wānanga that enable intercultural exchanges	Welcoming Communities team
Storytime in community languages	Collaborations with local residents	Auckland Libraries
Intercultural activities	Create connections and increase access to resources	Welcoming Communities team

# 5. Economic Development, Business and Employment

Welcoming Communities Standard – What success looks like
<b>Communities maximise and harness economic development opportunities that newcomers can offer. The council/local board work with the business association to promote the contribution that newcomer business owners and skilled migrants make to the region’s economy.</b>
5.1 Newcomers, including international students, are supported to access local employment information, services and networks.
5.2 Newcomers, including international students, are supported with the local knowledge and skills to ensure they can operate successfully in the New Zealand work environment, either as a business owner or an employee.
5.3 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.
5.4 Local employers and workforces develop their intercultural competency.
5.5 Mutually beneficial connections and initiatives are set up with migrant business by local business community and professional networks.

## Local employment assistance

Information and assistance to international students is provided by international student services of secondary and tertiary education providers, colleges and local training institutions. Connected.govt.nz and WINZ support and promote employment pathways for newcomers, including young people. The NZ Red Cross runs a Pathways to Employment programme for former refugee job seekers.

## Migrant business development

Migrant businesses play an important role across Puketāpapa town centres and local Business Improvement Districts (BIDs) providing local employment and retail opportunities. However, the voice and specific needs of migrant businesses, and especially new businesses, are not always heard.

The local board support emerging small business enterprises and aspiring entrepreneurs test their business concepts and products through a Business Pop-up laboratory which offers enabling mechanism and innovative platform to engage with the wider public.

**In three years**, we wish to see newcomer entrepreneurs recognized and supported in local town centres, and cultural diversity becoming an attractor for local communities, visitors and businesses.

What we’ll do	What we’ll achieve	Who will be involved
Newcomer business development and support.	Trial new initiatives for newcomers.	Welcoming Communities team





## 6. Civic Engagement And Participation

### Welcoming Communities Standard – What success looks like

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

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

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

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

The council's Voter Participation Initiative aims to increase voter participation, by reducing barriers to voter participation, increasing understanding of council and local elections, and encouraging candidates from all parts of the community.

The council's Engagement and Communications team works with community partners to increase community engagement and participation during consultations on regional plans and policies. Local boards have dedicated engagement advisors who plan focused engagement with diverse communities in their area.

The participation of new migrants in council and community activities (e.g. Zero Waste promotion, Water Safety advocacy and pest control (Pest Free Puketāpapa) is increasing.

However, newcomers continue to experience barriers to full participation in civic activities sometimes due to limited awareness of New Zealand's civic society, laws, and values. There is underrepresentation of newcomers in key civic roles such as school boards of trustees, local board, and council memberships, limiting their influence in local governance.

Participation of newcomers in local government elections and planning processes is not at an optimal level, indicating a gap in civic engagement and decision-making processes.

Local board members participate in community events and network meetings and interact with community leaders and members, however, there's no specific recognition of newcomers' achievements.

**In three years**, we wish to see programmes in place to increase the participation of newcomers in local elections and local consultation processes.

### In the short term

What we'll do	What we'll achieve	Who will be involved
Civic orientation	Include civic education as part of an orientation programme for newcomers	Welcoming Communities team
Increase civic participation	Promote civic participation in partnership with diverse ethnic leadership forums and the Electoral Commission	Welcoming Communities team

# 7. Welcoming Public Spaces

Welcoming Communities Standard – What success looks like
<b>Newcomers and members of the receiving community feel welcome in and comfortable using public spaces.</b>
7.1 The design and operation of public spaces and facilities are culturally appropriate and reflect the diversity of the community.
7.2 Welcoming public spaces such as local town centres provide opportunities to build trust and relationships between newcomers and members of the receiving community.
7.3 Public spaces and buildings create a sense of community ownership and inclusion for all, including newcomers.

Within Puketāpapa there has been a focus on the development of Māori narratives and celebrating the Māori cultural heritage of the area. There are several programmes that cater for diverse communities such as Women’s Swimming for Muslim Women at Cameron Pools or the Women’s Wellness and Network Projects such as Zumba Classes at Wesley Community. Communities Feeding Communities - Presbyterian Support Northern helps newcomers learn about food security, gardening and cooking using local garden grown ingredients. These offer networking opportunities to foster local connections for youth, forced migrants and migrant women. Existing residents and arriving newcomers in Roskill South, Waikowhai and Wesley have opportunities to connect through activities in parks, shared kai, celebrations/festivals, arts and crafts, creative and sports activities organized by communities themselves.

**In three years,** we wish to see

- increased participation from diverse communities, including newcomers, in community environmental and leisure activities in public spaces
- increased use of Māori arts or other diverse cultural designs, motifs and crafts into public spaces.

**In the short term**

What we’ll do	What we’ll achieve	Who will be involved
Facilitate pathways for connections for newcomers	Contribute towards social engagement opportunities (where applicable) within new housing developments to reflect diverse needs – seniors, disability and cultural, e.g. to reflect inter-generational living and large households	Welcoming Communities team

## 8. Culture and Identity

### Welcoming Communities Standard – What success looks like

**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.**

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

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

Community-led cultural events are celebrated across Auckland, such as Waitangi Day, Matariki, Diwali, Pasifika Festival, PolyFest, Moon Festival, Lunar New Year, Korean Day, Japan Day and Eid celebrations. World of Cultures provides a platform for intercultural activities across the region. Libraries celebrate language weeks and cultural celebrations and hold regular storytimes in some community languages.

In Puketāpapa community-led cultural events are celebrated and funded by the local board that embrace and celebrate the diverse communities. Some examples of these include the Safari Playgroup, Ahi Raranga (Māori Weaving) workshop, Matariki Kids, Manu Aute Kite Day, Punjabi Festival, Lord Ganesh - Ganapati Festival, Mid-Autumn (Moon) Festival celebration in Mt Roskill Library / Roskill Chinese Group, Mt Roskill Library / Arabic storytime, Mt Roskill Library / Arabic storytime, Fefine Fita o Puketāpapa (Tongan), Vaikona Tufuga (Samoan Craft Group), and TupuFoou (Niue Craft Group).

We see strong support for diverse and vibrant communities through library services and programmes, and community facilities.

**In three years, we wish to see** a continued rich tapestry of activities across the community, that build intercultural connections, understanding of different worldviews and collective pride.

#### In the short term

What we'll do	What we'll achieve	Who will be involved
Intercultural activities	<p>Continue to support cultural celebrations and celebrations of languages</p> <p>Connect community groups with the resources they need to lead their own activities.</p>	Community Programme Delivery, Events, Welcoming Communities team.





Welcoming Puketāpapa 2024

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