



Lunar New Year event at Northcote town centre

Welcoming Kaipātiki

December 2024

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Introduction

This is the 2024 edition of Kaipātiki's Welcoming Plan. It's an action plan to make Kaipātiki 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 Kaipātiki. 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 to 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 had exceeded all previous annual records.

Circumstances and experiences of migration vary greatly: most chose to move to Auckland, but some have been forced to flee their home country; many have a job secured prior to arrival, but some struggle to find work or are underemployed; many report that finding relevant information, developing connections and friendships, or learning about their new community, including its Māori culture, is difficult, and find themselves socially isolated. The latter can be true also for those that have come to Tāmaki Makaurau Auckland from another place in Aotearoa New Zealand or have moved across the city.

While many of these challenges are outside the remit of Auckland Council, some can be influenced by what council services exist in the community, and how services are delivered.

Through Welcoming Communities, Auckland Council and the Ministry of Business, Innovation and Employment are partnering to explore ways



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 local residents, in developing, delivering and participating in welcoming activities.

Two key Māori cultural values underpin the programme. They are whanaungatanga, the importance of relationships, and manaakitanga, the value of extending hospitality and caring for other people.

that newcomers can settle and develop a sense of belonging as quickly as possible in their new communities.

The Kaipātiki Local Board joined Welcoming Communities in March 2023. The first months of the programme were focused on compiling information on what was taking place that aligns with the outcomes of the Welcoming Communities Standard ([see page 7](#)) for the local board 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 and community partners on what actions can be pursued to meet some of the needs of newcomers as they settle into their new neighbourhoods. Successes and learnings will be shared with the local board quarterly, and with iwi and community stakeholders through regular programme updates.

Contact us

To find out more or get involved, please contact us: welcomingcommunities@aucklandcouncil.govt.nz

From the local board chair

Tēnā koutou, warm greetings to all.

On behalf of the Kaipātiki Local Board, I'm pleased to present the Kaipātiki Local Board's Welcoming Plan, a document that reflects our commitment to fostering a vibrant, inclusive, and supportive environment for everyone who calls Kaipātiki home. Our community is rich in diversity, with people from a wide range of backgrounds, cultures, and life experiences – new migrants and longstanding residents – all coming together to create a thriving and resilient community. We believe that this diversity strengthens us and brings new perspective, skills, and opportunities to our local area. This Welcoming Communities Plan provides an action plan to make Kaipātiki more welcoming and inclusive for newcomers through collaborations across the community.



Through the Welcoming Plan, we aim to create a place where everyone feels valued and supported. We acknowledge the importance of building strong relationships, understanding cultural differences, and celebrating the many identities that make Kaipātiki unique. This plan outlines key initiatives and actions that will encourage meaningful engagement, increase access to local resources, and promote a sense of belonging for all.

As we move forward, we will work alongside our partners, community organisations, and residents to create spaces and opportunities that enable connection and mutual respect. This plan is not just a set of initiatives; it reflects our values as a community and our aspirations for a more inclusive future.

This important initiative has been made possible thanks to the support and funding provided by the Ministry of Business, Innovation and Employment. I would also like to express my gratitude to everyone who contributed to the development of this plan, particularly the Auckland Council Community Wellbeing staff, for their dedicated efforts.

Thank you for joining us on this journey towards a more welcoming Kaipātiki. Together, we will continue to build a community where everyone has the opportunity to thrive.

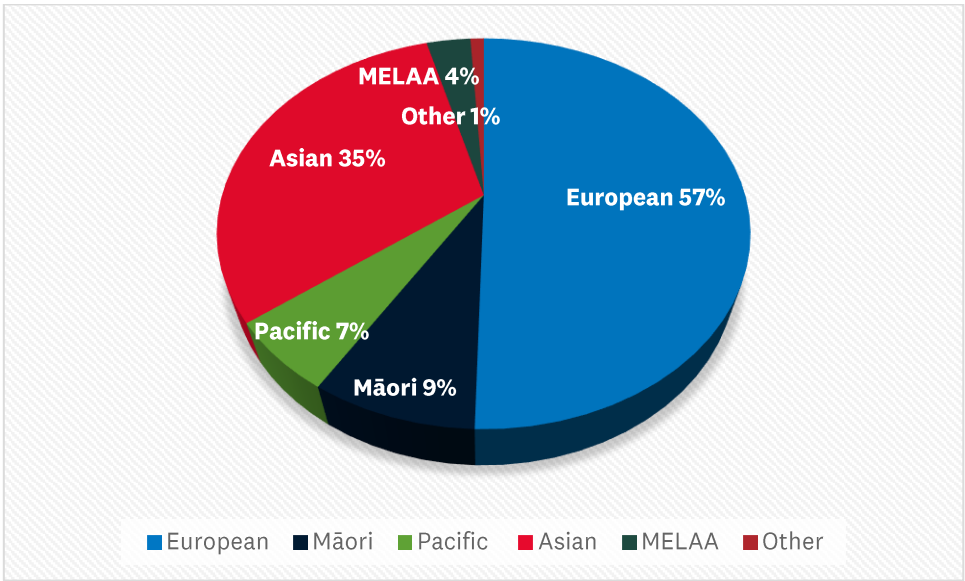
Ngā mihi,

A handwritten signature in black ink, appearing to be 'John Gillon'.

John Gillon
Chairperson, Kaipātiki Local Board

Kaipātiki at a glance

Kaipātiki ethnic demographics, 2023¹



Community Profile	Kaipātiki	Auckland
Population (2023)	88,128	1,656,486
Born overseas (2023)	46%	43%
In NZ less than 5 years (2023) (people born overseas)	19.4%	19.6%
Population growth (2018-2023)	-0.2%	5.4%
Median age (2023)	36	36
Home ownership (2023)	63%	60%
Unemployment rate (2023)	2.6%	3.3%
Labour force participation rate (2023)	72%	69%

In Kaipātiki:

- Diverse population:** In 2023, 46 per cent of residents were born overseas, contributing to a culturally rich environment. By 2043, the Asian population is projected to become 57 per cent of the local board’s population (projections based on 2018 Census).
- Growing population:** Although the 2018-2023 period indicates a reduction in population mainly caused by the disruption to migration trends caused by the Covid-19 pandemic, the data shows

¹Sources: 2018 and 2023 Census, 2023 Kaipātiki Local Board Plan, Kaipātiki Local Economic Overview 2022, Tātaki Auckland Unlimited

that the area was again attracting new migrants in 2022. With new housing development currently taking place, Northcote is set to grow by approximately 1,700 new homes in the next five years.

- **Predominantly owner-occupied:** In 2023, 63 per cent of households owned or partly owned their homes, or held in a family trust, highlighting stability and investment in the community.
- **Mature population:** With a median age of 36 years, Kaipātiki offers a mix of established families and young professionals.
- **Job market:** Kaipātiki has a significant imbalance between its labour force (52,000 in 2023) and the number of jobs available locally (32,400 in 2022). This makes it a net exporter of labour, with many residents commuting to other areas, particularly central Auckland and wider North Auckland, for employment opportunities.
- **Employment concentration:** Jobs within Kaipātiki are mainly concentrated in town centres and the Wairau Valley industrial area. The largest occupational group is professionals.

Welcoming Communities Standard for New Zealand

Outcome	What success looks like
1. Inclusive Leadership	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
2. Welcoming Communications	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
3. Equitable Access	Opportunities to access services and activities and to participate in the community are available to all, including newcomers
4. Safe, Connected and Inclusive Communities	People feel safe in their identity and that they belong in the community. There are high levels of trust and understanding between members
5. Economic Development, Business and Employment	Communities maximise and harness economic development opportunities that newcomers can offer. The 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
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 members of the receiving community 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

1. Inclusive Leadership

Welcoming Communities Standard – What success looks like
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.
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 the council and in the wider community for the Welcoming Communities programme.
1.5 The 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 and contribute to creating inclusive and welcoming environments for newcomers.

Mana whenua leadership

Kaitiaki, iwi and hapu mana whenua across the region lead events and activities that celebrate the Māori identity of Tāmaki Makaurau and affirm mana whenua values. These include Matariki celebrations, wananga, hikoī, environmental conservation activities, the gifting of place names or the sharing of local stories, often in partnership with Auckland Council, that enable the community, including newcomers to learn about mana whenua culture and identity.

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 builds up over time when we are exposed to information and authentic experiences.

The Kaipātiki Local Board is building relationships with local iwi. It has recently adopted Māori names for nine parks and an outdoor classroom in Northcote. These names and the narratives associated with them, enable the community including newcomers to connect to the Māori cultural heritage and the whenua, and particularly to the local river Te Ara Awataha and its flora and fauna.

Māori communities leadership

Kaipātiki is home to a well-established Māori population who moved to the area from others parts of New Zealand in search of economic and educational opportunities. This community established, and continues to develop institutions and programmes to uphold tikanga Māori and meet the needs of local whānau. Local community and educational marae in Kaipātiki offer cultural education opportunities for schools and the wider community. Community organisations such as KCFT, community hubs and houses, libraries, schools and tertiary institutions offer



*Matariki Hautapu Ceremony at Te Kamaka Marae, June 2023
Image: Cactus Photography*

programmes and activities where newcomers can learn about Te Ao Māori. An annual Matariki festival has been organised across the community with the collaboration of Kainga Ora Homes and Communities and funded by the local board since 2022.

In three years' time, 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 Kaipātiki.

In the short term

What we'll do	What we'll achieve	Who will be involved
Build relationships with iwi mana whenua	Expand partnerships on initiatives that celebrate mana whenua culture and identity	Kaipātiki Local Board, Auckland Council services, Eke Panuku
Promote events and activities led by iwi and local community organisations	Increase newcomers' awareness and participation	Local community organisations, libraries, Welcoming Communities, Eke Panuku, Kainga Ora Homes and Communities
Orientation programme	Continue and expand wananga/workshops/hikoi to learn about Te Tiriti o Waitangi and the Māori identity of Tāmaki Makaurau and Kaipātiki	Welcoming Communities team in collaboration with iwi, local community 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
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Diverse leadership development

The leadership of Tāmaki Makaurau Auckland is becoming increasingly diverse. Within Auckland Council, the demographic advisory panels, including the Pacific Peoples and Ethnic Peoples Advisory Panels, provide advice to the governing body and council staff on matters of significance to ethnic and Pacific communities within the remit of the Auckland Plan.

Elected members are becoming more representative of their local community, particularly at the local board level. Council, local board & parliament candidacy opportunities are widely publicised 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 ([see chapter 6](#)).

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 Kaipātiki, leadership is growing amongst community groups that serve the Asian, Pacific and Middle East communities. This development is supported by the work of the Kaipātiki Community Facilities Trust (KCFT) who partner with the Kaipātiki Local Board to deliver networking and capability building opportunities to local groups. Council staff play an important role in brokering relationships between community leaders, elected members, and across the community. Opportunities also exist to access learning opportunities offered by regional organisations such as Auckland North Community and Development (ANCAD) or Harbour Sport.

In three years' time, we wish to see skilled Pacific and ethnic community groups able to bring diverse perspectives and influence decisions to better meet the needs of the resident population, including newcomers.

In the short term

What we'll do	What we'll achieve	Who will be involved
Support to Pacific and ethnic networks	Continue to develop networking and capacity building opportunities	Kaipātiki Community Facilities Trust (KCFT), North Shore Pasefika Forum, community broker, local board engagement advisor, Welcoming Communities team and local and regional community networks
Leadership capability development programmes	Scope future partnerships for a programme of leadership	Community broker, Welcoming Communities team with local

	development available for individuals, governance groups and informal groups.	and regional community organisations
Brokering of relationships, advice and mentoring	Continue to support ethnic and Pacific residents build relationships with local board, access advice and funding for local initiatives	KCFT, community broker, Welcoming Communities team, community hubs and houses, local community organisations

Policies and programmes development

Auckland Council’s local board members and councillors are elected every three years to lead the development of council plans, policies, and budgets and ensure effective engagement between Auckland Council and the people of Auckland.

Through engagement, elected members and staff aim to gain an understanding of the diverse needs and aspirations of Aucklanders and the services the council needs to provide to achieve these outcomes.

Regional and local board policies, regional and local events and community programmes are guided by the Auckland Plan 2050. Belonging and participation are identified as key outcomes for addressing the population growth, shared prosperity and environmental challenges that Auckland is facing, so that “all Aucklanders will be part of and contribute to society, access opportunities, and have the chance to develop to their full potential”.

Strategies have been developed to align Auckland Council’s work to achieve these outcomes, such as Ngā Hapori Momoho / Thriving Communities, Kia ora Tāmaki Makaurau (Māori outcomes performance measurement framework), Ara Moana (Pasifika Strategy) or Tāmaki Makaurau tauawhi kaumātua / The Age-Friendly Auckland Action Plan.

Within Kaipātiki, 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. The Kaipātiki Local Board Plan 2023 outlines key outcomes that the local board has prioritised over the next three years, which include “Belonging and Wellbeing - Our people are engaged, connected, healthy, thriving, and are proud to live in Kaipātiki”. There are specific objectives to celebrate and nurture the diversity of the area, and engage with the diverse communities.



Ngā Hapori Momoho / Thriving Communities has strong aspirations for equitable outcomes for diverse communities

To achieve these objectives, the local board partners with local community organisations such as the Kaipātiki Communities Facilities Trust, local Community Houses and Centres, Kaipātiki Project and Pest Free Kaipātiki Restoration Society, and funds programmes in local libraries and facilities.

This Welcoming Communities Plan provides a particular focus on the needs of newcomers within Kaipātiki, to help increase engagement and participation in community life. In the short term (through to mid-2026), its implementation is overseen by the Welcoming Communities Coordinator, supported by local council staff and the Welcoming Communities team.

In three years' time, we wish to see:

- a greater focus on the specific needs of newcomers in local board work programmes and activities and in the local board plan 2026
- new or enhanced activities that increase newcomer engagement and participation become part of the regular programme of activities.

In the short term

What we'll do	What we'll achieve	Who will be involved
Develop a Welcoming Plan	Adopted by the local board	Welcoming Communities team
Trial new or enhanced activities (refer to other sections)	Activities are trialled and evaluated for their impact	Community Delivery, community partners, 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
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.
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. The council encourages other agencies, businesses and organisations to follow this model.

Information

Information about population growth and other demographic changes are mainly accessible through statistics provided by the Census. Census data is available on Knowledge Auckland and Auckland Counts, aggregated by local board. The council does not collect data on newcomer settlement location trends beyond what is available in the Census, so it is not 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 Survey² or by supporting research led by organisations such as the Auckland Resettled Communities Coalition (ARCC) 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 (Auckland Resettled Communities Coalition), Think Diversity Magazine (Eyeview Ethnic Trust) or the Culture magazine (Nepalese Cultural Centre New Zealand).

Communications and community engagement

² 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, <https://www.knowledgeauckland.org.nz/media/3yllsype/tr2023-17-social-cohesion-in-auckland.pdf>

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 and for some services
- 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 Kaipātiki council facilities such as librarians, and partner community organisations like KCFT, 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.



Senior digital literacy programme of Middle-Eastern community, Kaipātiki Community Facilities Trust, Image: Nibras Altayyar

In three years’ time, 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.

In the short term

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
Compile information on newcomers to the local area	Investigate research/data available from Statistics New Zealand, Electoral Commission, Department of Internal Affairs, local	Welcoming Communities team

	schools/Ministry of Education, local medical facilities/Ministry of Health, Kainga Ora Homes and Communities	
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, Communications and Libraries teams, community partners

3. Equitable Access

Welcoming Communities Standard – What success looks like
Opportunities to access services and activities and to participate in the community are available to all, including newcomers.
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 Kaipatiki Local Board partners with the Kaipātiki Community Facilities Trust, the Birkdale and Beachhaven Community Houses, Bayview Community Centre, Highbury Community House, Kaipātiki Project and Pest Free Kaipātiki to offer various programmes that enable local residents, including newcomers, to connect with their neighbours, their local parks and their environment, be creative, learn new skills or be physically active.

The Kaipātiki Community Facilities Trust publishes the Kaipātiki Explorer, a guide to the active destinations, parks, walkways and tracks of Kaipātiki, and the Information Trail, a guide to local information and services available in the area. Hearts and Mind publishes a directory of services in the Waitemata area. Citizen Advice Bureaux (CABs) in Glenfield, Northcote and Birkenhead offer free and confidential advice on services.

Kāinga Ora Homes and Communities “Connecting Northcote” initiative and Eke Panuku’s urban regeneration initiatives seek to build connections between new residents of the Northcote development and existing residents, community groups, businesses and organisations, and to connect people to the public spaces, natural environment and landscape of their neighbourhood.

A range of community venues are available across Kaipātiki that local residents can access to participate in community-led activities and programmes or access professional services, such as ESL classes, counselling services or literacy services.

Despite the range of resources available, the feedback received during the preparation of this plan indicated that it can be difficult for newcomers to know where and how to access the services that they need, and for service providers to engage with newcomers. Some organisations are trialling new ways to



*Whanau Day Out at the Northcote Development, 2024
Image: Yuanyong Yang*

engage, for example translating information or organising targeted programmes with diverse communities.

There may be opportunities for service providers to work together and with the community to improve engagement with newcomers, for example by contributing to joined-up resources and orientation activities. A key focus would be to build strong relationships across the community so new residents have multiple touch-points to access information.

In three years' time, we wish to see:

- easier access to information about living in Kaipātiki for newcomers
- more coordinated and targeted efforts to reach out to newcomers
- ethnic and Pacific residents supported to connect with and use services.

In the short term

What we'll do	What we'll achieve	Who will be involved
Collaborations across the Kaipātiki community to engage with newcomers	Contribute to Kainga Ora Homes and Communities “Connecting Northcote” initiative and Eke Panuku Northcote placemaking activity Broker relationships between emerging ethnic and Pacific community connectors and service providers	Welcoming Communities team, community broker, KCFT, community service providers, ethnic and Pacific communities
Orientation programme	Collaborate with community service providers to trial an orientation programme to improve access to information about living in Kaipātiki	Welcoming Communities team, in collaboration with KCFT and other community service providers

4. Safe, Connected and Inclusive Communities

Welcoming Communities Standard – What success looks like
People feel safe in their identity and that they belong in the community. There are high levels of trust and understanding between members.
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 CNSST Foundation (formerly Chinese New Settlers Services Trust), Kāhui Tū Kaha, NZ Red Cross, Aotearoa Resettled Communities Coalition (ARCC), Pacific Settlement Services, The Asian Network Inc (TANI), Belong Aotearoa, New Settlers Family and Community Trust (NFACT), 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.

Many of these migrant settlement support services have historically been located in Central and East Auckland, however some are currently establishing hubs in North Auckland, such as CNSST in Albany and DISHA NZ Charitable Trust in Meadowood.

Within the Kaipātiki area, English or literacy programmes are held at Glenfield Community Centre, run by English Language Partners, Literacy Aotearoa and Manukau Institute of Technology, Rawene Centre and De Paul's House. These and many other local organisations, schools and services provide informal orientation advice to 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 Kaipātiki Local



Birkenhead Primary School Kapa Haka Festival 2022
Image: Cactus Photography

Board through its local grant and partnership programmes supports local initiatives with funding and advice. Examples of local events taking place in the Kaipātiki area include Korean Day and Lunar New Year celebrations, Diwali Festival, Eid celebrations, Diversity Festival, Ethnic Market, Middle-Eastern market, Pacific Market and Matariki Festival.

The area has a rich network of organisations and groups that connect its diverse communities. Kaipātiki Community Facilities Trust, Community Houses and Centres and local libraries bring people together across different cultures, either by providing space and

resources for community-led activities, or by organising programmed activities. Schools, places of worship, community gardens, sports clubs, pools, leisure centres, organisations such as Men’s Shed, NorthArt Gallery or Rawene Centre are all places where people connect and interact with each other.

Connections to the land

Within Kaipātiki, organisations such as the Kaipātiki Project and Pest Free Kaipātiki engage newcomers in local environmental activities through, for example, guided walks and workshops. The new greenway for Northcote, Te Ata Awataha connects parks, neighbourhoods, community hubs and the town centre, providing a safe and healthy environment for people, plants and wildlife. These initiatives enable new residents to learn about the natural and cultural values and the ecology of their new neighbourhood.

In three years’ time, we wish to see more new residents access the range of opportunities across Kaipātiki to:

- learn about each other’s cultures, shared values and experiences, and discuss common aspirations or concerns
- build connections to the land and to nature
- learn about Te Tiriti o Waitangi and its relevance in modern New Zealand society.

In the short term

What we’ll do	What we’ll achieve	Who will be involved
Settlement support services for newcomers to North Auckland	Investigate ways to increase the visibility and accessibility of the services for local residents	Welcoming Communities team, KCFT, other community organisations
Te Tiriti introduction workshops	Workshops trialled in libraries and/or community venues	Treaty education provider, local libraries, community

		organisations, Welcoming Communities team
Intercultural exchanges in community and public spaces	Investigate opportunities such as wānanga, hikoī, and other activities that enable intercultural exchanges and/or connections to the land.	Welcoming Communities team, local marae, local libraries and community organisations
Story Time in community languages	Collaborations with local residents	Local libraries and other community venues

5. Economic Development, Business and Employment

Welcoming Communities Standard – What success looks like
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.
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

Central government services such as [Connected.govt.nz](https://connected.govt.nz) and Work and Income NZ support employment pathways for newcomers. Information and assistance to international students is provided by international student services of secondary and tertiary education providers, colleges and local training institutions. The NZ Red Cross runs a Pathways to Employment programme for former refugee job seekers.

Within Kaipātiki, English Language Partner and the Manukau Institute of Technology provide job seeking and workplace English training for newcomers. Literacy Aotearoa offers literacy, numeracy and communication skills training. The KCFT's Steps to Success programme assists young people to build their resilience and confidence and access employment pathways. A number of organisations host learner driver support programmes.

There are few opportunities for new migrants who do not hold citizenship or a permanent residence visa to access subsidised English language courses. This was identified as a significant impediment to accessing employment and participating in community activities.

In three years' time, we wish to see local employment assistance more easily accessible to newcomers.

In the short term

What we'll do	What we'll achieve	Who will be involved
Employment assistance information in orientation programme	Make information easily available through online platform and community workshops	Welcoming Communities team, community organisations, libraries, CAB

Migrant business development

Local town centre business associations work to attract, represent and promote local businesses and advocate for initiatives that benefit town centres. Migrant businesses play an important role in all Kaipātiki business centres.

Northcote Town Centre through the work of the business association is promoted as “The Asia Pacific Marketplace”, with a strong identity as a centre for Asian food and produce. The Business Improvement District Association employs a Chinese business liaison officer to facilitate engagement with Chinese migrant businesses.



Lion and Dragon Dance Team, Northcote Town Centre

Feedback received during the preparation of this plan however suggests that specific needs of migrant businesses, and especially new businesses, are not always being addressed. There could be more opportunities for example for the council, community organisations and business associations to provide information that helps new businesses owners build their knowledge of their rights and responsibilities in the Aotearoa New Zealand context and access local training and networking opportunities.

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

Cultural capability

Opportunities exist within the council for employees to develop 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' time, 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

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.

It can take a while for newcomers to engage in political and civic processes, for a range of reasons. For example, new migrants are less likely to participate in elections than longer-term residents. They experience barriers to 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 boards and the governing body, limiting their influence in local governance.

A number of initiatives within Auckland Council aim to address barriers to participation. For example:

Who can get enrolled to vote?



In New Zealand you must **enrol to vote** if you:

- are 18 years or older and
- have lived in New Zealand for more than one year at some time in your life and
- are a New Zealand citizen or permanent resident of New Zealand.

Source: [Home | Vote NZ](#)

- The council’s Voter Participation Initiative aims to increase voter participation, by reducing barriers to voter participation, increasing understanding of the 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 board members participate in community events and network meetings and interact with community leaders and members to gain insights on community aspirations
- Local boards have dedicated engagement advisors who plan focused engagement with diverse communities in their area.



Long-term Plan engagement at Lunar New Year event, Northcote, February 2024
Image: Yuanyong Yang

Community organisations report that the participation of new migrants in council and community activities, such as neighbourhood events, zero-waste promotion, water safety advocacy and pest control is increasing.

In three years’ time, 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
Orientation programme	Include civic education as part of an orientation programme for newcomers	Welcoming Communities team, Communications and Engagement team, Electoral Commission
Promote civic participation	Increased participation in elections, increased engagement in council and community activities	Consultation and Engagement team, local board, local community organisations, Electoral Commission, ethnic and Pacific community groups Welcoming Communities team

7. Welcoming Public Spaces

Welcoming Communities Standard – What success looks like
Newcomers and members of the receiving community feel welcome in and comfortable using public spaces.
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 Kaipātiki there has been a focus on the development of Māori narratives and celebrating the Māori cultural heritage of the area. There are also places that reflect intercultural links, such as Rewi Alley Memorial Reserve commemorating the friendship between China and New Zealand, or the Northcote town centre with its references to Asian cultures.

Welcome signs in various languages adorn the entrance of community houses. Walking tracks are accessible across the whole area, linking neighbourhoods and natural areas close to people’s homes and providing opportunities for people to connect and socialise. The council in collaboration with the KCFT to pilot a women-only swimming programme at the nearby Takapuna Pool.

However, volunteer participation from culturally diverse communities within community spaces remains low. And there are few opportunities for newcomers to be heard in relation to safety concerns in public spaces.



Kauri Glen Bush Reserve Walkway

In three years’ time we wish to see

- increased participation from diverse communities, including newcomers, in community environmental and leisure activities in public spaces
- increased opportunities for communities to raise safety concerns with the New Zealand Police and the council
- Increased opportunities for diverse communities, including newcomers to have a say in the design of public spaces, including Northcote town centre.

In the short term

What we'll do	What we'll achieve	Who will be involved
Inter-cultural engagement on community safety	Increase opportunities for ethnic and Pacific communities to learn about and engage with the New Zealand Police and the council on safety matters	NZ Police, Pacific wardens, North Shore community patrol, neighbourhood support, KCFT, ethnic and Pacific communities. Welcoming Communities team
Northcote town centre	Explore ways to increase engagement of ethnic and Pacific communities in: - future urban development and service design for Northcote town centre - environmental and place making initiatives as part of Te Ara Awataha	Welcoming Communities team, Eke Panuku, Kaipātiki Project, Kainga ora, Northcote library, Northcote business association, Northart, Hearts and Minds.

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.



Display at the Northcote Library during Middle Eastern Bazaar organised by Kaipātiki Community Facilities Trust, Image: Nibras Altayyar

Community-led cultural events are celebrated across Auckland, such as Waitangi Day, Matariki, Diwali, Pasifika Festival, PolyFest, Moon Festival, Lunar New Year, Korean 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 story times in some community languages.

In Kaipātiki, many events, festivals and activities enable local communities to practice and showcase their culture and enable residents, old and new, to learn about each other ([see chapter 4](#)). Supplementary language schools in Chinese, Japanese, Korean and Arabic, and a French

bilingual unit at Birkdale school are serving local students.

However, beyond these expressions of diverse cultures through festivals and education, there are limited opportunities for residents to actively learn about and engage with each other's cultural backgrounds. Smaller or more isolated cultural groups are not equally represented in community activities and initiatives, impacting the overall cultural vibrancy and inclusivity. And some ethnic and Pacific communities find it difficult to access information, funding opportunities, or venues for activities.

In three years’ time, we wish to see a 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	Continue to support cultural celebrations and celebrations of languages. Connect community groups with the resources they need to lead their own activities.	Community broker, KCFT, local community organisations, Community Programme Delivery, Events, Welcoming Communities team

Welcoming Kaipātiki 2024

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