

Puketāpapa Local Board Workshop Programme

Date of Workshop: Thursday, 07 March 2024

Time: 9.55am – 3.00pm

Venue: Puketāpapa Local Board, 560 Mt Albert Road, Three Kings and Online via Microsoft Teams.

Time	Workshop Item	Overview	Governance role	Presenter/s
		<p style="text-align: center;">Karakia</p> <p style="text-align: center;">Whakataka te hau ki te uru.</p> <p style="text-align: center;"><i>The wind blows from the west.</i></p> <p style="text-align: center;">Whakataka te hau ki te tonga.</p> <p style="text-align: center;"><i>The wind blows from the south.</i></p> <p style="text-align: center;">Kia mākinakina ki uta.</p> <p style="text-align: center;"><i>It pierces the land with its wintry nip.</i></p> <p style="text-align: center;">Kia mātaratara ki tai.</p> <p style="text-align: center;"><i>And slices the sea with its freezing chill.</i></p> <p style="text-align: center;">Kia hī ake ana te atakura</p> <p style="text-align: center;"><i>When the red dawn breaks</i></p> <p style="text-align: center;">he tio, he huka, he hauhū.</p> <p style="text-align: center;"><i>there is ice, snow and frost.</i></p> <p style="text-align: center;">tihei mauri ora!</p> <p style="text-align: center;"><i>indeed, there is life</i></p>		

Time	Workshop Item	Overview	Governance role	Presenter/s
9.55am (5 mins)	<u>Item 1</u> Declarations of interest	Board only discussion.	What is the local board's governance role with regards to the item being workshopped: <ul style="list-style-type: none"> Keeping informed 	<ul style="list-style-type: none"> Ella Kumar Chair
10.00am– 10.30am (30 mins)	<u>Item 2</u> Local Board Members-only Discussion	Board only discussion.	What is the local board's governance role with regards to the item being workshopped: <ul style="list-style-type: none"> Keeping informed 	<ul style="list-style-type: none"> Ella Kumar Chair
10.30am– 11.30am (60 mins)	<u>Item 3</u> Local Board Annual Planning workshop 5 – Performance Measures- <u>Information Materials:</u>	<u>Purpose:</u> Staff will be in attendance to present targets for performance measures to the local board for discussion and feedback.	What is the local board's governance role with regards to the item being workshopped: <ul style="list-style-type: none"> Local Board Feedback / Direction Oversight and monitoring Keeping informed 	<ul style="list-style-type: none"> Manoj Rathod Lead Financial Advisor Mary Hay Senior Local Board Advisor
11.30am – 12.30pm (60 mins)	<u>Item 4</u> AT Marcellin College crossing update <u>Information Materials:</u> Memo Powerpoint presentation	<u>Purpose:</u> Auckland Transport (AT) staff will be in attendance to provide and update on the proposed safety improvement for Marcellin College signal crossing located at 617 Mt Albert Road.	What is the local board's governance role with regards to the item being workshopped: <ul style="list-style-type: none"> Local Board Feedback / Direction Oversight and monitoring Keeping informed 	<ul style="list-style-type: none"> Jennifer Fraser Auckland Transport (AT) Elected Member Relationship Partner Sam Ni Auckland Transport (AT) Patrick Chan Auckland Transport (AT)
12.30 – 1.00pm (30 mins)	Board Lunch Time			

Time	Workshop Item	Overview	Governance role	Presenter/s
1.00pm – 1.45pm (45 mins)	<u>Item 5</u> Welcoming Communities <u>Information Materials:</u> Memo Powerpoint presentation Information documents	<u>Purpose:</u> Staff will be in attendance to update the local board on progress on the programme and seek feedback on potential priorities for the Welcoming Plan.	What is the local board's governance role with regards to the item being workshopped: <ul style="list-style-type: none"> • Local Board Feedback / Direction • Oversight and monitoring • Keeping informed 	<ul style="list-style-type: none"> • Lisa Diggins Specialist Advisor • Cheng Goh Welcoming Communities Coordinator • Kat Teirney Strategic Broker • Daylyn Braganza Specialist Advisor
1.45pm – 2.00pm (15 mins)	Overflow time / board time.			
2.00pm – 2.45pm (45 mins)	<u>Item 6</u> ANZAC Day 2024 Mt Roskill <u>Information Materials:</u> Powerpoint presentation	<u>Purpose:</u> Staff will be in attendance to give an update on ANZAC Day 2024.	What is the local board's governance role with regards to the item being workshopped: <ul style="list-style-type: none"> • Local Board Feedback / Direction • Oversight and monitoring • Keeping informed • Engagement. 	<ul style="list-style-type: none"> • Karem Colmenares Manager Civic Events, Regional Services and Strategy • Anthea Holmes Senior Event Organiser, Regional Services and Strategy
<p>Closing - Karakia</p> <p>Unuhia, unuhia</p> <p><i>Draw on, draw on</i></p> <p>Unuhia mai te urutapu nui</p> <p><i>Draw on the supreme sacredness</i></p> <p>Kia wātea, kia māmā,</p>				

Time	Workshop Item	Overview	Governance role	Presenter/s
		<p><i>To clear and to set free</i></p> <p>te ngākau te tinana, te hinengaro</p> <p><i>the heart, the body and the inner essence</i></p> <p>i te ara takatū</p> <p><i>In preparation for our pathways</i></p> <p>Koia rā e Rongo</p> <p><i>Let peace and humility</i></p> <p><i>be raised above all</i></p> <p>e whakairia ake ki runga</p> <p>Kia tina! Haumi e!</p> <p><i>Manifest this! Realise this!</i></p> <p><i>Bind together! Affirm!</i></p> <p>Hui e! Tāiki e!</p>		

Next workshop: Thursday, 14 March 2023 at 10am

Next business meeting Thursday, 21 March 2023 at 10am

LBAP 5 – local performance measures recommendations

Manoj Rathod

Puketāpapa Local Board



Purpose of today's workshop

Seek local board feedback on recommended performance measures for inclusion in your draft Local Board Agreement 2024/2025

Next steps:

- Staff recommend targets based on work programme direction
- Actual performance reported against target in Annual Report 2024/2025





Agenda

- Recap of where we left off in October/November 2023
- Briefing on historical measures and why they are discontinued
- Presenting list of new core measures for major local services
- Presenting list of recommendations for tailored local measures (per LB direction/feedback)
- Next steps to LBA adoption



Recap of October/November workshop (LBAP 2)

A new approach to local board performance measures:

- to improve performance transparency and accountability
- Better enable the public to assess delivery against identified levels of service and community outcomes
- Empower local boards to set service levels for locally funded services

Collectively, local boards provided over 160 pieces of feedback for staff to develop more meaningful measures

Staff have assessed and developed a set of recommended measures for local boards, which will be presented today.



Historical measures – summary of change

Measure wording	Status	Future state
The percentage of Empowered Communities activities that are community led	Replaced	No longer available
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	Replaced	No longer available
The percentage of park visitors who are satisfied with the overall quality of sportsfields	Replaced	Available annually*
The percentage of users who are satisfied with the overall quality of local parks	Replaced	Available annually*
The percentage of residents who visited a local park in the last 12 months	Replaced	Available annually*
The number of attendees at council-led community events	Replaced	Available on request ²
The number of visits to library facilities	Continue	Core measure

*results are from the Annual Auckland Residents Survey

²Available through departmental reporting channels



Historical measures – summary of change

Measure wording	Status	Future state
Percentage of Aucklanders that feel their local town centre is safe - day time	Discontinued	Available annually*
Percentage of Aucklanders that feel their local town centre is safe - night time	Discontinued	Available annually*
The percentage of local programmes, grants and activities that respond to Māori aspirations	Discontinued	No longer available
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	Discontinued	Available on request ²
The percentage of art facilities, community centres and hire venues network that is community led	Discontinued	Available on request ²
The number of participants in activities at art facilities, community centres and hire venues	Discontinued	Available on request ²
The percentage of arts, and culture programmes, grants and activities that are community led	Discontinued	No longer available
The percentage of attendees satisfied with a nominated local community event	Discontinued	No longer available
Percentage of customers satisfied with the quality of library service delivery	Discontinued	Available on request ²
The customers' Net Promoter Score for Pool and Leisure Centres	Discontinued	Available on request ²

*Annual Auckland Residents Survey

²Available through departmental reporting channels



Historical measures – summary of change

Measure wording	Status	Future state
The percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme targeted rate grant agreement obligations	Continue	Minor wording update
The percentage of low carbon or sustainability projects that have successfully contributed towards local board plan outcomes.	Replaced	Work programme reporting
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes	Replaced	Work programme reporting
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes	Replaced	Work programme reporting



Local Board Core measures – community only

These core measures are for the most significant local community services identified and to be continued in the next Long-term Plan 2024-2034.

The associated measure(s) and targets will be included in your local board agreements if the service is funded by your local board.

The Long-term Plan consultation material included local board level targets and prior year comparatives - these were indicative and for benchmarking purposes to inform public consultation. Final targets will be agreed with local boards through Local Board Agreement process.



Local Board Core measures – Community only

Service	Measure wording	Measure description
<i>Enable a range of choices to access community services and recreation opportunities</i>		
Libraries	Library opening hours service uptime	Measuring accessibility of the service to customers at LB funded levels
	The number of visits to library facilities	Physical visits through council libraries
Pool and Leisure centres	Pool & Leisure centres main functions & facilities opening hours service uptime	Measuring accessibility of the service to customers at LB funded levels
	Pool and Leisure centre physical visits	Physical visits at Pool and Leisure sites, regardless of operator
Provision of community facilities	Community Facilities in poor or very poor condition	Auckland Council asset condition rating, condition 4 and 5.



Local Board Core measures – Community only

Service	Measure wording	Measure description
<i>Provide urban green spaces (local parks, paths and Ngahere) and access to the coast</i>		
Local Park operational maintenance	The percentage of quality audits achieved in local parks	Full Facilities maintenance quality audits for local parks which meet contractual service standards.
Provision of open space assets	Open space assets in poor or very poor condition	Auckland Council asset condition rating, condition 4 and 5.
Urban Ngahere canopy planting	Urban Ngahere Street planting Programme (number of trees)*	Planting done under the Urban Ngahere programme

**This measure is in the Long-term Plan consultation material but may be further refined and/or moved to tailored measures*



Local tailored measures – all local activities

Staff have considered the following key factors during the development of recommended tailored measures.

- Local Board feedback/direction
- Prioritising common themes across multiple boards
- Relevancy to investment levels in local board work programmes
- Low resourcing/cost requirement to measure
- Reliability of data collection/methodology
- Focusing on the ‘main’ service level indicator (noting there are many indicators for service levels)



LB feedback table – local community

What did the Local Board say?	Progressed	Why not?
Support the Welcoming Communities project which supports newcomer to the area.	No	Insufficient resourcing to look at this specific project at this stage
Progress the Kai,wai and active movement actions from the local boards health action plan.	Yes	Insufficient resourcing to look at LB specific health action plan, however can measure LB funded active communities projects
Support programmes that meet community needs and support leadership in our diverse communities	No	Difficult to determine service level for a broad range of activities
Support communities and groups to connect and collaborate, increasing capacity across the neighbourhood e.g. through the Puketāpapa Community Network and other key partners	Yes	
Support efforts to make Puketāpapa an attractive place for events, filming etc which contributes to the local economy.	No	Insufficient resourcing to explore at this stage



LB feedback table – local environment

What did the Local Board say?	Progressed	Why not?
Support and advocate for projects in rapidly growing neighbourhoods that increase the resilience of biodiversity in open spaces, awa and ngahere e.g. pest control.	Yes	Also recommend Urban Ngahere measure
Fund and support volunteer groups focused on local environmental restoration and protection carbon reduction and climate action programmes for businesses, households and neighbourhoods that reduce carbon emissions	Yes	



Recommended Local Board tailored measures

LTP activity	Measure wording	Measure description
Community	Number of activities and events delivered which support local communities to be physically active	Through the 'Activation of parks, places and open spaces' lines delivered by Active Communities
	Number of groups supported for capacity building activities	Groups funded through work programme for capacity building activities
	Number of trees planted in the Urban Ngahere programme	Measures activity delivered through the local board Urban Ngahere planting programme (capex)
Environment	Rounds of pest control carried out in key areas	Through natural environment delivery team
	Number of community groups supported in sustainable initiative programmes	Sustainability team programmes





**Discuss work
programmes at
workshop 6**

**Discuss targets after
workshop 6**

**Finalise and adopt
measures and targets in
June as part of the
Local Board Agreement**



Mt Albert Road Marcellin College Signal Crossing Safety Improvements

Public consultation update

Puketāpapa Local Board – March 2023



Site Location



Marcellin College Signal Crossing



Current issues:

- Substandard pedestrian crossing facility
- Dangerous parking and turning movement at school peaks
- Unsafe vehicle speed

Marcellin College

≈25,000 vpd

A collection of traffic signs and symbols. It includes a circular speed limit sign with a red border and the number '50' in black. A yellow diamond-shaped sign with a black border and the text 'SCHOOL ZONE' in black. A black silhouette of a bus. A black silhouette of a person riding a bicycle.

Crash history

5-year crash data (2017-2021)

- 4 crashes reported in total
- 3 crashes involved **collision with pedestrians**
- 3 Minor injury crashes



Public consultation feedback summary

- The public consultation was conducted from 30th October 2023 to 19th November 2023.
- We received 7 feedback from the public as well as engagement with the school and Fire and Emergency NZ.

Feels this would benefits community	2
Feels this would not benefit community	3
Suggested changes to design	2

Public consultation feedback summary

Feedback theme	Feedback description	AT reply
Supporting the project	<ul style="list-style-type: none"> • Make it safer to walk. • Reduce high speed racers. 	
Increased congestion	<ul style="list-style-type: none"> • Concern that the proposal would add more congestion. • Concern that the proposal would make school drop off and pick up worse. 	<p>The proposal does not change the amount of car park available in the car park and cars are still allowed to turn into the school car park from all directions. There are 3 driveways available for the school and we are proposing a slight change in the arrangement to ensure it operates safer.</p>

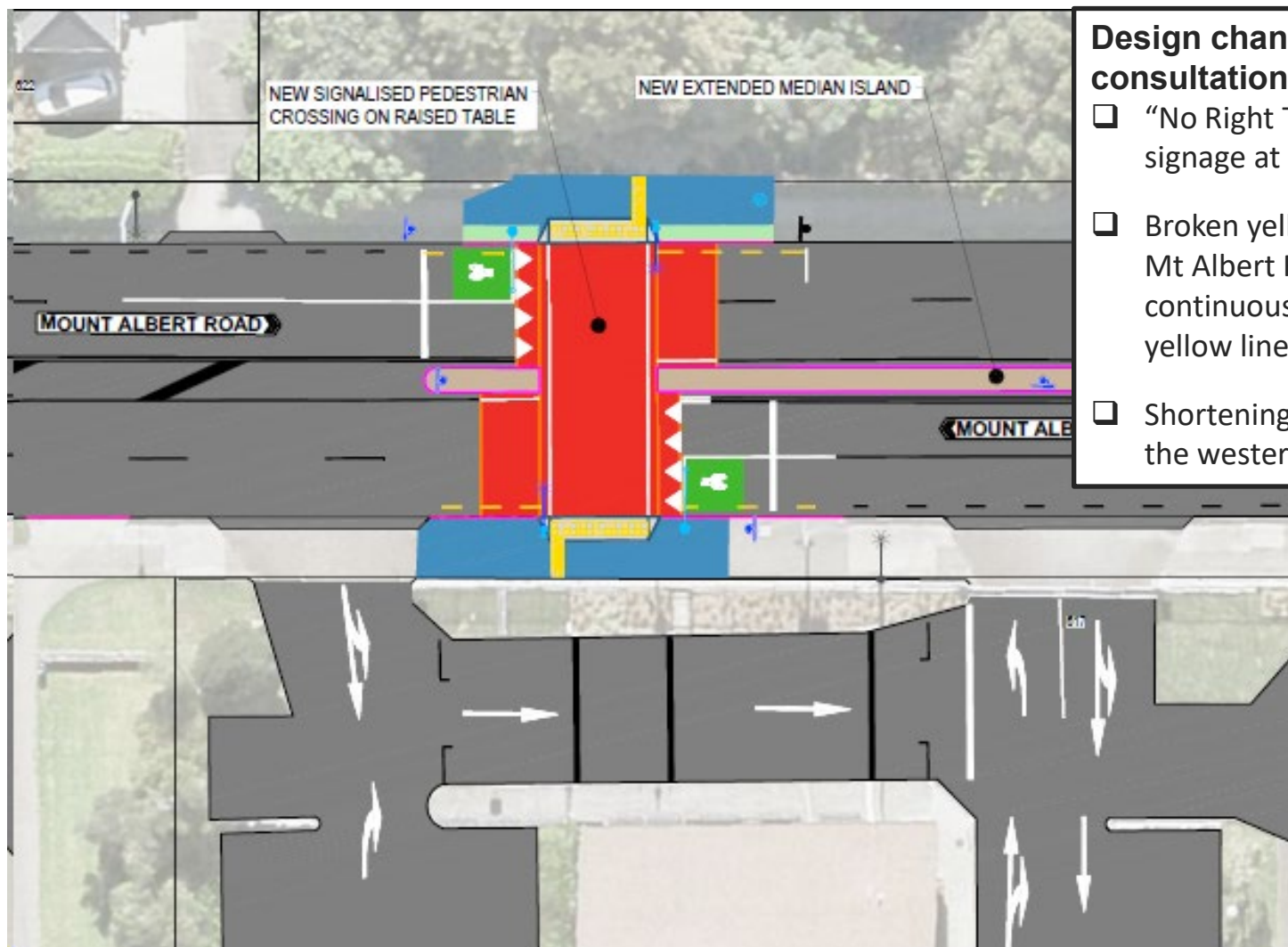
Public consultation feedback summary

Feedback theme	Feedback description	AT reply
Raised safety platform	<ul style="list-style-type: none"> • They slow people down unnecessarily. • Concern that the proposal would add more congestion. • Concern around noise/vibration 	This raised table is designed for arterial road and is at a gradient of 1:15 and a gentle departure ramp. (This gradient will be similar to the raised zebra crossing outside Three Kings Plaza)
Peet Avenue	<ul style="list-style-type: none"> • High parking number with students • Students accessing Peet Avenue frequently and crossing there. • Requesting parking removal on Peet Avenue 	<p>The proposal will improve safety for students coming from Peet Avenue and crossing Mt Albert Rd.</p> <p>Unfortunately, parking removal on Peet Avenue is not in the scope of this project.</p>

Public consultation feedback summary

Feedback theme	Feedback description	AT reply
Engagement with Marcellin College	They have been supportive of the project. We will share the public feedback and confirm with them again.	
Fire and Emergency NZ	FENZ raised concerns regarding raised table.	We explained that this raised table is designed for arterial road and is at a gradient of 1:15 and a gentle departure ramp. (This gradient will be similar to the raised zebra crossing outside Three Kings Plaza)

Updated design



Design changes post-consultation

- “No Right Turn” and “No U-turn” signage at the school entrance.
- Broken yellow lines outside 620 Mt Albert Road to complete the continuous no parking broken yellow lines.
- Shortening the median island on the western side.

Next Steps



The construction is planned to commence in FY23/24 depending on the completion of Detailed Design & Funding)

Thank you.



Memorandum

TO	Puketāpapa Local Board
FROM	Sam Ni, Road Safety Engineering, Auckland Transport
DATE	27 February 2024
SUBJECT	Mount Albert Road - Marcellin College Signal Crossing Safety Improvements post-consultation Engagement with Local Boards

1 Purpose

The purpose of the memo is to provide an update on the proposed safety improvement for Marcellin College Signal Crossing located at 617 Mt Albert Road. The memo will summarise the public consultation feedback and resulting design changes. The purpose of this memorandum is to re-confirm the local board support for the project.

2 Public consultation feedback summary

The public consultation was conducted from 30th October 2023 to 19th November 2023. We received 7 feedback from the public as well as engagement with the school and Fire and Emergency NZ. The feedback summary are as follows:

Feels this would benefits community	2
Feels this would not benefit community	3
Suggested changes to design	2

Feedback theme	Feedback description	AT reply
Supporting the project	<ul style="list-style-type: none"> • Make it safer to walk. • Reduce high speed racers. 	
Increased congestion	<ul style="list-style-type: none"> • Concern that the proposal would add more congestion. • Concern that the proposal would make school drop off and pick up worse. 	The proposal does not change the amount of car park available in the car park and cars are still allowed to turn into the school car park from all directions. There are 3 driveways available for the school and we are proposing a slight change in the arrangement to ensure it operates safer.
Raised safety platform	<ul style="list-style-type: none"> • They slow people down unnecessarily. • Concern that the proposal would add more congestion. • Concern around noise/vibration 	This raised table is designed for arterial road and is at a gradient of 1:15 and a gentle departure ramp.. (This gradient will be similar to the raised zebra crossing outside Three Kings Plaza)
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Engagement with Marcellin College	They have been supportive of the project. We will share the public feedback and confirm with them again.	
Fire and Emergency NZ	FENZ raised concerns regarding raised table.	We explained that this raised table is designed for arterial road and is at a gradient of 1:15 and a gentle departure ramp.- (This gradient will be similar to the raised zebra crossing outside Three Kings Plaza)

3 Design changes post-consultation

After reviewing all the feedback received, and following a safety audit, we will be proceeding with the following changes:

- “No Right Turn” and “No U-turn” signage at the school entrance.
- Broken yellow lines outside 620 Mt Albert Road to complete the continuous no parking broken yellow lines.
- Shortening the median island on the western side.

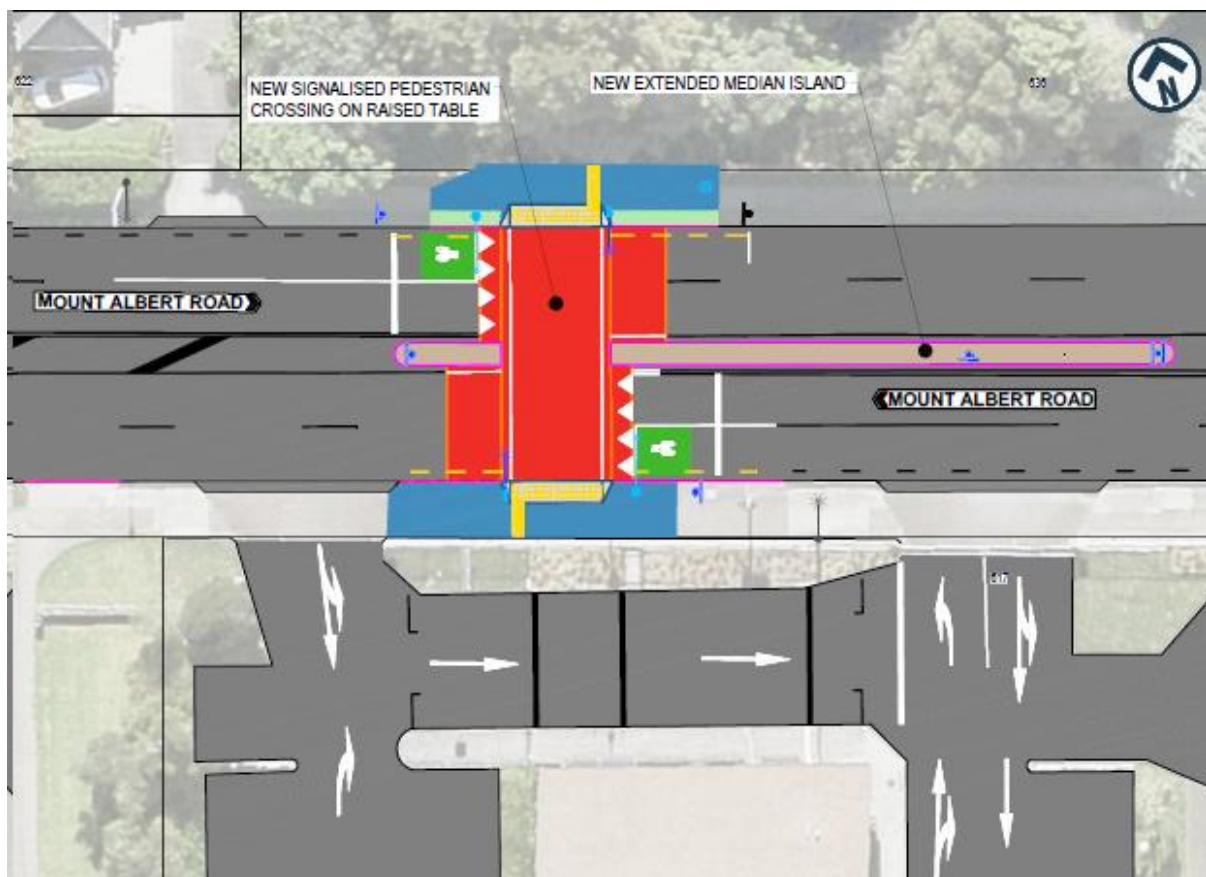


Figure 1 Updated design for Marcellin College Pedestrian crossing

5. Next Steps

We plan to close out the consultation and inform the changes. The project has been endorsed by our ELT to proceed with detail design and construction. The project team is looking for feedback and support from the local board before proceeding.

Appendix A - Project background

Mount Albert Road is a high-volume arterial road and is part of the Auckland Transport's High-Risk Corridor Programme, which is a safety improvement programme that aims to prioritise safety on high-risk corridor in Auckland's urban area. This signal crossing is used by high number of elderly pedestrian and school children, particularly during the school morning and afternoon peaks.



Figure 2 Project location

Background – Crash history

Based on latest available data, between 2017 and 2021, there has been 4 reported crashes at this location resulting in 3 minor injury crashes. 3 of the crashes are related to vulnerable road users including 3 pedestrians. The analysis also indicates as follows:

- 3 crashes involving a vehicle and a pedestrian.
- 1 rear end crash failing to stop for queueing traffic.

Furthermore, there is 1 serious crash in 2022 involving a vehicle and a cyclist.

We observed these safety issues at the intersection:

- Speed – vehicle speed on Mt Albert Road and approaching intersections are above the 50km/h posted speed limit based on the latest speed count survey.
- Substandard pedestrian crossing facilities – the existing crossing facilities is not up to current safety standards. Large percentage of elderly and school children pedestrians.
- School peak congestion – vehicles observed to perform dangerous movements and parking on the footpaths/road that can lead to increase likelihood of injury crashes.

07/03/2024

Memorandum

To: Puketāpapa Local Board

Subject: Welcoming Communities Programme Update – Stocktake and Planning

From: Claire Liousse, Community Empowerment Specialist and Lisa Diggins, Specialist Advisor, Community Impact Unit

Contact information: claire.liousse@aucklandcouncil.govt.nz,
lisa.diggins@aucklandcouncil.govt.nz

Purpose

To: Update the Puketāpapa Local Board on the progress of the Welcoming Communities programme delivered by Council in partnership with Ministry of Business, Innovation and Employment (MBIE) and seek direction on future priorities based on the stocktake conducted.

Summary

1. The Welcoming Communities programme (Welcoming Communities) is a national programme led by the Ministry of Business, Innovation and Employment – Immigration New Zealand which assists local councils to create more welcoming and inclusive environments for newcomers.
2. The Puketāpapa Local Board joined Welcoming Communities in March 2023, along with four other local boards. A local coordinator was recruited in April 2023 to lead community engagement for the development and implementation of a plan to make each local area more welcoming and inclusive for newcomers. The local coordinator, alongside staff of the regional Community Innovation team, was introduced to the local board at a workshop in June/July 2023.
3. Since July 2023, the Welcoming Communities team (consisting of four local coordinators and two Community Innovation staff) has undertaken a stocktake of current policies, local board work programmes and council and community activities that contribute to Welcoming Communities outcomes. They have reviewed relevant research and engaged with iwi, community stakeholders and council services to gather insights and ideas.
4. The memo outlines recommendations for future welcoming activities which generally fall within three broad themes of: developing orientation opportunities, increasing intercultural connections, and improving engagement with newcomers. Wherever possible, these initiatives will be incorporated within current work programme activities. However, there may be a need for the local board to consider a funding allocation through their 2024/2025 work programme.
5. The memo also considers the advantages and costs of the local board joining the Welcoming Communities accreditation process in the next six months.

Context

Background

6. Immigration New Zealand (INZ) is leading a Welcoming Communities – Te waharoa ki ngā hapori programme (Welcoming Communities) under the guidance of the New Zealand Migrant Settlement and Integration Strategy and the New Zealand Refugee Resettlement Strategy.
7. Welcoming Communities is a settlement programme that supports local authorities and their communities to create welcoming and inclusive environments for newcomers, i.e. recent migrants, former refugees, international students and people coming from other parts of Aotearoa New Zealand.
8. The Ōtara-Papatoetoe, Whau, Kaipātiki, Puketāpapa and Albert-Eden Local Boards joined the Welcoming Communities programme in March 2023, following decisions in August 2022 to submit expressions of interest.
9. The Welcoming Communities programme within Auckland Council is managed by the Community Innovation team (Community Impact unit, Connected Communities department). Four Welcoming Communities coordinators were contracted in April 2023 to lead the implementation of the programme in each local board area. Two staff members within the Community Innovation team co-manage the programme, provide support to the local coordinators and lead iwi and regional stakeholder engagement.
10. The Ministry of Business, Innovation and Employment (MBIE) contributes \$50,000 per year per local board to the programme for three years (March 2023-March 2026). In the first year of the programme, this is being utilised to employ local coordinators (\$40,000 per local board) and resource engagement and activities with mana whenua and marae (\$50,000 across all five local boards).
11. In addition, the Community Innovation team has allocated \$25,000 each year in 2022/2023 and 2023/2024 (regional funding) for the development of community orientation resources and seed funding for innovative and impactful activities that respond to priorities in several local boards. This contribution is planned to continue in 2024/2025.
12. In June/July 2023, the Welcoming Communities team presented to all five local boards to give an update on the programme and introduce the new local coordinators.

Progress since July 2023

13. In the last eight months, the Welcoming Communities team has focused on undertaking the stocktake of policies, programmes and activities relevant to the [Welcoming Communities Standard](#) for each of the local board areas and for the Auckland region. The staff compiled information on what is taking place and assessed how well each Welcoming Communities outcome is currently being met.
14. The staff are also building relationships with iwi, community stakeholders and service providers, as described in the sections below in more detail. Through conversations they are developing their understanding of current challenges and opportunities for more successful settlement outcomes for newcomers. This is informing the options being presented to the local board (refer to the Discussion section below and Appendix 1).
15. As communities and other stakeholders are becoming more aware of the programme, the Welcoming Communities team members are increasingly playing a bridging role, connecting people or groups to the information they need, or to other people and groups that can help them achieve their objectives. This has been an important, immediate outcome of the programme.

16. The team is also learning from insights from research and other work being undertaken that helps understand newcomers' needs. This includes:

- insights from the Bridge the Gap project, Auckland Resettled Communities Coalition, December 2023
- findings from the national consultation on the NZ Refugee Resettlement Strategy and NZ Migrant and Integration Strategy, November 2023
- Social Cohesion in Auckland: results from the Quality-of-Life survey, Auckland Council, September 2023
- digital inclusion user insights — Former refugees and migrants with English as a second language, Department of Internal Affairs and Ministry for Ethnic Communities, 2022.

Iwi engagement

17. The team approached sixteen iwi mana whenua with an interest in the five pilot local board areas. We had face to face or online kōrero with eight iwi who shared their views on the programme, including:

- Ngāti Manuhiri
- Te Rūnanga o Ngāti Whātua
- Ngāti Whātua Ōrākei
- Ngāti Tamaoho
- Te Ākitai Waiohua
- Ngāti Te Ata Waiohua
- Ngāti Whanaunga
- Te Patukirikiri

18. All of the iwi were interested in the idea of developing resources to introduce mana whenua culture and identity. Some are already offering cultural induction activities of various kind to local communities or businesses.

19. Some of the commentary included interest in activities that build understanding of narratives and values that are collectively agreed by iwi such as:

- who the mana whenua of Tāmaki Makaurau are
- cultural values and mana whenua aspirations, including how we view nature, the connections and interdependence of people and nature, getting involved in protecting and restoring the natural environment, values associated with local waterways and maunga
- encouraging people to connect with their local community and marae, participate in events and visit parks.

Engagement with community stakeholders and service providers

20. The team attended meetings with stakeholders and participated in many networking and stakeholder events, including with:

- central government organisations at regional and/or local levels (MBIE, Kainga Ora, Ministry of Education, Ministry of Social Development, Ministry for Ethnic Communities, NZPolice)
- local boards in the programme areas

- regional organisations working in the migrant settlement sector (Belong Aotearoa, TANI, ARCC, CNSST)
- regional or local ethnic or cultural organisations
- mainstream service providers, including Auckland Council services
- local community networks
- local community organisations, including those that partner with local boards to deliver community activities
- local schools
- local business associations
- local Citizen Advice Bureaux (CAB).

Engagement with Auckland Council services

21. The team met with Auckland Council staff across many services to raise awareness of the programme and gain an understanding of local and regional activities that align with the Welcoming Communities standards. These included:

- most units within the Connected Communities department, including services related to community programmes, libraries and community centres
- capability development and Diversity and Inclusion specialists
- community conservation, park volunteer programmes and waste minimisation specialists within the Environmental Services and Parks departments
- teams responsible for leisure, sport and recreation within the Active Communities department
- teams managing key partnership agreements such as the Auckland Regional Amenities Fund and Regional Partnerships and Investment
- teams responsible for website development, citizen engagement and governance.

Discussion

22. At the local and regional levels, we have started to identify gaps, opportunities and initiatives that may be progressed through Welcoming Communities. The document in Appendix 1 summarises our findings.

23. The Welcoming Communities standards touch on a broad range of outcomes. As options are considered for activities in the welcoming plans, a focus has been put on those that:

- respond to needs identified by iwi and communities
- align with priorities in Local Board Plans adopted in 2023 and help achieve local board objectives
- align with Thriving Communities, Kia Ora Tāmaki Makaurau and Ara Moana strategic outcomes
- build on existing partnerships and programmes with community partners
- can be implemented at minimum costs, as much as possible within existing budget and staff resources.

Local priorities

24. While there are variations within each local board due to different local circumstances and priorities, the activities that have been identified generally fall under three broad themes:

- **orientation:** improving newcomers access to information about services and activities within their area

- **intercultural connections:** partnering with iwi and community groups to create opportunities for newcomers and communities to develop an understanding and appreciation of the cultural heritage of their area, and develop a sense of belonging, shared values and aspirations.
 - **engagement:** making local engagement more culturally appropriate and increasing our understanding of the circumstances, aspirations and needs of newcomers within each area, especially those that are most vulnerable to social isolation.
25. Some of the proposed activities may require local board financial investment. This has been identified in the document in Appendix 1 and will be discussed during the workshop as well as during the Work Programme Development 2024/2025 workshop in March, if appropriate.

Regional work planning

26. Our regional activities between now and the end of 2024/2025 will support the implementation of local activities. Below is an outline of what we are considering:
- **orientation:** creating through a co-design process with iwi, community stakeholders and newcomers, a suite of community orientation resources, which will include:
 - web page(s) on the Auckland Council website directing newcomers to useful information
 - resources that can be used to deliver local orientation programmes
 - resources that can be used by first points of contact for newcomers, such as staff of libraries, community hubs, CABs, schools and other service providers, to point newcomers towards useful local information.
 - **intercultural connections**
 - supporting iwi, marae and ethnic community organisations engagement in the programme with appropriate resources and coordination
 - advocating for local and regional events and community programmes to increase opportunities for intercultural community exchanges.
 - **engagement:**
 - investing in, and advocating for innovative and culturally appropriate communications and engagement methods, for example making use of digital translation tools and partnering with ethnic community groups
 - increasing cultural capability development opportunities for community-facing staff and elected members
 - partnering with the electoral commission to grow civic education opportunities.

Welcoming Communities Accreditation

27. Welcoming Communities has adopted a staged accreditation model with increasing requirements and benefits at each stage. Councils are encouraged to progress through the accreditation stages, although it is optional.
28. The four stages are:
- Stage 1 – Committed
 - Stage 2 – Established

- Stage 3 – Advanced
 - Stage 4 – Excelling
29. The Welcoming Communities website (Immigration New Zealand) lists the benefits of accreditation as follows:
- “Accreditation builds a competitive advantage to attract, support and retain newcomers.*
- *showing that a council values and welcomes newcomers*
 - *providing a way to assess progress and to improve welcoming practices*
 - *celebrating success and shared pride in positive outcomes for the community*
 - *showing that a council and community is part of an international welcoming network*
 - *showcasing welcoming activities on the national and international stage*
 - *providing councils with access to support, resources, knowledge sharing and networking New Zealand and overseas through the Welcoming Communities programme which we lead.”*
30. There are financial benefits to progressing through the accreditation process. Applicants will receive funding for Welcoming Communities activities of \$9,500 once reaching Stage 2 and funding for professional development for Stages 3 and 4.
31. There are also financial commitments, such as fees of \$1,000 to \$1,500 for accreditation to stage 2,3 and 4. Please refer to Appendix 2 - Overview of the Welcoming Communities Accreditation for details.
32. The conditions for the first stage of accreditation (Committed Welcoming Community) have already nearly been met by the local board. They include:
- *1. A council resolution to participate in Welcoming Communities has been passed. (Completed in August 2022)*
 - *2. A funding agreement has been signed between the council and the Ministry of Business, Innovation and Employment. (Completed in March 2023).*
 - *3. A dedicated council Welcoming Communities coordinator has been appointed. (Completed in April 2023).*
 - *4. Public notification of commitment has been made by the Mayor (local board chair in Auckland Council’s case) and council CEO (for example, on the council’s website). (Completed in March 2023).*
 - *5. The Mayor (local board chair) and the council CEO have signed a Statement of Commitment. The council may also wish to invite tangata whenua and community partner(s) to sign the Statement of Commitment.*
33. Condition (5) above is still to be implemented if the local board wishes to complete the first stage of accreditation. A draft Statement of Commitment template is provided in Appendix 3.
34. The staff recommend that the local board progress to the first stage of accreditation by signing a Statement of Commitment by November 2024.
35. Conditions for the second stage of accreditation (Established Welcoming Community) include adopting a Welcoming Plan, starting to implement activities, and meeting at least 50 per cent of sub-outcomes of the standards.
36. The requirements for the second stage of accreditation are currently under review by Immigration New Zealand, with the intention to simplify the process. At the moment, these require a standard of reporting which would require significant dedicated time and attention

by the staff. potentially impacting on their capacity to progress the implementation of welcoming activities.

37. For these reasons, the staff suggest that a decision to apply to the second stage of accreditation be considered again by the local board in 2024/25 once the new requirements are known.

Next steps

38. Over the next three months, staff will seek feedback, input and commitment from iwi, community stakeholders and council staff on proposed priorities and actions. We may start to test and prototype some ideas to gauge their value.
39. Staff will aim to finalise the Welcoming Plan for 2024/2025 for approval by the local board by September 2024.
40. Should the local board wish to pursue accreditation, staff will progress the drafting and signing of a Statement of Commitment with the local board chair in preparation for applying to the first stage of accreditation by November 2024.

Attachments

Attachment 1: Summary of Stocktake and Options

Attachment 2: Overview of the Welcoming Communities Accreditation

Attachment 3: Statement of Commitment draft template

Te Rohe ā-Poari o Puketāpapa Puketāpapa Local Board Welcoming Communities Stocktake

Cheng Goh and Lisa Diggins

March 2024



Te Rohe ā-Poari o Puketāpapa - Puketāpapa Local Board

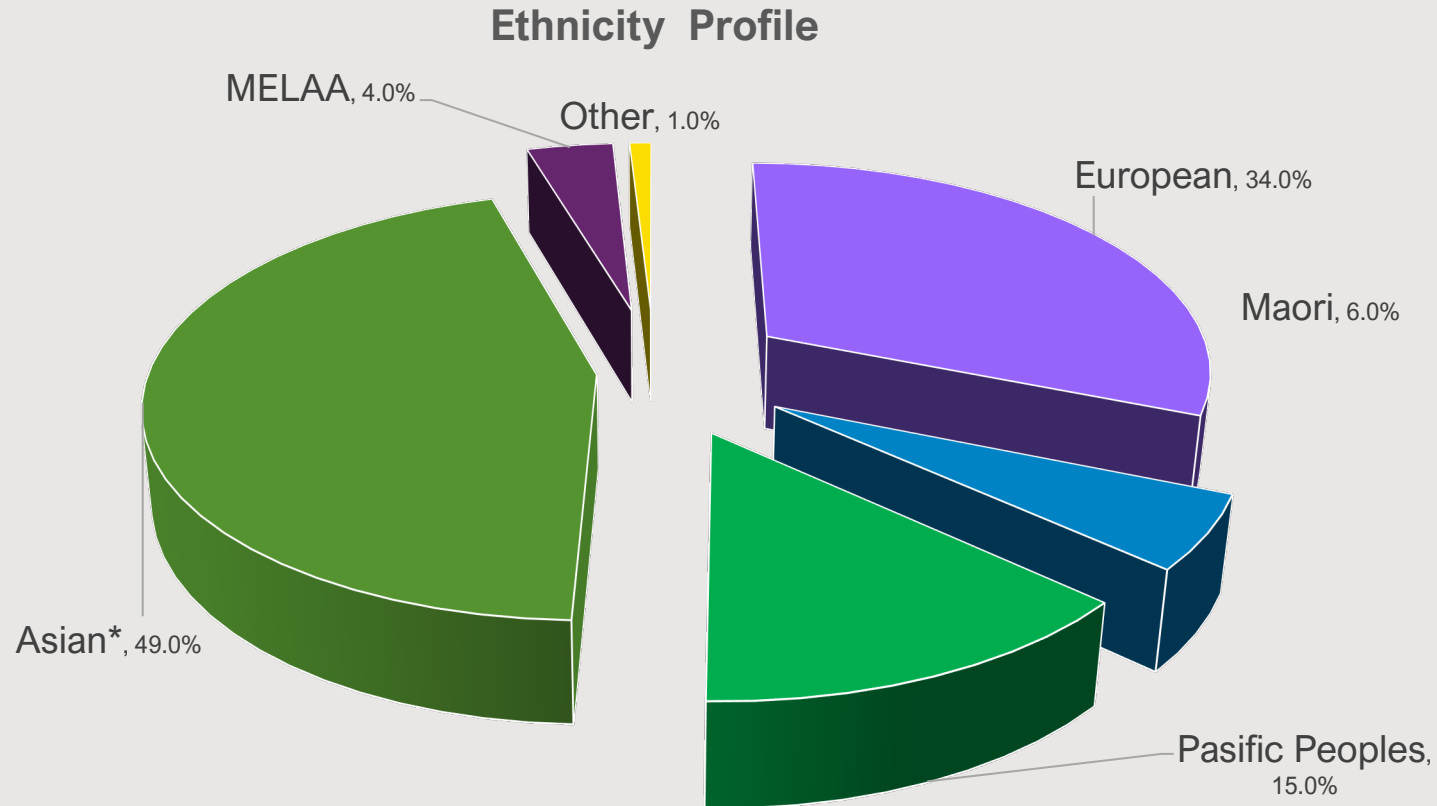
Purpose

- Share insights from the Welcoming Communities stocktake in Puketāpapa Local Board
- Seek your feedback on the proposed actions and next steps



Te Rohe ā-Poari o Puketāpapa - Puketāpapa Local Board

Overseas Born	53%	42%
Lived in NZ < 5 yrs	23%	24%



*Indian 23%, Chinese 17%



Te Rohe ā-Poari o Puketāpapa - Puketāpapa Local Board



Touch-points for newcomer engagement*



Active



Moderate



Selected



14 Iwi / hapu interest
in area

Other connection points

- Sports and recreation
- Places of worship (35)

Schools : 20

ECE Centres : 35



Welcoming Standards



1. **Inclusive Leadership**
2. **Welcoming Communications**
3. **Equitable Access**
4. **Connected and Inclusive Communities**
5. **Economic Development, Business and Employment**
6. **Civic Engagement and Participation**
7. **Welcoming Public Spaces**
8. **Culture and Identity**



Welcoming Communities Rating :

Qualitative assessment to building a “Welcoming Community” with a focus on newcomers*

<p>DEVELOPING</p> <p>Recognised need(s) in Local Board Plan. Basic - Some initiatives or programmes are in place.</p>	<p>PROGRESSIVE</p> <p>A range of programmes/activities is in place. Room for further development.</p>	<p>ACHIEVED</p> <p>A diverse repertoire of programmes/activities is in place. Focus on alignment and connection with newcomers.</p>	<p>EXCEEDING</p> <p>On-the-ground reality. Inclusive programmes/activities in place. Newcomers and receiving communities comfortably engage and enjoy a shared understanding and appreciation of each other.</p>
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* Recent migrants (up to 5 years in NZ), former refugees, international students and New Zealanders who may have recently moved into the local board area.



Welcoming Communities Standard: Puketāpapa Local Board

INCLUSIVE LEADERSHIP

Opportunities :

- Access to Te Tiriti workshops for newcomers and longer settled migrants
- Shared Welcoming Communities Plan - working with local community leaders / organisations and library.



DEVELOPING PROGRESSIVE ACHIEVED EXCEEDING



Welcoming Communities Standard : Puketāpapa Local Board

- Culturally and linguistically diverse

WELCOMING COMMUNICATIONS

Opportunities:

- Story time in other languages delivered either by library or community
- Access to reading materials in other languages



DEVELOPING PROGRESSIVE ACHIEVED EXCEEDING



Welcoming Communities Standard : Puketāpapa Local Board

CONNECTED AND INCLUSIVE COMMUNITIES

Opportunities:

- Encourage inter-cultural connections (Global Friends Meetup)
- Learning about the Treaty and how it relates to them (newcomers)



DEVELOPING PROGRESSIVE ACHIEVED EXCEEDING



Welcoming Communities Standard : Puketāpapa Local Board

**ECONOMIC DEVELOPMENT,
BUSINESS AND
EMPLOYMENT**

Opportunities/Gap:

- To maximize and harness development opportunities, be more open, collaborative and visible. Define the intersection of connections and develop a roadmap.



DEVELOPING PROGRESSIVE ACHIEVED EXCEEDING



Welcoming Communities Standard : Puketāpapa Local Board

EQUITABLE ACCESS

Opportunities:

- ❑ Communities and networks are aware and actively engaging with services and other communities



DEVELOPING PROGRESSIVE ACHIEVED EXCEEDING



Welcoming Communities Standard : Puketāpapa Local Board

CIVIC ENGAGEMENT & PARTICIPATION

Opportunities:

- Welcoming programme raises awareness around the relevance of Civic participation in relation to the individual (newcomers)
- Continue working with Electoral Commission re: general and national elections



DEVELOPING PROGRESSIVE ACHIEVED EXCEEDING



Welcoming Communities Standard : Puketāpapa Local Board

WELCOMING PUBLIC SPACES

Recognition :

- ❑ ***Where is your Wai?*** Wesley (Underwood Park), Roskill South (May Rd Skate Park, Walmsley Park2), Lynfield (Reserve), Three Kings (Tennis Centre), and Mt Roskill (Turners, Keith Hay and Cameron Pool and Leisure) have Drinking fountains A Healthy Puketāpapa Programme.



DEVELOPING PROGRESSIVE ACHIEVED EXCEEDING



Welcoming Communities Standard : Puketāpapa Local Board

CULTURE AND IDENTITY

Reminder:

Changing demographics, with new residents moving into the area
– continue identifying newcomers and have continuous avenues for engagements from partners (Kainga Ora, local providers)



DEVELOPING PROGRESSIVE ACHIEVED EXCEEDING



Puketāpapa Local Board

PROGRESSIVE and Welcoming of Newcomers

What is working well?

- Good support in school for newcomers
- Diverse ethnic participation; “A hive“ of community groups – local board engagement and collaboration
- Libraries and council services are generally seen to be welcoming safe places
- Growing newcomer interests in learning Te Reo and Te Ao Māori

What is lacking?

- A “Go to place” to seek information or advice
- Understanding on how things work in Tāmaki Makaurau/Aotearoa
- Newcomer engagement and understanding of Māori
- Te Tiriti education for newcomers and migrant communities
- Civic participation – why and how it relates to the individual.

Things to start and continue

- Continue to deliver Te Tiriti workshops for newcomers and migrant community groups
- Support Māori kaupapa
- Orientation workshop for newcomers – “Settlement Compass”
- Social groups in libraries and community spaces

What do we still need to find out?

- Silent minority groups / emerging leaders. Connecting community champions with other groups and mainstream providers
- Identify and understand what service providers’ mahi is about and their target audience.



Puketāpapa Local Board

Recommendations

- Orientation workshop (Settlement compass) for newcomers
 - by Library in collaboration with CAB – LB member – (service provider)
 - sign-posting of resources and connections at the local level
- Storytime sessions in other languages
 - if required, collaborate with community group/leader to deliver
- Te ao Māori, Te Reo, Te Titiri introduction workshops for newcomers and community groups
- Global Friends Meetup (intentional intercultural connection)
 - available through Roskill Together and Wesley Community Centre
- Virtual directory (resource) for the local board area
- Apply for Stage 1 of Welcoming Communities Accreditation – Committed



Puketāpapa Local Board

Timeline for development and delivery of activities

Activity	Continue/ Start	Intermediate term	Long term
Storytime sessions in other languages (2. Welcoming Communications, 8.Culture and Identity)	Yellow		
Te Tiriti workshops for newcomers and community groups (1.Inclusive Leadership, 4.Connected and Inclusive)	Yellow		
Global Friends Meetup (8.Culture and Identity)	Light Blue		
Orientation workshop (Settlement Compass) for newcomers (3.Equitable Access)		Light Blue	
Civic participation / Electoral Commission (6.Civic Engagement & Participation)	Yellow	Yellow	Yellow
Virtual Local Board “Community Happenings” Directory (linked to Council website) (2.Welcoming Communications)			Light Blue
Resourcing intercultural activities in libraries	Light Blue	Light Blue	Light Blue

**Budget FY 2024/2025 contribution towards local area
Welcoming Communities initiatives: \$5,000**



Regional Initiatives



Activity Type	Welcoming Standard	Example Initiative
Orientation	Welcoming Communications Inclusive Leadership	More inclusive Auckland Council website
Intercultural Connections	Inclusive Leadership Safe Connected and Inclusive Communities	Support engagement and activities with iwi and marae
Engagement	Welcoming Public Spaces Civic Engagement & Participation	Electoral commission partnership



Next steps

- Trial new initiatives
- Finalise the Welcoming Plan for approval by Sept 2024
- Progress to Stage 1 accreditation (if supported)



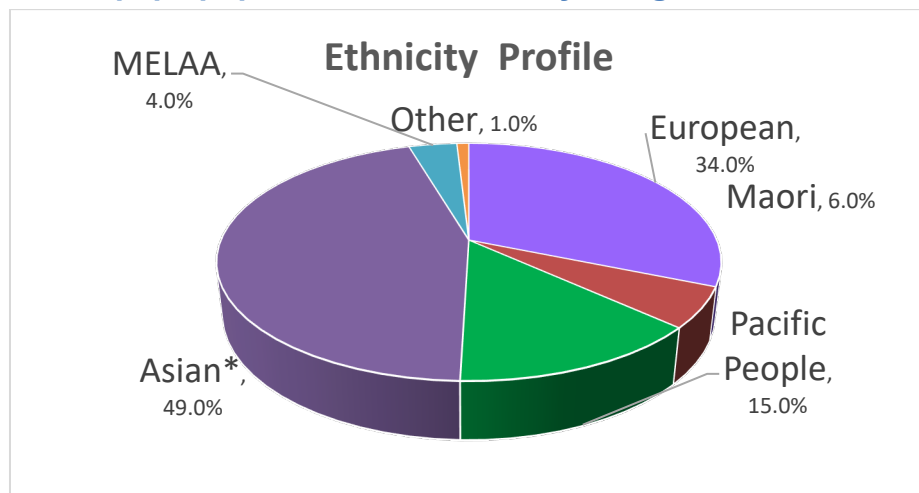
Pātai?

Any Questions/discussions?



Appendix 1: Summary of Stocktake and Options - Puketāpapa Local Board

Puketapapa population and economy at a glance¹



	Puketāpapa	Auckland / Share
Population (2021)	61,500	6%
Median Age	35.1	35.6
Overseas born	53%	42%
'- Live in NZ < 5 yrs	23%	24%
Labour force participation	68%	72%
Median household income	\$88,800	\$93,800
Homeownership	39%	45%

- Well-qualified labour force: 46 % with Diploma ++ (vs 41% Auckland region)
- 68% (vs 72%); a higher proportion of semi-skilled and low-skilled
- Net exporter of labour to wider Auckland; 84% of residents work outside the area
- Median income: \$30,100 (12.5% below Auckland region); 16.2% earn above \$70,000

¹ Source : Census, Local economic Summary and TAU advice 2022, Tātaki Akld Unlimited report

- Median household income: \$88,800 (5.3% below Auckland region)
- Moderately strong local economy, 29% Knowledge-intensive industries (vs 36%)

*Employment sectors: Education professionals, specialist managers and salespersons.
-More sales workers, machinery operators and driver jobs located in the area compared to wider region.*

Touch-points for newcomer² engagement

“Active” touchpoints are initial go-to places for newcomers when they first arrive; “Moderate” are occasional destinations for a specific purpose; “Potential” indicates where new activities could take place.



Active

- Three Kings Library / Citizens Advice Bureau
- Fickling Convention Centre
- Wesley Community Centre
- Roskill Youth Zone
- Y Lynfield Youth and Recreation Centre
- Churches & Religious Organisations
- Service Providers
- Community Groups & Networks
- Hospitals & GPs



Moderate

- Communities Feeding Communities
- Cameron Pools & Keith Hay Park
- Turners Reserve/Molley Green Reserve



Potential

- NZ Ethnic Women’s Trust
- Whanau Hub /Fiji Centre
- Roskill Together / Kainga Ora development collaborations



- Schools/Education: 20
- ECE: 35



14 Iwi / hapu with interest in the area



33 Churches, religious groups (12 Denominations)
2 Masjid

Council facilities/public spaces

- Libraries: 1
- Venues /halls: 4
- Venues/houses: 4
- Parks: 15
- Recreation: 2
- Community Garden: 1

² Up to 5 years of arrival in local area

Local board funded programmes/projects

- Healthy Puketāpapa
- Low Carbon Lifestyles Puketāpapa
- Climate Action Activator Puketāpapa
- Eco-neighbourhoods Puketāpapa
- Awa Ecological Enhancement
- Puketapapa Youth Foundation
- Māori events, engagements & place naming
- Capacity build & community led to respond to social issues
- Activation of Council facilities
- Programmes supporting the youth
- Volunteer Programmes

Stocktake and rating

The following sections outline the results of the stocktake and assessment that the Welcoming Communities has undertaken against each Welcoming Communities standard (For more detail about each standard and desired outcomes, please read [Welcoming Communities Standard](#)).

For the purpose of this assessment, the following rating has been applied for each standard:

Activities listed under each outcome indicate the following:

- ✓ Black – existing activity taking place in the local board area or within the council
- ✓ Blue – new proposed activity, or improvements to an existing activity

In the outcomes descriptions, "council" & "local board" are used interchangeably.

<p>DEVELOPING Recognised need(s) in Local Board Plan. Basic - Some initiatives or programmes are in place.</p>	<p>PROGRESSIVE A range of programmes /activities is in place. Room for further development.</p>	<p>ACHIEVED A diverse repertoire of programmes/activities is in place. Focus on alignment and connection with newcomers.</p>	<p>EXCEEDING On-the-ground reality. Inclusive programmes/ activities in place. Newcomers and receiving communities comfortably engage and enjoy a shared understanding and appreciation of each other.</p>
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Developing

Progressive

Achieved

Exceeding

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

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.

- ✓ Seek endorsement and partnership from interested iwi to participate in Welcoming Communities
- ✓ The Welcoming Communities team will work closely with iwi to develop and agree to their role & funding in the Welcoming Plan

1.2 Leaders both designated & unofficial reflect the diversity of the local community

- ✓ Elected local board members reflect the diverse communities it serves
- ✓ Community groups including churches reflect more of the diverse communities
- ✓ Council front facing staff reflect the community and or partner with the relevant community in delivering community initiatives

1.3 Leaders model & acknowledge the principle of inclusiveness, openness, tolerance, respect and acceptance of all cultures in the community

- ✓ Elected local board members & Auckland Council Staff support and promote diversity in the local area. Same values are expected by default through community delivery & funding criteria

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

- ✓ Commit to the Welcoming Community Accreditation Stage 1, which will help clarify key roles
- ✓ Partner and collaborate with communities and other organisations to develop a successful Welcoming Plan that will outline roles and responsibilities of agreed actions

1.5 Council internal and external policies, services, programmes and activities recognise and address cultural diversity.

- ✓ Council promotes diversity and inclusion in its recruitment and development of staff (Moana Pasifika & Māori Leadership programme)
- ✓ Celebrate culturally diverse community activities, holidays and customs
- ✓ Local board funding available to diverse communities including newcomers

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

- ✓ Council, local board & government candidacy opportunities are widely publicised and open to all citizens, including newcomers



Developing

Progressive

Achieved

Exceeding

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

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

- ✓ Council & local board have Kaumatua or community leaders to provide cultural advice when working and engaging with Māori and other cultural groups
- ✓ Council partners with diverse community partners to ensure reach & accessibility (through translation) of consultation documents
- ✓ Events are also used to reach a diverse community page, such as Sports and Community expo and other public events
- ✓ Our Auckland and local board websites frequently highlight diverse activities and success stories

2.2 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.

- ✓ Some consultation documents are translated (Chinese, Māori, Samoan, Tongan, Sign Language) [Opportunity to include Spanish and Arabic](#)
- ✓ Feedback is sourced via online, paper based and through Community partners to ensure wide reach & engagement
- ✓ Council to continue practicing culturally appropriate community engagement practices and regularly seek appropriate cultural advice, use community connectors, leaders, translators and interpreters when necessary
- ✓

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

- ✓ [Create a Welcoming Communities web portal that will be easily accessible and where success stories can be shared](#)
- ✓ [Targeted communication highlighting newcomer stories and successes](#)

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

- ✓ [Access information on newcomers possibly via Electoral Commission database to seek newcomer feedback and share information](#)

Developing	Progressive	Achieved	Exceeding
3. Equitable Access			

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

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

- ✓ Council through its Specialist Advisors & Community Brokers work closely with community groups to address issues through capacity or capability training through its local board funding or connecting them with relevant provider.
- ✓ Council works with different ethnic media outlets to reach community
- ✓ Local Board Plan consultation proactively seeks community feedback to determine community priorities
- ✓ Local board through its libraries and facilities can gather community feedback and share information

3.2 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.

- ✓ Local board empowers different community activity through funding to meet varying needs of culturally diverse population including newcomers
- ✓ Explore ways to access information on diverse communities (including newcomers) needs, and opportunities to address barriers (e.g. through a Needs Assessment Research or ethnic specific plans in collaboration with community partners)
- ✓ Build community climate resilience capability

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.

- ✓ These services are available via CAB and the library, school & community group/service referrals
- ✓ Churches and community- based groups are also a source of information
- ✓ Service providers both local & across Auckland are sharing information online
- ✓ Open Day for Puketapapa – Expo of all community services & groups in the area
- ✓ Include ‘newcomer’ as an audience or focus for local board funded activities



Developing

Progressive

Achieved

Exceeding

4. 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 of the receiving community and newcomers

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

- ✓ Belong Aotearoa
- ✓ Aotearoa Refugee & Migrant Support Settlement
- ✓ Communities Feeding Communities
- ✓ ARCC
- ✓ New Zealand Ethnic Womens Trust
- ✓ Migrant Action Trust
- ✓ Global Hope Mission
- ✓ Roskill Together
- ✓ UMMA Trust
- ✓ Kahui tu Kaha

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

- ✓ Orientation programme will help newcomers be aware of services and support available in the area

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

- ✓ Libraries to expand their story telling and collection to include other languages
- ✓ Libraries & other Council facilities to continue working with diverse communities to celebrate and promote their cultural events
- ✓ Cultural tours
- ✓ Partner with iwi and marae to organise opportunities for newcomers to be able to experience a powhiri, visit a Marae and learn more about Te Ao Māori.
- ✓ Introduce new culturally relevant activities in partnership with libraries & other facilities
Encourage inter-cultural connections (Global Friends Meetup)

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

- ✓ Lunar New Year
- ✓ World of Cultures,
- ✓ Culturefest, Easter
- ✓ Albert-Eden- Puketāpapa Eco Festival,
- ✓ Eid
- ✓ Matariki,
- ✓ Moon Festival,
- ✓ Diwali
- ✓ Christmas



5. Economic Development, Business and Employment

Communities maximise and harness economic development opportunities that newcomers can offer. 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.

- ✓ Connected.govt.nz to support & promote employment pathways for young people
- ✓ WINZ
- ✓ Migrant Action Trust
- ✓ Iti Rearea Collective
- ✓ Kahui Tu Kaha
- ✓ Puketapapa Youth Foundation

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

- ✓ Schools offer basic induction and information for parents

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

- ✓ Local board promotes diversity in the workplace

5.4 Local employers and workforces develop their intercultural competency.

- ✓ Develop Auckland Council staff and elected members intercultural competency & unconscious bias training

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

- ✓ Develop a roadmap of support available to migrant entrepreneurs
- ✓ Puketāpapa Business Voice



6.Civic Engagement and Participation

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

- ✓ The Mayor & local board members proactively promote civic engagement
- ✓ Council & local boards have dedicated engagement officers
- ✓ Council's engagement and communications team, work with community partners to increase community engagement & participation
- ✓ MBIE website provides information for Newcomers
- ✓ Settlement providers also provide newcomer related information online
- ✓ Community events, face to face meetings with community to promote engagement and information seeking

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

- ✓ Council & local board work with communities to encourage & promote civic participation
- ✓ Diversity forums are employed to reach diverse communities
- ✓ Promote participation for individuals to run as candidates and to participate in both local and national elections
- ✓ Include civic education programs as part orientation program for newcomers
- ✓ Partner with local community groups to improve civic participation
- ✓ Partner with diverse ethnic leadership forums to promote and encourage civic participation

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

- ✓ Puketāpapa Community Volunteer Awards (Every 3 years)



Developing

Progressive

Achieved

Exceeding

7. Welcoming Public Spaces

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

- ✓ Māori naming of streets and parks
- ✓ Council offices having Māori Names
- ✓ Design of public spaces to incorporate more Māori arts or other diverse cultural designs, motifs and crafts
- ✓ Advocate for design of new housing developments to reflect diverse needs – seniors, disability and cultural, e.g. to reflect inter-generational living and large households
- ✓ Advocate for more green spaces to enable community gardens & foster climate adaptation and community resilience

7.2 Welcoming public spaces such as local town centres provide opportunities to build trust and relationships between newcomers

- ✓ 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

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

- ✓ Women's Swimming for Muslim Women @ Cameron Pools
- ✓ Women's Wellness and Network Projects: Zumba Classes at Wesley Community offer networking opportunities to foster local connections for youth, forced migrants and migrant women
- ✓ Diverse Participation in Parks
- ✓ Sport and recreation activities across 15 facilities
- ✓ **Where is your Wai?** Wesley (Underwood Park), Roskill South (May Rd Skate Park, Walmsley Park2), Lynfield (Reserve), Three Kings (Tennis Centre), and Mt Roskill (Turners, Keith Hay and Cameron Pool and Leisure) have Drinking fountains (A Healthy Puketāpapa Programme)



8. Culture and Identity

There is a shared sense of pride in being part of a culturally rich and vibrant community. There are opportunities to learn about each other's cultures around

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

- ✓ Community led cultural events are celebrated & funded by the local board & across Auckland, e.g.
 - Safari Playgroup, Middle Eastern and South Asian communities access sports and gym facilities at the Y-Lynfield.
 - Ahi Raranga (Māori Weaving) workshop
 - World of Culture
 - CultureFest in Puketāpapa
 - Matariki Kids, Manu Aute Kite Day
 - Punjabi Festival Wellbeing activities at Wesley CC
 - Lord Ganesh - Ganapati Festival
 - Mid-Autumn (Moon) Festival celebration in Mt Roskill Library/Roskill Chinese Group
 - Fefine Fita o Puketāpapa Tongan and Niue Craft Group

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

- ✓ Strong support for diverse and vibrant communities through library services & programmes, community facilities programmes
- ✓ Continued support of faith-based spaces and protocols when interacting with them
- ✓ Haere Mai programme – socialise and engage new residents, connected communities in parks



At a glance - Puketāpapa
ACHIEVED STAGE 1 of Welcoming Newcomers

<p>What is working well and what to continue?</p> <ul style="list-style-type: none"> ✓ Strong commitment and funding to support Māori culture & wellbeing and to enable their participation in council making decision ✓ Strong local board leadership that reflects its diverse community ✓ Cultural Diversity is celebrated ✓ Libraries are seen to be safe & welcoming ✓ Community facilities provide community events & activities for different community groups ✓ Council partners with community to deliver initiatives ✓ Good support in schools institutions for newcomers ✓ Easy access to new & improved local parks, playgrounds and facilities ✓ Active community groups operating across Puketāpapa 	<p>Easy improvements, short term actions and trials - Next 18 months</p> <ul style="list-style-type: none"> • Apply for Stage 1 of Welcoming Communities Accreditation – Committed • Include “newcomer” focus to strategic activities • Orientation workshops (incl. civic participation) • Te Tiriti workshops for newcomers & community • Global Friends Meet Up (community-led) • Story time sessions in other languages <p>Implementation:</p> <ul style="list-style-type: none"> • Folded into existing Libraries and Community Programme Delivery work programme activities • Additional LDI funding of \$5,000 in 2024/2025 to support the delivery of workshops and activities
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Puketāpapa Local Board - Recommendations (2024-2026)

- ✓ Orientation workshop (Settlement compass) for newcomers -by Library in collaboration with CAB – LB member – (service provider) sign-posting of resources and connections at the local level
- ✓ Storytime sessions in other languages-if required, collaborate with community group/leader to deliver
- ✓ Te ao Māori, Te Reo, Te Titiri introduction workshops for newcomers and community groups
- ✓ Global Friends Meetup (intentional intercultural connection)available through Roskill Together and Wesley Community Centre
- ✓ Virtual directory (resource) for the local board area
- ✓ Apply for Stage 1 of Welcoming Communities Accreditation – Committed

Puketāpapa Local Board

Activity	Continue/ Start	Intermediate term	Long term
Storytime sessions in other languages (2. Welcoming Communications, 8.Culture and Identity)			
Te Tiriti workshops for newcomers and community groups (1.Inclusive Leadership, 4.Connected and Inclusive)			
Global Friends Meetup (8.Culture and Identity)			
Orientation workshop (Settlement Compass) for newcomers (3.Equitable Access)			
Civic participation / Electoral Commission (6.Civic Engagement & Participation)			
Virtual Local Board “Community Happenings” Directory (linked to Council website) (2.Welcoming Communications)			
Resourcing intercultural activities in libraries			

Budget FY 2024/2025 contribution towards local area Welcoming Communities initiatives:
\$5,000

Regional Initiatives

Activity Type	Welcoming Standard	Example Initiative
Orientation	Welcoming Communications Inclusive Leadership	More inclusive Auckland Council website
Intercultural Connections	Inclusive Leadership Safe Connected and Inclusive Communities	Support engagement and activities with iwi and marae
Engagement	Welcoming Public Spaces Civic Engagement & Participation	Electoral commission partnership

Welcoming Communities Accreditation

Become an accredited Welcoming Community

We all want to live in a community where we can participate, contribute and thrive. **Welcoming Communities – Te Waharoa ki ngā Hapori** is a programme that makes that happen.

Welcoming Communities recognises that communities are healthier, happier and more productive when newcomers are welcomed and included. Supported by Immigration New Zealand, local government councils and their communities throughout the country are helping newcomers feel at home. Newcomers are recent migrants, former refugees, international students and anyone new to the community.

The Welcoming Communities Standard for New Zealand sets the benchmark for what a successful welcoming community looks like. Member councils involve local residents and newcomers in developing and implementing Welcoming Plans to meet the Standard's outcomes and work towards greater economic, social, civic and cultural success.

Accreditation formally recognises that a council and community have met the Standard's outcomes. It sets the community apart as being intentionally welcoming and a place where everyone can belong and flourish.

The benefits of accreditation

Accreditation builds a competitive advantage to attract, support and retain newcomers and:

- › shows that a council values and welcomes newcomers
- › provides a way to assess and reflect on progress and to improve welcoming practices
- › celebrates success and a shared pride in positive outcomes for the community
- › shows that a council and community are part of an international welcoming network
- › showcases welcoming activities on the national and international stage
- › provides councils with access to support, resources, knowledge sharing and networking in New Zealand and overseas through the Welcoming Communities programme.





Who can apply

Councils and communities who have signed up to the Welcoming Communities programme can apply for accreditation as a Welcoming Community.



The four stages of accreditation

A council and its community choose how quickly they move through the stages. Accreditation is valid for three years. The table below describes the four stages of accreditation, how they are assessed and the increasing benefits and recognition for each stage.

Stage	Description	Assessment	Benefits and recognition	Application fee
Stage 1 	The Mayor, the council, its CEO and other community partners have signed up to the Welcoming Communities programme	The following are in place: <ul style="list-style-type: none"> › Council resolution › MBIE funding agreement › Welcoming Communities Coordinator › Statement of Commitment › Public notification of commitment 	<ul style="list-style-type: none"> › Seed funding – \$50,000 per annum per council or group of councils for the first 3 years › Access to national and international resources, support and advice › Promoted on INZ’s website › Access to national Welcoming Communities workshops › Regular newsletters and networking opportunities › Announcement and certification 	No fee
Stage 2 	The council and community are clear about what they want to achieve, have a Welcoming Plan and have started implementing activities	Self-assessment Review of self-assessment by the External Accreditation Assessment Panel (the Panel) Report	All non-financial benefits and recognition detailed above, plus: <ul style="list-style-type: none"> › a contribution for Welcoming Communities activities (\$9,500) › eligible to apply for national awards 	\$1000
Stage 3 	The council and community are moving towards fully implementing their Welcoming Plan. They are confident about how to deliver successful welcoming activities that make a difference and are trialling innovative activities	Self-assessment Review of self-assessment by the Panel Site visit by the Panel Report	All non-financial benefits and recognition detailed above, plus: <ul style="list-style-type: none"> › a contribution to professional development (\$2,000) › case studies are featured in INZ publications and internationally › INZ media release 	\$1500
Stage 4 	The council and community have implemented most of their Welcoming Plan. They are reflecting on their successes and sharing their knowledge and experience with other councils and communities in the welcoming network	Self-assessment Review of self-assessment by the Panel Site visit by the Panel Report	All non-financial benefits and recognition detailed above, plus: <ul style="list-style-type: none"> › a contribution to professional development (\$2,500) › support from INZ to leverage off status nationally and globally 	\$1500

More information

For more information about accreditation go to the Welcoming Communities accreditation page on INZ’s website – www.immigration.govt.nz/welcomingcommunities or email – welcomingcommunities@mbie.govt.nz

(Local Board logo)

STATEMENT OF COMMITMENT

We commit to partnering with our community and Immigration New Zealand (INZ) to build and maintain a welcoming environment. We recognise that proactively fostering an inclusive community where everyone can belong and participate creates social, economic, civic and cultural benefits for our community. To do this, we will engage with newcomers (recent migrants, international students and former refugees) and local residents.

We resolve to participate in the Welcoming Communities programme and commit to:

- Joining a network of councils and communities that are committed to becoming more welcoming and inclusive.
- Publicly communicating our commitment to becoming an intentionally Welcoming Community.
- Appointing a dedicated staff member to establish and facilitate implementation of the Welcoming Communities programme.
- Signing a funding agreement with the Ministry of Business, Innovation and Employment and completing the associated project tasks and reporting requirements.
- Communicating regularly with INZ's Welcoming Communities team to progress planning and share learnings with other councils and communities participating in Welcoming Communities.

INZ will support our Council in a number of ways, including:

- Advice and guidance. Personalised and regular contact with Wellington and regional-based INZ staff.
- Knowledge sharing. Supporting the council and community to network, share best practice, learn from each other and access international and national resources.
- Standard + Welcoming Plans + Accreditation. Providing the Welcoming Communities Standard for New Zealand (the Standard) to benchmark council policies, services, programmes and activities. Supporting us to develop and implement our Welcoming Plan to meet the Standard's outcomes. Supporting us to seek accreditation as an Established, Advanced or Excelling Welcoming Community.
- Celebrating success. Showcasing success in Welcoming Plan activities and shining a light on achievements.

The intent and commitment to participate in Welcoming Communities – Te Waharoa ki ngā Hapori is made by the following parties.

Name of local board

Local Board Chair

Connected Communities General Manager

Anzac Day Service 2024 Mt Roskill Puketāpapa Local Board

Mark Scherer – Contractor
Anthea Holmes – Senior Event Organiser

March 2024



Purpose

- To get direction from local board for Mt Roskill Anzac Day service and parade 2024.



Anzac Day Service: Mt Roskill 2023

Outdoor service held at Mt Roskill War Memorial, Mays Road.

A morning tea in the Memorial Hall followed the service.



Anzac Day Service: Budget 2024

LDI: Opex \$10,000.

Budget variances 2023/2024:

- MT - catering equipment supplied to Guides – Guides to provide consumables (+\$300).
- Professional photographer (+\$400).
- Live-streaming included (\$0).
- Wreaths provided by LB (-\$186).
- Event expected to come in under budget.



Anzac Day Service: Key changes for 2024

- Take sharp turn out of parade route and limit on-site parking.
- Correct flag protocols.
- Correct wreath protocols (after Last Post).
- Auckland City Brass - play quietly during wreath laying.
- Key participant briefing to take place early Anzac morning, including exit order.
- Confirm correct phonetic pronunciation of speaker names.



Anzac Day Service 2024: Mt Roskill

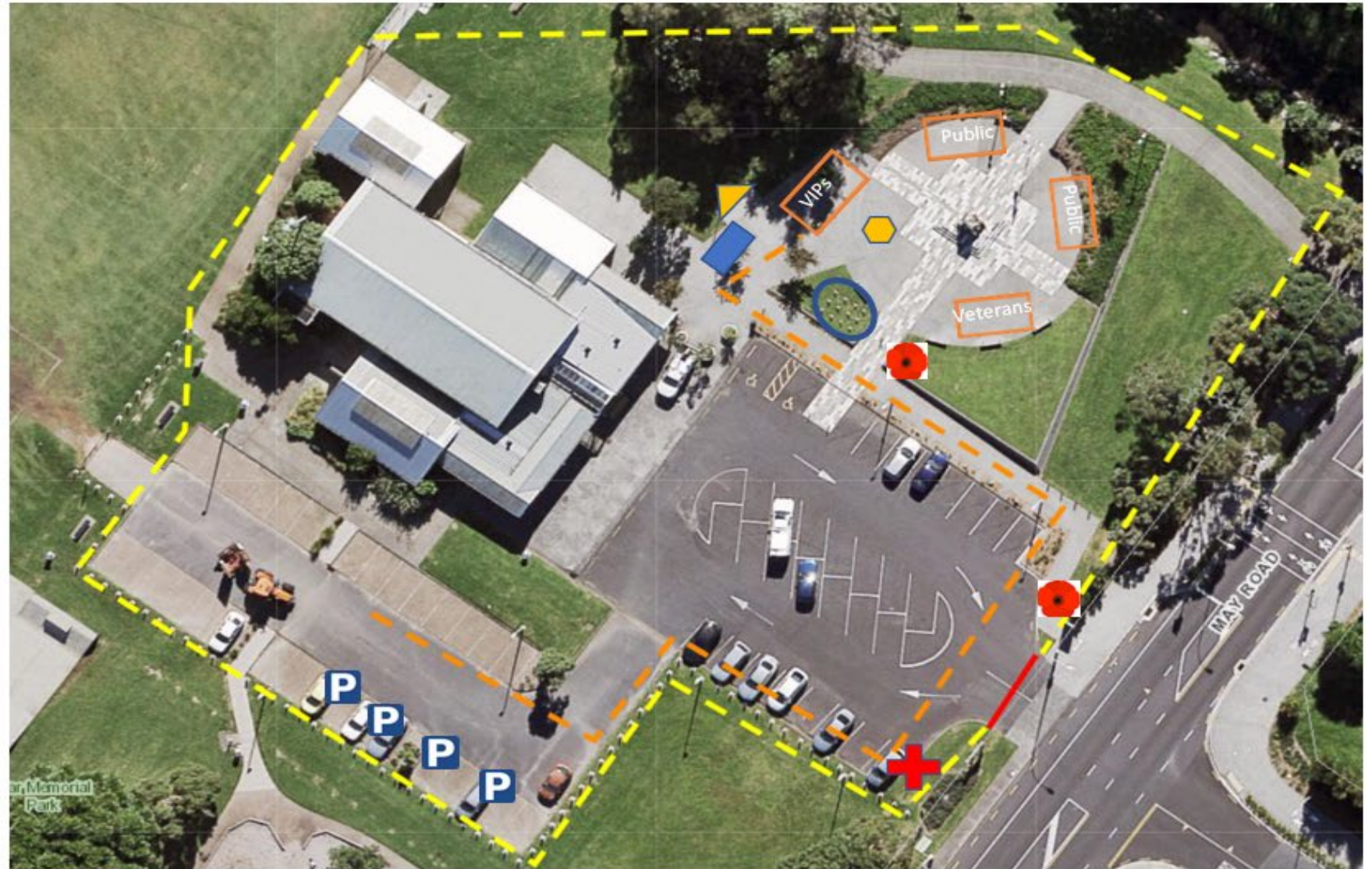
Options	Format
Outdoors	Venue: Outside Mt Roskill Memorial hall. A parade can be held within the reserve. Wreaths can be laid during the service.
Indoors	Venue: Service held inside Mt Roskill War Memorial Hall. Wreath laying outdoors at cenotaph following service.

Board to provide direction



Anzac Day Service: Mt Roskill - Outdoor

- Parade Route
- Scanning entrance with ezi up
- Poppy Stations
- VIP and mobility parking
- Ambulance
- Field of remembrance
- Sound equipment
- Lectern
- VIP, guests and public seating
- Band seating



Anzac Day Service: Mt Roskill - Speakers

2023	2024
Local schools: - Lynfield College, Marcellin College, Mt Roskill Grammar	Same as 2023
MC and Address: Ella Kumar, Puketāpapa Local Board Deputy Chair	Board to provide direction
The Ode: Ella Kumar, Puketāpapa Local Board member	Board to provide direction
Hymns and Anthem: God Save the King, Oh God, Our Help in Ages Past, Abide With Me	Board to confirm
Scripture reading x 3: Students from Lynfield College, Marcellin College and Mt Roskill Grammar	Board to provide direction
Prayer and blessing: Rev. Paul Allen-Baines, Three Kings Congregational Church	Board to confirm



Expectations: Next Steps

Local Board Members

- Provide direction 7 March 2024.
- Appoint an event lead for Anzac Day service.



Civic team (Contractor)

- Plan and deliver based on direction provided.



Local Board Services team

- Coordinate wreaths.



Comms team

- Assist local board members with speech notes, if requested.
- Provide support with promotion in social media, if requested.



Pātai / Questions

