

# Queenstown Lakes District Welcoming Communities Progress Report Year at a Glance 2025/2026



QLDC is delighted to share this snapshot highlighting our progress during the second year (July 2025 to December 2025) of the three-year Queenstown Lakes District Welcoming Plan 2024-2027.

To read more about the Welcoming Plan and the actions and outcomes it sets to achieve head to

 [www.qldc.govt.nz/our-welcoming-plan](http://www.qldc.govt.nz/our-welcoming-plan)



# What are we working on?

Take a look at an overview of the range of initiatives that we've been working towards this year and our progress.

## Addressing cultural and practical barriers

- » Coordinated and promoted the delivery of **1 First Splash: Swim with Confidence**, a swimming programme tailored for the migrant women community, including wrap around support, trained instructors and lifeguards.
- » Gathering feedback via focus group and survey.
- » Around 20 women participated in this programme offered in three blocks of swimming classes.

**Who's involved:** QLDC Alpine Aqualand (funded by Central Lakes Trust)



## Affirming diversity, equity and inclusion (DEI) in the workplace

- » Rebranded the logo to 'Proud to be QLDC - You & Me'.
- » Reviewed hiring policies to include an inclusive hiring policy acknowledging DEI in the workplace and creating resources to support managers and their team members.


**Who's involved:** QLDC

**We're proud to champion diversity, equity and inclusion in the workplace and community.**

CLICK FOR DETAILS.

**PROUD TO BE  
QLDC / YOU & ME**

# Building community resilience

- » Delivering  **Good and Ready Emergency Preparedness** information sessions as a pilot project aimed at raising awareness of practical tips for getting prepared in case of a disaster or emergency for the wider community, with a particular focus on migrants and newcomers.
- » Equipping migrant community representatives on how to facilitate an emergency preparedness workshop for their community based on the Good and Ready and 'Train the Trainers' workshop.
- » Information sessions were attended by around 30 people in Queenstown and 10 in Wānaka, with 12 participants attending the Train the Trainers workshop.

**Who's involved:** New Zealand Red Cross and Lakes Multicultural Collective, with the support of Emergency Management Otago and QLDC





## GOOD AND READY WORKSHOP

**DISASTER & EMERGENCY PREPAREDNESS**

**Why:** Practical tips for getting your household and loved ones ready for an emergency.

**When:** Tuesday 16 September, 5.30pm-7.00pm

**Where:** Queenstown Events Centre - meeting room Joe O'Connell Drive, Frankton, Queenstown

**Who:** Everyone is welcome! Adults and children, too!

This will be an engaging and interactive session designed to help introduce emergency preparedness in a way that is relevant and meaningful especially for our migrant communities.

**What the workshop will cover:**


- Why emergency preparedness matters for our communities
- Understanding local hazards and risks
- How to create a household or community plan
- Resources and templates to take away and use in your own groups

**There will be time for discussion and questions.** A follow-up session is planned for a later date to continue the conversation and support ongoing preparedness.

**Light refreshments and nibbles will be provided from 5.30pm**

**RSVP:** via [lakesmulticultural.org/emergency-preparedness](https://lakesmulticultural.org/emergency-preparedness)

# Celebrating Te Wiki O Manaaki Aotearoa — Welcoming Week New Zealand

- » Increasing exposure of community activities that welcome and support connection between the receiving community and newcomers. The theme for this year's  **Welcoming Week** was 'Building stronger communities together'.
- » Offered 23 activities across Queenstown and Wānaka with the participation of 19 community partners.
- » Recorded event attendance to measure impact and guide approach for next year.

**Who's involved:** Community partners and QLDC

### Calendar of Events Wānaka

**WELCOMING WEEK**  
TE WIKI O MANAAKI  
5-14 SEPTEMBER 2023

Date and Time	Event
Sunday 7 September 11.00am-1.00pm	Sports come and have a go! Wānaka Recreation Centre 41 Sir Te Waiwa Drive, Wānaka
Monday 8 September 11.00am-12.00pm	Morning tea from around the world Wānaka Library 1 Bullock Creek Lane, Dummore Street
Monday 8 September 1.00pm-1.00pm	Keeping children safe and community playdate Plunket Wānaka 51 Anderson Street, Wānaka
Monday 8 September 5.30-7.30pm	Find your perfect volunteer match Volunteer South and Lakes Multicultural Collective Wānaka Community Hub, 34 McDougall Street, Wānaka
Tuesday 9 September 12.30-2.30pm	Citizenship ceremony Lake Wānaka Centre 875 Anderson Street, Wānaka
Tuesday 9 September 1.00-4.00pm	Te Kāhano nursery Te Kāhano Aotearoa Trust Te Kāhano Native Park
Tuesday 9 September 6.00-7.30pm	Introduction to wā EASU NZ and Community Wānaka Community Hub
Wednesday 10 September 1.00-4.00pm	Te Kāhano nursery Te Kāhano Aotearoa Trust Te Kāhano Native Park
Saturday 13 September 10.00am-12.00pm	Community garden Grove Wānaka Grove Wānaka Community
Saturday 13 September 10.00am-12.00pm	Wānaka community Te Kāhano Aotearoa Trust Along the shore of Lake and next to Stonewall

### Calendar of Events Queenstown

**WELCOMING WEEK**  
TE WIKI O MANAAKI  
5-14 SEPTEMBER 2023

Date and Time	Event
Friday 5 September 10.15-11.30am	Mihī whakata Mana Tahuri Corner of Cold Springs Road (near Tani Apartments), Frankton
Friday 5 September 11.30am-1.30pm	Diversi-TEA cake picnic Arrowcross Library 58 Buckingham Street, Arrowcross
Saturday 6 September 9.00am-12.00pm	Community planting day Whakapu Restoration Trust and Queenstown Lakes District Council Whitcombe Reserve, Whitcombe Road, Arrow Junction
Saturday 6 September 10.00am-1.00pm	Diseña el futuro de tu negocio Design the future of your business - workshop in Spanish The Forward Room Te Atamira, Dart House Building, 181/2 Hawthorne Drive
Monday 8 September 10.00-11.00am	Community connect: ways to wellbeing Headlight and Lakes Multicultural Collective Salvation Army, 8 Pin Oak Avenue, Frankton
Tuesday 9 September 10.30am-12.30pm	Plunket playgroup Plunket Queenstown 8 Henry Street, Queenstown
Tuesday 9 September 6.00-7.30pm	Kāweroia - an introduction to Māori Southern REAP Terrace Junction boardroom, 1st floor, Aram House, 1092 Frankton Road
Wednesday 10 September 10.30-7.00pm	Community connect: ways to wellbeing Headlight and Lakes Multicultural Collective Haua House 30, John 10 Douglas Street, Frankton
Thursday 11 September 5.30-7.30pm	Find your perfect volunteer match Volunteer South and Lakes Multicultural Collective Queenstown Events Centre, Joe O'Connell Drive, Frankton
Saturday 13 September 9.00am-12.00pm	Community planting day Whakapu Restoration Trust and Department of Conservation Sagathi Reserve Reserve, Sagathi Road, Lake Hayes
Saturday 13 September 10.00am-12.00pm	Open day at OneBike Hub Lighter and Chubbie 17 Red Oaks Drive, Frankton
Saturday 13 September 12.30-1.30pm	Let's move! Alpine Health & Fitness Queenstown Events Centre, Joe O'Connell Drive, Frankton
Saturday 13 September 6.00-7.00pm	Tiny music festival Frankton Library Hawthorne Drive, Frankton



## Conversations with the Minister for Ethnic Communities

- » Supported the coordination of the meeting of the Minister for Ethnic Communities, the Hon Mark Mitchell, with Pacific and ethnic leaders in Queenstown. The Minister shared the priorities of the [Ministry for Ethnic Communities](#), and leaders had an opportunity to introduce themselves and the community they represent.

**Who's involved:** Office of Joseph Mooney, MP for Southland, Office of Hon Mark Mitchell, Minister for Ethnic Communities, and QLDC



## Developing Māori capability and working with iwi

- » Growing Māori capability within various teams of Council, e.g., established a waiata staff-led group, perform a mihi whakatau to welcome new employees at induction sessions.
- » Establish Manu Taki, a QLDC internal kaupapa Māori-aligned group, made up of both tangata whenua (Māori) and tangata tiriti (non-Māori living in NZ). Members are spread across offices, departments, and teams throughout the organisation.
- » Appoint a rangatahi Māori to be mentored by the mayor to develop their leadership skills. This is part of the [Tuia programme](#).

**Who's involved:** QLDC

## Embedding Welcoming Communities in Wānaka-Upper Clutha



- » Supported to promote and distribute the Newcomers Guide across Wānaka-Upper Clutha area.
- » Enhancing the delivery of settlement services to newcomers and migrants in the Wānaka-Upper Clutha area by coordinating immigration clinics and supporting migrants with information about local services and support.

**Who's involved:** [Community Link Upper Clutha](#) (funded by Central Lakes Trust)

## Engaging with central government

- » Participated at the [MBIE Welcoming Communities](#) national hui in July bringing together representatives of other councils and community boards, as well as guest speakers from a range of government agencies.
- » Liaising and advocating with central government partners for increased stakeholder engagement and information access for migrant and ethnic communities.

**Who's involved:** Central government partners and QLDC

# Engaging with tourism and hospitality sector

» Welcoming Communities is part of the Destination Management Plan Working Group to represent newcomers such as migrants and international students.

**Who's involved:** 📍 [Destination Queenstown](#), 📍 [Lake Wānaka Tourism](#) and QLDC

## Fostering cultural exchange

Encouraging cultural exchange by supporting migrant and ethnic communities to share their traditional customs and cultural practices—like food, music, dance, art, and storytelling—with others as a way of fostering inclusion, understanding, and unity among people from various backgrounds.

**Who's involved:** Pacific and migrant community groups and community partners

### Festivals and events hosted district-wide:

- » Teej Festival – 16 August 2025
- » India Independence Day – 18 August 2025
- » Indonesia Independence Day – 22 August 2025
- » Chile Independence Day (Fiestas patrias) – 18 September 2025
- » Chile Independence Day (Fiestas patrias) – 19 September 2025 in Wānaka
- » Samoa Teuila Festival – 27 September 2025
- » Diwali Festival - 11 October 2025
- » Fiji National Day – 18 October 2025
- » Central Lakes Polyfest – 22 & 23 October 2025
- » Korean Day – 1 November 2025
- » Day of the Deads (Dia de Muertos) – 1 November 2025 in Wānaka
- » Bailemos! Bringing Makarora community together – 6 December 2025
- » International Migrants Day Potluck – 17 December 2025




## Promoting inclusive environments

- » Coordinated nine sessions of 'Cook Around the World' programme consisting of culinary sessions representing traditional dishes prepared in collaboration with the diverse ethnic communities. Around 150 participants took part in total.
- » Coordinated five sessions of 'Global Groove' community-based classes on traditional dances, music and movement styles from around the world, taught by passionate local instructors. Around 80 participants in total.
- » Coordinated the second edition of 'International Migrants Day Potluck', a celebration of social connection and community spirit amongst the many cultures and journeys that make Queenstown Lakes home.

**Who's involved:**  **Lakes Multicultural Collective**,  **Happiness House**,  **Mana Tāhuna** and the diverse ethnic communities



## Socialising the Newcomers Guide

- » Promoting access to the electronic copy of the  **Newcomers Guide**, as a trusted source of information for newcomers wanting to settle in the district.
- » Distributed 1,200 printed copies of the Newcomers Guide following a comprehensive engagement and distribution plan, e.g., QLDC Libraries, QLDC Sport and Recreation centres, community organisations, medical clinics, schools, early childhood education centres, recruitment agencies, Pacific and migrant community groups, accommodation sector and other businesses.
- » Gathering feedback from community partners for the next iteration of the Newcomers Guide.

**Who's involved:** QLDC and community partners



## Strengthening local identity and sense of belonging

- » Coordinated two citizenship ceremonies (September and November 2025) and welcomed 193 people as new citizens to Aotearoa New Zealand.

**Who's involved:** QLDC




Photos by Leigh Jeffery



## Supporting delivery of Social English Programme

- » Coordinating and delivering Social English classes at no cost to non-speakers of English across Queenstown, Frankton and Wānaka libraries.
- » Collaborated with English language schools to increase exposure of the programme and pool of ESOL tutors. Working with experienced paid ESOL tutors to deliver the programme.
- » Gathering feedback via survey from participants (around nine per class across three libraries).

**Who's involved:**  **Queenstown Lakes Libraries**  
(funded by Central Lakes Trust)



## Supporting integration of newcomers and migrants

- » Providing newcomers with essential information about immigration pathways, education, qualifications recognition, employment pathways, housing, healthcare, laws, cultural norms, and community services & resources, helping them adapt more quickly to the district and New Zealand.


- Lakes Multicultural Collective coordinated an online workshop with 40 attendees on using overseas qualifications.
- Latinos for New Zealand coordinated webinars and in-person workshops in Spanish.

**Who's involved:** Community partners and QLDC



## Understanding local government

- » Exploring civic education and dialogue between residents and council, helping newcomers and migrants understand local government systems and voting rights and integrate decision-making processes. This strengthens a sense of belonging and shared responsibility.

**Who's involved:** Happiness House, Catalyst Trust, Citizens Advice Bureau and QLDC Libraries, with the support of the  **Electoral Commission**



# Upcoming activities

Take a look at an overview of upcoming activities from January to June 2026.



## Advocating for migrant & ethnic business owners and entrepreneurs

Exploring avenues to work with the business sector and professional networks to better connect with migrant and ethnic businesses and emerging entrepreneurs through government initiatives.

**Who's involved:** QLDC

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## Celebrating Queenstown Multicultural Festival

Supporting the coordination and delivery of the annual district-wide Multicultural Festival linked to Race Relations Day (held annually in March) - 21 March 2026.

**Who's involved:** 📍 [Queenstown Multicultural Festival Trust](#), community partners and QLDC

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## Developing intercultural competency

Advocating, educating and supporting diversity, equity and inclusion competencies across the business sector, professional networks, support services, and migrant/ethnic community leaders.

**Who's involved:** Community partners and QLDC

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## Strengthening the impact of Welcoming Communities

Co-designing an overarching monitoring framework that will help QLDC and other councils make informed decisions, celebrate local achievements, and contribute to a strong national story about the impact of welcoming communities.

**Who's involved:** 📍 [ThinkPlace](#), 📍 [Dovetail](#), 📍 [Immigration New Zealand](#) and local councils, including QLDC

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## Understanding the Treaty of Waitangi

Facilitation of Te Tiriti o Waitangi | Treaty of Waitangi educational workshops to build understanding between newcomers and tangata whenua.

**Who's involved:** 📍 [Tangata Tiriti – Treaty People](#), community partners and QLDC

