

Queenstown Lakes District

Year in Review 2024/2025



QLDC is delighted to share this snapshot highlighting achievements in the first year (July 2024-June 2025) of the three-year Queenstown Lakes District Welcoming Plan 2024-2027.

Through the Welcoming Communities programme, we support ways to celebrate diversity, grow inclusive local communities and help establish a sense of belonging for our newcomers. Whether our newcomers are migrants, former refugees, international students or Kiwi's relocating to the district, our goal is to help make them feel welcome in their new home. At the heart of it all, it's about people—about belonging, connection, and celebrating the richness of who we are together.

We are delighted with progress to date and would like to thank our partners for their ongoing commitment in this space.

Community partners

- » Amigos Wānaka Restaurant
- » Baskets of Blessing
- » Bhartiya Samaj Queenstown
- » Bianca de Groot (Photographer)
- » Central Lakes Trust
- » Central Otago REAP
- » Citizens Advice Bureau
- » Community Link Upper Clutha
- » Czech and Slovak Club Queenstown Inc
- » Destination Queenstown
- » Emergency Management Otago
- » French Community Group Queenstown
- » huddl
- » Ikatan Masyarakat Indonesia di Queenstown
- » Immigration New Zealand, MBIE
- » InContext
- » Japanese Family Society of Queenstown
- » Korean Association of Queenstown
- » Lake Wānaka Tourism
- » Lakes Multicultural Collective Trust
- » Latinos for New Zealand Charitable Trust
- » Maz Islamic Education Centre
- » Mīharo
- » Mount Aspiring College
- » MyFundAction New Zealand
- » New Zealand Red Cross
- » Queenstown Association of Migrant Pinoys Inc.

- » Queenstown Business Chamber of Commerce
- » Queenstown Fijian Community Charitable Trust
- » Queenstown Islamic Centre
- » Queenstown Malaysian Group
- » Queenstown Multicultural Festival Trust
- » Queenstown Nepalese Society Incorporated
- » Queenstown Taiwanese Community
- » Remarkables Primary School
- » Salvation Army
- » Southern Lakes Arts Festival Trust
- » Southern Lakes Jewish Community
- » Sri Lankan Association Queenstown
- » Sport Otago
- » Tangata Tiriti – Treaty People
- » Te Atamira
- » Te Kāhano Aotearoa Trust
- » ThinkPlace New Zealand
- » Three Lakes Cultural Trust
- » Tongan Cultural Group Queenstown
- » Wakatipu High School
- » Wānaka Community Hub
- » Wānaka Primary School
- » Wānaka Squash Club
- » WAO
- » Wastebusters
- » Whakatipu Reforestation Trust

QLDC internal partners

- » Alpine Aqualand
- » Alpine Health & Fitness
- » Climate Action
- » Communications and Engagement
- » Community Partnerships
- » Democracy Services
- » Economic Futures
- » Environmental Health
- » Libraries
- » Parks and Reserves
- » People & Capability
- » Roding – Property and Infrastructure
- » Sport and Recreation
- » Strategy & Policy
- » Waste Minimisation – Property and Infrastructure

**Thank you
to all our awesome
partners!**

Setting the foundation of a Welcoming Community

Two milestones mark the foundation of a Welcoming Community: developing and publishing the [Queenstown Lakes District Welcoming Plan 2024-2027](#) and progressing to the next stage of accreditation based on the Ministry of Business, Innovation and Employment (MBIE) Welcoming Communities Accreditation Model.

The Welcoming Communities programme is aligned with QLDC's wellbeing outcomes as follows:

» COMMUNITY » Belonging & Identity

Empowering culturally diverse groups to be visible and celebrated. Through cultural performances, kai sharing and culture activities, the programme promotes cultural exchange and understanding, empowering individuals to express their identity and heritage proudly.

» COMMUNITY » Connected Communities

Creating shared spaces for interaction and social cohesion and to build resilience. Multicultural events provide a platform for community members to come together, interact, and build connections, enhancing the sense of belonging and unity within the community.

» COMMUNITY » Participation and Governance

Engaging the community in its planning, organisation and execution, creating a culture of inclusivity and participation. Through volunteerism, cultural contributions and feedback mechanisms, it empowers individuals, instilling a sense of ownership in community initiatives and promoting democratic governance.

» PEOPLE » Healthy & Fulfilled People

Providing, supporting and advocating for equitable access to groups and services, including creative, sport, business, health and social sector, and promoting wellbeing through inclusive celebrations and cultural pride.



The Welcoming Plan was developed with the local community and endorsed by QLDC Community & Services Committee in September 2024. It sets the foundation for all the work to come as we roll out actions for the next three years.

The Plan includes 80 actions out of which 22 have already been started.

Who's involved: Community partners and QLDC

To help inform and guide the Welcoming Plan, we:

- » Delivered 1 stocktake report.
- » Formed 2 Advisory Groups.
- » Hosted 7 hui with ethnic community representatives, newcomers, support services agencies and business sector.
- » Engaged with QLDC staff in 12 different departments enhancing cross-organisational collaboration.
- » Consulted with 15 key stakeholder organisations.



QLDC gained accreditation in February 2025 as an 'Established Welcoming Community' based on the MBIE Welcoming Communities Accreditation Model.

QLDC was awarded \$9,500 for achieving Welcoming Communities Accreditation Stage 2 from MBIE.

The accreditation process is a way for councils to reflect on their current position as a welcoming community, gain access to government-funded incentives, and identify ways to progress the programme.

Who's involved: QLDC and MBIE

- » MBIE partnered with ThinkPlace, a social purpose agency, to help the accreditation process.
- » QLDC submitted eight 'stories of impact' for assessment describing what has changed, showing the benefits of the programme in our district, describing the role of newcomers, host community and other stakeholders, and telling what QLDC and the community are most proud of.
- » A Lived Experience Advisory Panel, coordinated by ThinkPlace, assessed the accreditation application.

An Established Welcoming Community features:

- » Community and Council are clear about what they want to achieve, have a Welcoming Plan and have started implementing activities.
- » Community partners work with Council and community to develop and implement Welcoming Plan activities.



Celebrating our achievements

The information below provides snapshots of achievements and initiatives implemented throughout the course of this year.

Head to the [Appendix](#) to see how the following align with Welcoming Plan outcomes and actions.

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

Demonstrated leadership in the DEI space where respect, inclusion, and diversity are not just values, but rather they shape everything the organisation does. Embracing the full spectrum of diversity within the community and organisation is a strength and a fundamental expression of QLDC's values.

Who's involved: QLDC

- » Developed a DEI policy called - Diversity, Equity & Inclusion Policy - Nāku te rourou, nāu te rourou, ka ora ai te iwi - With your food basket and my food basket the people will thrive. The policy includes a Proud to be QLDC/You and me DEI statement.
- » Provided unconscious bias training for all people managers.
- » Included DEI competency – Valuing Diversity in all position descriptions.
- » Implemented DEI KPIs in all executive managers' position descriptions.
- » 40 people managers were trained in 'The Whakapapa of Leadership – Māori Perspectives on Rangatiratanga' which explores the role of mana in leadership, and encouraging reflection on their own mana, leadership, and obligations to others as a leader.
- » Staff and elected members participated in Te Tiriti o Waitangi training.
- » Established a QLDC waiata group to support staff events, welcoming visiting officials, and civic events such as citizenship ceremonies.
- » Provided support and training on Māori cultural competency to all executive leaders, e.g., learning pepeha, karakia, and tikaka protocols.

Diversity, Equity and Inclusion Statement

At QLDC, we are an organisation that is committed to fostering a culture of respect, inclusion, and diversity in everything we do.

We believe embracing all backgrounds, perspectives, and experiences within our community is a strength and a fundamental expression of our values. We champion diversity in all its forms, recognising that it encompasses race, ethnicity, gender identity, sexual orientation, age, abilities, religious beliefs, and socioeconomic backgrounds. Equity stands as a guiding principle within QLDC, vital for fostering an environment where every voice is valued and everyone has equal opportunity to thrive.

We are committed to a strong and meaningful partnership with iwi Māori and honouring Te Tiriti o Waitangi.

These commitments extend to our employees, residents, visitors, partners, and all those who engage with us. As a safe space for everyone, misinformation, swearing, hate speech, threatening, offensive or defamatory behaviour and attacks on any groups or individuals (including Council employees) will not be tolerated.

You might not always agree but please respect others and their right to have opinions and beliefs that differ from yours.

NĀKU TE ROUROU, NĀU TE ROUROU, KA ORA AI TE IWI
WITH YOUR FOOD BASKET AND MY FOOD BASKET THE PEOPLE WILL THRIVE



Pillar 1
Outcomes
1.2 and 1.3

Enhancing capacity and capability

Obtained \$41,000 grant from Central Lakes Trust (CLT) for implementation of projects, aligned with actions of the Welcoming Plan, from April 2025 to June 2026.

Who's involved: Community partners, QLDC Libraries and Sport & Recreation

The projects are:

- » Printing and promotion of Newcomers Guide.
- » Supporting the delivery of Social English programme through QLDC Libraries (Wānaka, Queenstown, Frankton).
- » Facilitation of Te Tiriti o Waitangi workshops to build understanding between newcomers and tangata whenua.
- » Coordinating and promoting Welcoming Week 2025.
- » Designing and delivering a swimming programme for female migrants.
- » Embedding Welcoming Communities in Wānaka-Upper Clutha.
- » Providing additional financial support for cultural celebrations.



Pillar 1
Outcome 1.4



Strengthening local identity and sense of belonging

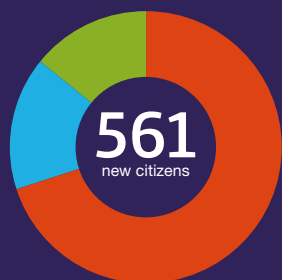
Citizenship ceremonies mark a formal welcome into the community, enhancing the sense of belonging of the new citizens. It is often a moment of emotional significance symbolising the culmination of a long journey—migration, settlement, and integration.

Who's involved: QLDC

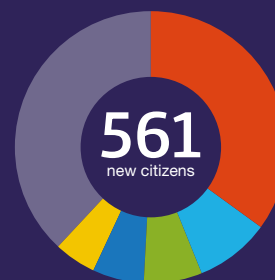
» Celebrated six citizenship ceremonies across the district: four in Queenstown and two in Wānaka.

» Acknowledged 561 new citizens to Aotearoa New Zealand.

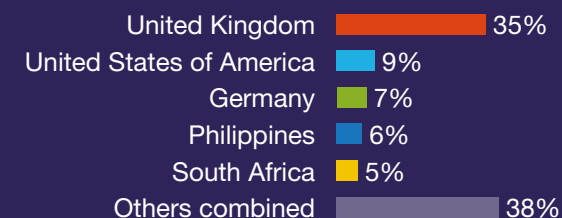
Pillar 1
Outcome 1.5



Place of residence



Top five nationalities



Enabling access to information

Adapted and translated a two-page brochure 1 **'Food Safety Tips for selling food at events'** for culturally and linguistically diverse communities. Translations were done in the following languages: Tagalog (Filipino), Spanish, Portuguese, Korean, Vietnamese, Indonesian and Japanese.

Who's involved: QLDC (thanks to MBIE funding)

- Food Safety Tips brochures were adapted in plain language, translated and thoughtfully designed to suit the specific needs, preferences, and contexts of diverse groups, making sure that each community food vendor has fair access to information and opportunities to contribute.
- QLDC Environmental Health team facilitated two Food Safety workshops for community food vendors prior to the Queenstown Multicultural Festival, encouraging feedback, participation, and collaboration.
- Food Safety Tips brochures were distributed to community vendors during the workshops, respecting the different languages and values to ensure inclusivity and relevance.



Pillar 2
Outcome 2.3

Reducing barriers to learning English in Wānaka

Enabled free English language sessions aimed at adult migrants with a focus on building confidence in the workplace and making social connections in the community.

Who's involved: Wānaka Library and Central Otago REAP

- The friendly conversations helped adults build their skills and confidence in a safe environment to make mistakes, ask questions, build connections, and learn without pressure.
- Delivered 30 hours of English language teaching for migrants between July and December 2024.
- Approximately 40 participants attended.
- Facilitated by experienced tutors of English for Speakers of Other Languages (ESOL).

“When you're first learning, it can be embarrassing to put yourself out there. The first step is just that people need to feel comfortable and safe to make mistakes.”

Participant at Social English at the Wānaka Library



Pillar 3
Outcome 3.1

Strengthening capability of non-profit sector

Established the 'Funding Series', a collaborative initiative designed to strengthen the capability of non-profit organisations and support sustainable fundraising strategies.

Who's involved: QLDC, huddl, Three Lakes Cultural Trust, Sport Otago, the Conservation Alliance

» Delivered seven workshops, with guest speakers from iFLY, Whakatipu Youth Trust, KiwiHarvest, AJ Hackett Bungy, and Southern Lakes Sanctuary, on the following topics in Queenstown and Wānaka:

- Funding Fundamentals
- Philanthropic Funding
- Building Good Partnerships
- Funding in Practice

» Approximately 250 participants attended from a broad sector representation, including representing the environment and conservation, community development, arts, heritage, migrant communities, sports, health and education groups and business sectors.

» Feedback gathered though 110 survey responses showed the workshop resources were well received and helped to strengthen sustainable funding capabilities.



Pillar 3
Outcome 3.2

Empowering migrant communities

Provided support and guidance to culturally and linguistically diverse individuals in navigating Council venues, community funding schemes, offering guidance with funding applications and bridging connections for better integration.

Who's involved: QLDC

» Provided a handhold approach to individuals enquiring on community funding applications and requiring support with their first funding application for Local Community Support Fund, Central Lakes Arts Support Scheme (CLASS) and Creative Communities Scheme (CCS).

» Pacific and migrant community groups are amongst recipients of the 2024/2025 annual QLDC Community Fund and QLDC Events Fund.

» 13% of approved Local Community Support Fund in 2024/2025 were for Pacific and migrant community groups.



Pillar 3
Outcome 3.3

Launching the Newcomers Guide

Created and launched the Newcomers Guide to the Queenstown Lakes District, supported by a communications and engagement plan. The 📌 **Newcomers Guide** is:

» A resource to help newcomers settle in the district, providing local knowledge and tips to make it easier to live, work, study and play.

Who's involved: QLDC and community partners

» 38 organisations listed in the Guide.

» 14 organisations provided detailed feedback during the content development phase (including two focus groups).

» 32 QLDC staff provided feedback.

» An 18-month collaborative project.

“These resources will be really valuable for our new families.”

Te Kura Whakatipu o Kawarau - Primary School

“As a newcomer to the district, this Guide would've been a huge help before I made the move here. I'm sure it's going to be a popular and well-used document. Congratulations to everyone who helped bring it to life.”

QLDC staff

Pillar 4
Outcome 4.1



Launching Welcoming Week

Celebrated Welcoming Week - Te Wiki o Manaaki for the first time in our district, an annual campaign across Aotearoa New Zealand supported by Immigration New Zealand since 2021. This provided an opportunity to celebrate the district's welcoming values through local events and initiatives that foster mutual understanding, stronger connections, and deeper belonging among all of us – particularly long-time residents and newcomers.

Who's involved: QLDC and Community partners

- » 13 community partners collaborated to increase community capability to welcome newcomers with 20 activities across Queenstown and Wānaka.
- » 'Journeys', a photo exhibition, was a highlight. The exhibition captured the essence of belonging and identity, displaying the personal and collective journeys of nine individuals from diverse cultural backgrounds who have made Wānaka their home. A collaboration between photographer Bianca de Groot, Community LINK, and the Wānaka Community Hub. Photos are permanently displayed in the Wānaka Library and the Wānaka Community Hub.

Pillar 4
Outcome 4.2



Journeys photo exhibition



QUEENSTOWN LAKES DISTRICT COUNCIL			WELCOMING WEEK TE WIKI O MANAAKI 6-15 SEPTEMBER		
Your Muslim Neighbour	Friday 6 September 4:00pm – 7:00pm	MyFunArtsOn Development Co	Paralympics Challenge	28 August – 8 September	Wānaka Recreation Centre
Take Your Business to the Next Level - Llévate Tu Emprendimiento al Siguiente Nivel	Saturday 7 September 10:00am – 1:00pm	Queenstown Events Meeting Rooms	Community Planting Day	Saturday 7 September 1:00pm – 3:00pm	Roy's Bay West, below Rippon Vineyard
Community Planting Day	Saturday 7 September 9:00am – 12:00pm	Whitchapel Farm	Squash and Potluck	Sunday 8 September 2:00pm – 6:00pm	Wānaka Squash Club
Learn to Swim for Adults Only	Monday 9 September 12:30pm – 2:30pm	Queenstown Events Meeting Rooms	Language Lounge	Tuesday 10 September 7:00pm – 9:00pm	At Rhyme & Reason Brewery
Community Draw	Tuesday 10 September 8:30pm – 8:00pm	Te Atamira	Nursery Session	Wednesday 11 September 1:00pm – 4:00pm	Community Native Plant Nursery
International Storytellers Film Series, screening 'Lucky Grandma'	Wednesday 11 September 6:00pm – 8:00pm	Council Chamber 10 Gorge Road	Migrant wellbeing and how workplaces can make a difference (webinar)	Wednesday 11 September 11:00am – 12:00pm	Register – https://showwellbeing.com/events/295586
Migrant wellbeing and how workplaces can make a difference (webinar)	Wednesday 11 September 11:00am – 12:00pm	Register – https://showwellbeing.com/events/295586	The Flavours of Mexico A Culinary Workshop	Sunday 15 September 12:00pm – 1:00pm	Amigos Wānaka
Teaching Dynamic Yoga (in Spanish)	Thursday 12 September 11:15am – 12:10pm	Queenstown Events Meeting Rooms	Wānaka Film Night Talk and Screen: Migration	Tuesday 17 September 7:00pm	Cinema Paradiso
Learn to Swim for Adults Only	Thursday 12 September 12:30pm – 2:30pm	Queenstown Events Meeting Rooms			
Teaching Friendly Fitness (in Spanish)	Friday 13 September 12:30pm – 1:30pm	Queenstown Events Meeting Rooms			
Saturday Arts Social	Saturday 14 September 10:30am – 12:30pm	Te Atamira			
Community Planting Day	Saturday 14 September 9:00am – 12:00pm	Lake Hayes			

Highlighting Pacific and migrant community groups

Created a collection of profiles highlighting the cultural diversity that adds character to our community. These profiles offer a snapshot of each group, offering an insight to how each was set up and operates, its membership, and all the wonderful events and activities it's involved in.

Pillar 4
Outcome 4.2

Who's involved: QLDC and Pacific and migrant community representatives

- » 14 profiles of Pacific and migrant community groups completed and uploaded onto [QLDC website](#).
- » Profiles support community organisations and migrant community representatives to connect and collaborate on initiatives that benefit the wider community.
- » Supported 'Welcome to Wānaka' event organised by local migrant community members to enhance social connection and settlement in the area.

"Everything looks great! It looks amazing."
Latinos for New Zealand Charitable Trust

"Thank you for your consistent support and understanding."
Queenstown Taiwanese Community



Fostering inclusion

Encouraged cultural exchange by promoting opportunities for people to share their cultural practices—like food, music, dance, art, and storytelling—with others. It's a way of fostering inclusion, understanding, and unity among people from various backgrounds.

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

- » 22 traditional cultural events celebrated across Queenstown and Wānaka recognizing, respecting, and valuing the differences that make each culture unique.
- » Acknowledging different cultures and appreciating different languages, traditions, beliefs, customs, and histories.
- » Creating inclusive spaces to ensure that people from all backgrounds feel welcome, heard, and respected in workplaces, schools, communities, and public events.
- » Challenging stereotypes and biases to help break down prejudices and promote empathy and mutual respect.

Festivals and events hosted district-wide:

- Teej Festival | 17 August 2024
- India Independence Day | 18 August 2024
- Filipino Sports Community Day | 7 September 2024
- Chile Independence Day (Fiestas patrias) | 18 September 2024
- Dashain Festival | 10 October 2024
- Fiji National Day | 12 October 2024
- Central Otago Polyfest | 23 & 24 October 2024
- Day of the Dead (Dia de Muertos) | 2 November 2024
- Diwali in Wānaka | 4 November 2024
- Diwali Night in Queenstown | 9 November 2024
- Maha Shivratri Lord Shiva's Day | 27 February 2025
- Latin Kiwi Integration Festival | 22 February 2025
- Queenstown Multicultural Festival | 15 March 2025
- Holi Celebration | 23 March 2025
- Community Day Wānaka Festival of Colour | 29 March 2025
- Japanese Cultural Day | 5 April 2025
- Eid al-Fitr (end of Ramadan) | 6 April 2025
- Vaisakhi Harvest Festival | 13 April 2025
- Nepalese New Year | 14 April 2025
- Sri Lankan New Year | 20 April 2025
- Philippine Independence Day | 14 June 2025
- Shree Bageshwar Dham Sarkar (visit of spiritual leader) | 24 June 2025

Pillar 4
Outcome 4.4

Pillar 8
Outcome 8.1



Raising awareness of emergency preparedness

Provided an information session on practical tips for getting prepared in case of a disaster or emergency to the wider community, with a particular focus on migrants and newcomers.

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

- » 45 participants attended the information session.
- » Participants reported to feel more prepared after the workshop, with some willing to act and follow the essential preparedness steps: 1) Understand the hazards or emergencies that may occur in your area; 2) Make a plan and 3) Share the plan with a Good and Ready buddy.
- » Identified “preparedness ambassadors” within migrant communities to receive further training.
- » Presented resources in different languages.

“It helps me understand how to prepare the plans and first aid [grab] bag for evacuation.”

Participant

“This is a great and very useful event to raise awareness in our migrant community.”

Participant

“More training needed in our community. Need more engagement to our local communities.”

Participant

“Thanks for a very well-prepared workshop. It really helps to prepare a household plan.”

Participant

Pillar 6
Outcome 6.2



Celebrating multiculturalism and inclusion

Promoted and supported the annual district-wide Queenstown Multicultural Festival held on 15 March 2025 to coincide with Race Relations Day. In New Zealand, Race Relations Day provides an opportunity to celebrate our diverse communities and promote harmonious relations.

Through cultural performances, kai sharing and other activities, the Festival promotes cultural exchange and understanding, empowering individuals to express their identity and heritage proudly.

Who's involved: Queenstown Multicultural Festival Trust

- » 3,300 attendees.
- » 65 volunteers.
- » 13 cultural stalls.
- » 42 food stalls.
- » 24 group performances.
- » Dedicated waste minimisation team monitoring stations and assisting attendees throughout the day.
- » The 2025 Multicultural Festival saw a total waste drop to just 234 kg compared to the 2023 event where 1,530 kg of waste was generated. This represents a 654% reduction in waste compared to the previous year. The absence of bin contamination this year highlights the success of improved waste sorting systems and public education efforts.

"I met new people and felt more connected to the community."

Member of the public

"Seeing all the international culture (food, traditional costumes, dancing, etc) all working together is actually totally incredible!!! Love it!"

Performer

"People trying the food we love from our home. The banter and smiles plus the people realising how good our food is, coming back for seconds and more."

Community food vendor

"The event gave us the opportunity to engage with other groups and to feel part of the community."

Performer

"The colors of the costumes and the smells of the meals remain etched in the memories."

Member of the public



Pillar 8
Outcome 8.1



Photos by Tim Shultz

Showcasing local diversity in Wānaka

Supported the Community Whānau Day of the 2025 Wānaka Festival of Colour to display the local diversity of Wānaka-Upper Clutha with cultural performances and ethnic community food stalls selling traditional food.

Who's involved: Southern Lakes Arts Festival Trust and QLDC (thanks to MBIE funding)

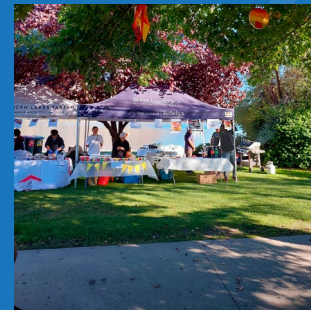
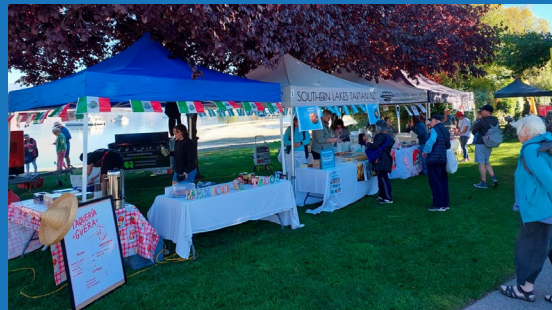
- » Five local community food stalls from Brazil, Argentina, Mexico, the Philippines, and Japan displayed their traditional food, supporting more equitable access and participation, particularly for first-time community food stallholders.
- » Performances included the Queenstown Japanese choir sharing their love of music and heritage, Capoeira Central Otago, an energetic performance blending Afro-Brazilian dance, music, and martial arts, as well as Queenstown Filipino cultural dance group.
- » More than 6,000 attendees at the Community Whānau Day; the community food stalls being a major drawcard for the well-attended day. Everyone sold out!
- » The Community Whānau Day contributes to enhancing the sense of belonging and identity for members of our multicultural community. Strengthened relationships with community groups, building cultural confidence, and affirming the role of public and arts events in promoting and creating a connected Wānaka-Upper Clutha community.

"Fabulous festival that brought people together."

Festival attendee

"I particularly enjoy the exposure to [different] cultures."

Festival attendee



Pillar 8 Outcome 8.1



Building understanding between newcomers and tangata whenua

Offered Te Tiriti o Waitangi | Treaty of Waitangi educational workshop to the wider community, with a particular focus on migrants and newcomers, with the goal to build understanding between newcomers and tangata whenua.

Who's involved: Tangata Tiriti – Treaty People

» 15 participants.

» 2 facilitators.

» Resources on the Treaty of Waitangi in 25 languages.

» Almost every participant rated the workshop as 'excellent' and noted that all topics were 'new learning' for them. Most participants completed the workshop wanting to learn more about Te Ao Māori, customs and language.

"Thank you for the wonderful and insightful workshop. It brought greater understanding and appreciation of Māori history and cultures. It also highlights how the issues are still not resolved yet, and we need to do our bits to support for a fair and just resolution to be realised."

Participant

"I thought the whole thing was fantastic. As a facilitator myself, I appreciated the creativity, effort and skill it took to craft such a dynamic, engaging and truly relevant and informative workshop."

Participant

"Thank you for this opportunity to know the truth of Te Tiriti of Waitangi."

Participant



**Tangata Tiriti - Treaty People
Education Programme**

**Pillar 8
Outcome 8.1**





Appendix

Welcoming Plan outcomes
achieved in 2024-2025.

#	PILLAR 1: INCLUSIVE LEADERSHIP
1.2	Leaders – both designated and unofficial – reflect the diversity in the local community, as does the Council workforce. » Promote and maintain ongoing commitment to the organisation-wide Diversity, Equity and Inclusion (DEI) policy, ensuring it is delivered using appropriate measures and targets.
1.3	Leaders model the principles of inclusiveness, openness, tolerance, respect and acceptance of all cultures in the community. » Continue to upskill leaders to better understand Te Ao Māori. » Continue to train staff and elected members to ensure understanding of Te Tiriti o Waitangi.
1.4	There are clear roles, responsibilities and ownership within Council and in the wider community for the Welcoming Communities programme. » Investigate options to further support the implementation of Welcoming Communities initiatives in the Wānaka-Upper Clutha and the district's smaller communities. » Develop a funding strategy to continue the implementation and sustainability of the Welcoming Plan, including monitoring and measuring its impact and identifying opportunities for philanthropic investment.
1.5	Council internal and external policies, services, programmes and activities recognise and address cultural diversity. » Promote ongoing awareness and understanding of Council's Diversity, Equity and Inclusion (DEI) Policy. » Develop a DEI lens to test new or update Council policies, processes, services, programmes and activities. » Deliver citizenship ceremonies in both Upper Clutha and Whakatipu areas.
↩	Refer to page 18 of the Welcoming Plan 2024-2027

#	PILLAR 2: WELCOMING COMMUNICATIONS
2.3	The Council's engagement with all residents is two-way, culturally appropriate and fit for purpose. » Provide translated information and access to interpreting services to culturally and linguistically diverse communities, as required.
↩	Refer to page 22 of the Welcoming Plan 2024-2027

#	PILLAR 3: EQUITABLE ACCESS
3.1	Council partners with local businesses, organisations, and sectors to identify and address barriers for newcomers to accessing services and participating in the community. » Work with language schools, business sector and tertiary education providers to support the delivery of ESOL classes (English for Speakers of Other Languages) for newcomers. » Explore ways to reduce barriers to opportunities, resources and services for newcomers to ensure equitable access.
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. » Explore opportunities to offer governance, capability building and cultural competency training to community groups, including culturally and linguistically diverse communities, to enable them to grow their skills.
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. » Provide information and support to newcomers on Council venues, hire policies and community funding schemes to ensure awareness and confidence in accessing these services.
↩	Refer to page 26 of the Welcoming Plan 2024-2027

#	PILLAR 4: CONNECTED AND INCLUSIVE COMMUNITIES
4.1	Coordinated, comprehensive and appropriate initial welcoming support services are available from Council, other agencies and community organisations. » Create a new edition of the district's Newcomers Guide, and a distribution plan to ensure employers and "welcome network" partners consistently use and promote the resource to newcomers locally.
4.2	The receiving community is well-equipped and supported to welcome and interact with newcomers. » Coordinate and promote the annual Welcoming Week with key support services and business sector organisations, in collaboration with Pacific and ethnic communities.
4.4	Different cultures are celebrated and people are supported to express their cultural beliefs and customs, including language and religious practices. » Identify Pacific and ethnic community groups and faith-based organisations, and facilitate collaboration amongst these groups and with local organisations so they can share and preserve their culture and traditions.
↩	Refer to page 30 of the Welcoming Plan 2024-2027

#	PILLAR 6: CIVIC ENGAGEMENT AND PARTICIPATION
6.2	Newcomers are encouraged and enabled to get involved in local government and civil society. » Facilitate and promote volunteering opportunities for newcomers to support successful integration. » Build community resilience across culturally and linguistically diverse communities to ensure their welfare can be effectively supported during emergency events or periods of prolonged community stress.
↩	Refer to page 38 of the Welcoming Plan 2024-2027

#	PILLAR 8: CULTURE AND IDENTITY
8.1	Receiving communities and newcomers share and celebrate their cultures with each other, facilitated by the Council and others in the community. » Provide opportunities for newcomers to learn about Te Tiriti o Waitangi and Te Ao Māori through Kāi Tahu context. » Support and promote an annual district-wide Multicultural Festival linked to Race Relations Day (held annually in March). » Support Pacific and ethnic communities to share and celebrate their traditions and culture with the wider community.
↩	Refer to page 46 of the Welcoming Plan 2024-2027

