

# Welcoming Communities Hui

## Summary of Feedback – Upper Clutha

NOVEMBER 2022



# Welcoming Communities Hui engagement and insights

In November 2022, Queenstown Lakes District Council (QLDC) hosted a Welcoming Communities Hui with the Upper Clutha community at the Lake Wānaka Centre. There was fantastic turnout with over 85 people attending including iwi, newcomer group representatives, community services managers and leaders, along with elected members and QLDC staff. The group came together to listen, learn about and share ways to support newcomers feel welcome and able to participate in the economic, civic, cultural and social life of the district.

As an icebreaker exercise the whole group was asked the question “What has made you feel welcome in this community?” A snapshot of some of the comments that were shared are displayed on page 8.

The group was split into sub-groups of around 8 people and given two questions to discuss. The questions were based around the eight outcome areas of the Welcoming Communities programme which included:

- \* Inclusive Leadership
- \* Welcoming Communications
- \* Equitable Access
- \* Connected and Inclusive Communities
- \* Economic Development, Business and Employment
- \* Civic Engagement and Participation
- \* Welcoming Public Spaces
- \* Culture and Identity

We share a summary of the key ideas collated from each question on pages 3-6, and top ten themes that emerged from the workshop discussion on page 7.





## Inclusive Leadership

### Workshop question

**How can community leaders help to improve inclusiveness, respect and acceptance?**

### Key ideas

- \* Leaders could help community members connect with sources who can offer support for visas, work, traditions/origins
- \* Cultivating youth leaders and their involvement
- \* Lead agency where you can physically go to support newcomers
- \* Making yourself (as leaders) more accessible to youth and local communities
- \* Dedicate time to simply learning and being on the ground at special events/occasions
- \* Encouragement and opportunities for more newcomers to become leaders so it feels like their input is worth giving
- \* Visibility of different cultures in leadership
- \* More opportunities for community led cultural activities



## Welcoming Communications

### Workshop question

**What would help newcomers access information to connect them with the community?**

### Key ideas

- \* Local organisations and libraries could be facilitators for cultural connection meetings
- \* Info packs with basic 'living' info from employers, real-estate agencies (newcomers first point of contact)
- \* Provide a website/template for groups to post information on
- \* Have fun directories (pamphlets, social media, video of town) and events like markets as a form of 'must know' for each culture/faith/subgroups
- \* Building a mobile application to provide info about the community and what support is available. Option to have a filter by country so that it directs them to their own community
- \* Use social media platforms aimed towards specific groups/cultures
- \* Information and visibility through school newsletters
- \* Noticeboard in grocery store for newcomers, e.g., shopping centre/supermarkets where newcomers can have easy access



## Equitable Access

### Workshop question

How can we improve how newcomers access services and activities?

### Key ideas

- \* Buddy system to welcome newcomers
- \* Welcome to Wānaka' via Wānaka App
- \* Provide translation and interpreting services
- \* Have local, cultural or community Ambassadors for newcomers. They could go to schools, community groups to introduce newcomers to opportunities
- \* Employer training for migrants & sharing resources
- \* Offer resources and information in different languages for migrant communities, e.g., handouts/signs
- \* Opportunity to learn information on NZ culture and Māori history
- \* Offer English Language classes and culture lessons



## Connected and Inclusive Communities

### Workshop question

How can we support newcomers to feel part of the community?

### Key ideas

- \* Educate the old comers to welcome newcomers
- \* Local groups to share local info conditions and news with newcomers, e.g., volunteer groups, sport clubs and activities allow for team building and connection
- \* Host a series of “Welcoming Communities” – talks, networking and workshops
- \* Create a ‘welcome cultural and community hub’ to share resources, connect and advertise; e.g., libraries
- \* Stories and story-telling in media (local newspapers, digital media, Wānaka App) of different ethnic communities or community members
- \* Meet and greet and coffee catchups where there is a cultural theme and sharing of different cultures including local culture
- \* More promotion of cultural events to engage everyone in the community
- \* Open centralised spaces to find information/resources



## Economic Development, Business & Employment

### Workshop question

How can we better support newcomer business owners and migrant workers?

### Key ideas

- \* Settlement support: accommodation, rent advice, rights, national and local perspectives
- \* Selecting leaders in the community from each country that can help business owners
- \* Awareness of culture – put list of questions for newcomers for business focus (FAQs for employers)
- \* Consolidate info and resources into single hub where employers & workers can come for info and support (immigration, govt resources, other)
- \* Work with NZQA to have overseas qualifications recognised in NZ
- \* Map in stores or businesses to show where employees are from
- \* Workshops to start own business in NZ context
- \* Chamber of Commerce could get involved in awareness of Welcoming Communities



## Civic Engagement and Participation

### Workshop question

How can we support newcomers to take part in democratic processes and community projects?

### Key ideas

- \* Clear advice and indication of who is eligible to vote
- \* Helping show the value of participation in democratic process at all levels, i.e., school levels
- \* Explain electoral system - important to vote - bigger than ethnic communities
- \* In-person invitations for community projects to make people feel welcomed
- \* Community projects – work with employers to enable people to attend community projects
- \* Offering more opportunities for youth wanting to volunteer and learn
- \* Specific info/input needed from specific groups so people feel their viewpoint and experiences are valuable and wanted
- \* Personal approach – able to ask questions – weekly sessions



## Welcoming Public Spaces

### Workshop question

How can our shared spaces better reflect diversity and create a sense of community?

### Key ideas

- \* Town Centre Plaza (outdoor) as a communal meeting place
- \* Normalising areas in public spaces - i.e., libraries – for Muslims and other faiths to pray and uni/school
- \* Identify stories that reflect the ethnic demographics of our town/community and turn into visuals/infographics to install on Millenium Track
- \* Plaque somewhere about different cultures. Info boards
- \* Create shared spaces for cultural pursuits like weaving, sewing, things that certain groups like to engage in
- \* Signage and greetings in different languages
- \* Visible/visual representation of diversity, e.g., New Year's Eve event include more diversity
- \* Incorporate or create sacred spaces – gathering spaces in beautiful public parks like Wānaka Station Park



## Culture and Identity

### Workshop question

What can our community do to increase understanding and appreciation of different cultures?

### Key ideas

- \* Encourage communities/cultures to be visible, e.g., celebrations, festivals, etc.
- \* Council to initiate ethnic communities festivals
- \* Celebrate Cultural Festivals, e.g., Carnaval, Festival of Colour, Wānaka Multicultural Festival, cultural holidays with national dress, music, food/drink
- \* Creating a calendar/directory to promote public events
- \* Have night markets with cultural food
- \* Educate society about different cultures – sharing stories, values, religious practices, e.g., Sunday off, Ramadan
- \* Showcase different flags in town
- \* International Day to showcase food and culture

# Summary of key themes

We've summarised the top themes captured from group discussions. For a more detailed list please head to [www.qldc.govt.nz/community/welcoming-communities](http://www.qldc.govt.nz/community/welcoming-communities)



## Inclusive Leadership

Greater awareness and guidance on how diversity, equity and inclusion of minority groups can be part of everyday practices e.g., at home, workplace and schools.



## Welcoming Communications

Provide easy access to information using social media and digital channels to connect communities and help promote activities e.g., provide targeted messaging via local groups and website/Facebook sites, publications, noticeboards and online events calendar.



## Equitable Access

More opportunities to support language e.g., affordable English for Speakers of Other Languages (ESOL) classes, access to translation and interpreting services, and signage.



## Connected and Inclusive Communities

Create more opportunities for newcomer storytelling in local media and develop a 'welcome cultural and community hub' to share resources, connect and advertise e.g., libraries.



## Economic Development, Business and Employment

Provide a newcomers' pack with basic 'living' info when immigration visa obtained, e.g., employers, real estate agencies, property managers/ landlords and hostels, community groups, etc.



## Civic Engagement and Participation

Support newcomers to understand the value of voting and how the electoral system works. Help provide meaningful opportunities for newcomers to volunteer in the community.



## Welcoming Public Spaces

Create safe, accessible, welcoming public spaces with a focus on cultural inclusivity e.g., Town Centre Plaza, lakefront, parks and reserves, and public venue spaces.



## Culture and Identity

A strong desire to showcase our diverse cultures through multicultural celebrations, international food festivals and sporting events.

Greater support and funding for the arts to help bring communities together through shared experiences by showcasing different cultures such as music gigs, storytelling, community art projects, workshops and exhibitions.

# What has made you feel welcome in this community?

Snapshot  
of comments

Cross-country ski trip  
with new friends

Little local craft market  
and beers with boys  
at the skate park

Friends in the backpackers

A simple smile and  
hello from locals

Joining a new school with facilities  
for international students

A barbeque

Going on an orientation  
drive around town

Local law enforcement

Attending squash  
club nights

Ruby Island  
Management Committee

My work peers

Wānaka being small, beautiful  
and having a 'village feel'

There was a  
"Welcome to NZ" sign in  
the driveway when we  
arrived at our new home

Employment opportunities  
in hospitality

A mutual friend invited me to  
dinner the night I arrived with  
their whole friend group

Welcoming Communities  
response to ESOL classes

# Thanks for joining us!

