

Item 1: Welcoming Communities Update

SESSION TYPE: Workshop

PURPOSE/DESIRED OUTCOME:

To brief elected members on the progress of the Welcoming Communities programme since 2021, strengthen understanding of its contribution to Council and community outcomes, and seek guidance on proposed future priorities.

DATE/START TIME:

Thursday, 23 April 2026 at 11.00am

TIME BREAKDOWN:

Presentation: 10 min

Debate/Discussion: 20 min

PRESENTERS:

Marie Day, QLDC Community Partnerships Manager

Silvia Dancose, QLDC Welcoming Communities Advisor

Prepared by:



Name: Silvia Dancose

Title: Welcoming Communities Advisor

13 April 2026

Reviewed and Authorised by:



Name: Ken Bailey

Title: Community Services GM

14 April 2026

ATTACHMENTS:

A	Welcoming Communities Progress Report - Year at a Glance 2025-2026
B	Welcoming Communities Impact Report - Year in Review 2024-2025
C	Queenstown Lakes District Welcoming Plan 2024-2027
D	Presentation slides

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



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

NEW ZEALAND RED CROSS
 **LAKE'S MULTICULTURAL COLLECTIVE**
 **QUEENSTOWN DISTRICT COUNCIL**
 **WELLINGTON COMMUNITIES**


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

Date and Time	Event
Sunday 7 September 11.00am-1.00pm	Sports come and have a go! Wānaka Recreation Centre 41 Sir Tim Wallis 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 11.00am-1.00pm	Keeping children safe and community playdate Frankton Wānaka 51 Anderson Street, Wānaka
Monday 8 September 5.30-7.30pm	Find your perfect volunteer match Volunteer South and Lakes Multicultural Collective Newark 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 Kākano nursery Te Kākano Aotearoa Trust Te Kākano Native Place
Tuesday 9 September 6.00-7.30pm	Introduction to wā EAOI NZ and Community Wānaka Community Hub
Wednesday 10 September 1.00-4.00pm	Te Kākano nursery Te Kākano Aotearoa Trust Te Kākano Native Place
Saturday 13 September 10.00am-12.00pm	Community garden Grove Wānaka Grove Wānaka Community
Saturday 13 September 10.00am-12.00pm	Wānaka community Te Kākano Aotearoa Trust Along the shore of Lake and walk to Stoney Cove

Calendar of Events Queenstown

Date and Time	Event
Friday 5 September 10.15-11.30am	Mihi whakatare Mana Whakatare Corner of Cold Bay (near London Town Apartments), Frankton
Friday 5 September 11.30am-1.30pm	Diversi-TEA cake picnic Arrowtoes Library 58 Buckingham Street, Arrowtoes
Saturday 6 September 9.00am-12.00pm	Community planting day Whakapu Reformation Trust and Queenstown Lakes District Council Whitohia Road, Whitohia 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 Atararua, Dart House Building, 1112 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	Punkin' playgroup Punkin' 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 5.30-7.00pm	Community connect: ways to wellbeing Headlight and Lakes Multicultural Collective Halo Home 50, 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 Doonell Drive, Frankton
Saturday 13 September 9.00am-12.00pm	Community planting day Whakapu Reformation Trust and Department of Conservation Saghabi Recreation Reserve, Saghabi Road, Lake Hayes
Saturday 13 September 10.00am-12.00pm	Open day at OneBike Hub Lightbulb and OneBike 17 Red Oaks Drive, Frankton
Saturday 13 September 12.30-3.30pm	Let's move! Active Health & Fitness Queenstown Events Centre, Joe Doonell 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: 1 Lakes Multicultural Collective, 1 Happiness House, 1 Mana Tāhuna and the diverse ethnic communities



Socialising the Newcomers Guide

- » Promoting access to the electronic copy of the 1 **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

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

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

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

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



Queenstown Lakes District

Welcoming Communities Impact Report

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 Kākanō 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



Welcome to Queenstown Lakes District!

To help you settle into life in our district we've created a **Newcomers Guide**. It's filled with local resources and services to help you and your family to adjust to your new home.

Here you'll find information on:

- » Community life
- » Health and wellbeing
- » Work and study
- » Housing
- » Transport and driving
- » Managing costs
- » Emergency preparedness and safety

Scan the QR code or visit www.qldc.gov.nz/newcomers-guide

Share your feedback

We welcome your feedback on the Newcomers Guide so we can keep improving this resource. Share what you like about the guide and if anything is missing by scanning the QR code.

Haere mai Welcome!

Central Lakes TRUST, QUEENSTOWN LAKES DISTRICT COUNCIL, Welcoming Communities

Te Tiriti o Waitangi | Treaty of Waitangi Educational Workshop

Saturday 7 June, 9.00am to 3.00pm
Queenstown Memorial Centre, Queenstown
Facilitated by 🗣️ **Tangāta Tiriti – Treaty People** educators

A lively, fun and interactive workshop to:

- » Learn about your connection to Te Tiriti o Waitangi
- » Discover more about NZ history and the te reo Māori language
- » Easy to read books and resources in 25 languages to take home!
- » Certificates for all participants

Free registration. Bookings essential.

- » Please contact Silvia Dancose at silvia.dancose@qldc.govt.nz or call 027 772 0138
- » Catering provided (including halal & vegetarian)
- » Order free translations & videos about the Treaty at www.treatypeople.org/languages

Central Lakes TRUST, QUEENSTOWN LAKES DISTRICT COUNCIL, Welcoming Communities

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.

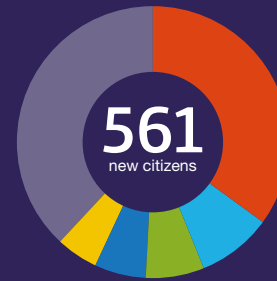
Who's involved: QLDC

- » Celebrated six citizenship ceremonies across the district: four in Queenstown and two in Wānaka.
- » Acknowledged 561 new citizens to Aotearoa New Zealand.

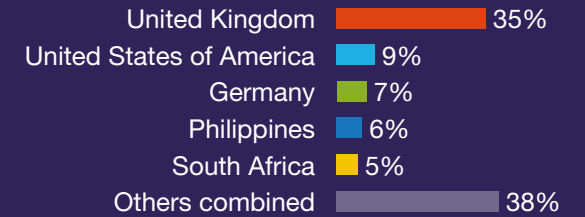
**Pillar 1
Outcome 1.5**



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).



**Pillar 3
Outcome 3.1**

“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

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.

Pillar 4
Outcome 4.2

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.



Journeys photo exhibition

Event	Date & Time	Location
Your Muslim Neighbour	Friday 6 September 4:00pm – 7:00pm	MyFusion Development Centre
Take Your Business to the Next Level - Léves Tu Emprendimiento al Siguierte Nivel	Saturday 7 September 10:00am – 1:00pm	Queenstown Events Meeting Rooms
Community Planting Day	Saturday 7 September 9:00am – 12:00pm	Whitechapel Park
Learn to Swim for Adults Only	Monday 9 September 12:30pm – 2:30pm	Queenstown Leisure Centre
Community Draw	Tuesday 10 September 8:30pm – 8:00pm	Te Atamira
International Storytellers Film Series, screening 'Lucky Grandma'	Wednesday 11 September 8:00pm – 8:00pm	Council Chamber 10 George Road
Migrant wellbeing and how workplaces can make a difference (webinar)	Wednesday 11 September 11:00am – 12:00pm	Register – https://showwellbeing.com/events/?event=295586
Teaching Dynamic Yoga (in Spanish)	Thursday 12 September 11:15am – 12:10pm	Queenstown Community Centre
Learn to Swim for Adults Only	Thursday 12 September 12:30pm – 2:30pm	Queenstown Leisure Centre
Teaching 'Friendly Fitness' (in Spanish)	Friday 13 September 12:30pm – 1:30pm	Queenstown Community Centre
Saturday Arts Social	Saturday 14 September 10:30am – 12:30pm	Te Atamira
Community Planting Day	Saturday 14 September 9:00am – 12:00pm	Lake Hayes

Event	Date & Time	Location
Paralympics Challenge	28 August – 6 September	Wānaka Recreation Centre
Community Planting Day	Saturday 7 September 1:00pm – 3:00pm	Roy's Bay West, below Rippon Vineyard
Squash and Potluck	Sunday 8 September 2:00pm – 6:00pm	Wānaka Squash Club
Language Lounge	Tuesday 10 September 7:00pm – 9:00pm	At Rhyme X Reason Brewery
Nursery Session	Wednesday 11 September 1:00pm – 4:00pm	Community Native Plant Nursery
Migrant wellbeing and how workplaces can make a difference (webinar)	Wednesday 11 September 11:00am – 12:00pm	Register – https://showwellbeing.com/events/?event=295586
The Flavours of Mexico: A Culinary Workshop	Sunday 15 September 12:00pm – 1:00pm	Amigos Wānaka
Wāo Film Night: Talk and Screen: Migration	Tuesday 17 September 7:00pm	Cinema Paradiso

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

The screenshot shows a website profile for the Sri Lankan Association Queenstown. It features a logo with a lion and mountains, and the text 'SRI LANKAN ASSOCIATION QUEENSTOWN' and 'Sri Lankan Association Queenstown'. The profile is divided into sections: 'About us', 'Our Queenstown Lakes community', and 'Our events and activities'. The 'About us' section describes the association as a charitable non-profit established in June 2020. The 'Our Queenstown Lakes community' section mentions about 80-150 members. The 'Our events and activities' section lists several events, including an annual cricket tournament, Sri Lanka Independence Day, Sinhala and Tamil New Year, Vesak Day, and an annual get-together. The profile also includes a 'Keep connected' section with contact information for Kevin Peiris (Secretary) and a Facebook link. There are three photographs: a group of women in traditional Sri Lankan attire, a large group photo outdoors in a park, and a group photo indoors at a community event.

About us

The Sri Lankan Association Queenstown was established in June 2020 as a charitable non-profit organisation.

As a growing group in Queenstown, we believe it's important we have a united community that can share our culture and heritage. We strive to be active in the wider community and reflect a positive image for Sri Lankans in Queenstown and beyond.

Our events are about bringing people together and celebrating cultural traditions so Sri Lankan families can experience their own culture and language.

Our Queenstown Lakes community

We have about 80-150 members including children in Queenstown, Alexandra and Wānaka. Members are either residents or temporary visa holders; they represent a mix of cultures, Tamil and Sinhalese, and religions, Christian, Hindu and Muslim.

Our events and activities

We celebrate the following events:

- » **First week of January:** annual cricket tournament.
- » **4 February:** Sri Lanka Independence Day.
- » **13 or 14 April:** Sinhala and Tamil New Year. This is one of the most significant holidays on the Sri Lankan calendar. Usually celebrated on either of those days, the Sinhala and Tamil New Year marks the beginning of the traditional calendar according to astrology and is a national festival of the country.
- » **May: Vesak Day** is a Holy Day for Buddhists. This is considered the holiest day in the Buddhist calendar. The Buddha's birthday is observed annually on the Sunday nearest to the full moon in May. It is a holiday observed by Buddhists across the world, though the exact date may differ from country to country.
- » **In October** we have our annual get together.
- » **In December,** the joy of Christmas brings us together to celebrate with fun games, good company, and festive cheer.

Keep connected

Kevin Peiris (Secretary)
Mobile: 027 350 1631
Email: slanz.queenstown@gmail.com

Facebook: www.facebook.com/groups/1319481091530070

QUEENSTOWN LAKES DISTRICT COUNCIL | Welcoming Communities THE WAKARUSA RIVER BRIDGE

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.



Pillar 8
Outcome 8.1

"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



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.

Pillar 8
Outcome 8.1

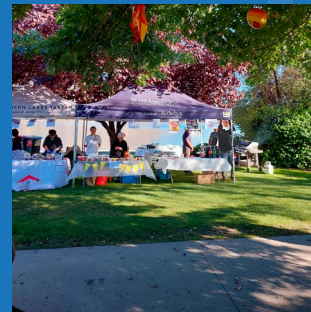
Who's involved: Southern Lakes Arts Festival Trust and QLDC (thanks to MBIE funding)

- » 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



SUSTAINABILITY & WASTE MINIMISATION

QLDC is using the festival as an opportunity to promote sustainability and reduce waste. We encourage attendees to bring reusable water bottles, use reusable coffee cups, and separate their recycling from their general waste. We will be providing recycling stations around the event.

Consider eco-friendly transport options like carpooling or public transport and encourage attendees to use public transport where possible.

www.wanakafestival.co.nz

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

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

#	PILLAR 3: EQUITABLE ACCESS
3.1	<p>Council partners with local businesses, organisations, and sectors to identify and address barriers for newcomers to accessing services and participating in the community.</p> <p>» 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.</p> <p>» Explore ways to reduce barriers to opportunities, resources and services for newcomers to ensure equitable access.</p>
3.2	<p>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.</p> <p>» 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.</p>
3.3	<p>All community members are well informed about the services available in the community. Newcomers are made aware of and are using these services.</p> <p>» Provide information and support to newcomers on Council venues, hire policies and community funding schemes to ensure awareness and confidence in accessing these services.</p>
↩	Refer to page 26 of the Welcoming Plan 2024-2027

#	PILLAR 4: CONNECTED AND INCLUSIVE COMMUNITIES
4.1	<p>Coordinated, comprehensive and appropriate initial welcoming support services are available from Council, other agencies and community organisations.</p> <p>» 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.</p>
4.2	<p>The receiving community is well-equipped and supported to welcome and interact with newcomers.</p> <p>» Coordinate and promote the annual Welcoming Week with key support services and business sector organisations, in collaboration with Pacific and ethnic communities.</p>
4.4	<p>Different cultures are celebrated and people are supported to express their cultural beliefs and customs, including language and religious practices.</p> <p>» 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.</p>
↩	Refer to page 30 of the Welcoming Plan 2024-2027

#	PILLAR 6: CIVIC ENGAGEMENT AND PARTICIPATION
6.2	<p>Newcomers are encouraged and enabled to get involved in local government and civil society.</p> <p>» Facilitate and promote volunteering opportunities for newcomers to support successful integration.</p> <p>» 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.</p>
↩	Refer to page 38 of the Welcoming Plan 2024-2027

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



Queenstown Lakes District

Welcoming Plan

2024-2027



Mayor's Foreword

Over many decades, migrants from different parts of the world, as well as from all over Aotearoa New Zealand, have made Queenstown Lakes their home, making our communities diverse and vibrant.

In recent years, the growth of the Queenstown Lakes District has changed the makeup of our communities. Traditional terms such as local, visitor and worker are no longer sufficient, as there is far more diversity and richness in the whakapapa of our district. In fact, more newcomers are choosing this place to live, study, work or play, either by settling in for a temporary period or permanently.

Newcomers are keen to embrace the lifestyle and make connections while appreciating all that our place has to offer. We encourage those in the wider community to reach out to discover more, make connections and welcome newcomers to the place we share.

Whether newcomers are migrants from across the world, international students or Kiwi's relocating to the district, the goal of this plan is to make everyone feel welcome in their new home.

I encourage everyone to take ownership of this plan and bring it to life with the support of local businesses, organisations and Council.

**E te iwi ō te ao, nau mai,
haere mai, manaaki mai.**

***To the people of the world,
we welcome you with warmth.***



Glyn Lewers
Queenstown Lakes
District Mayor

Advisory Group Chairs Foreword

**Tēnā koutou e ngā iwi,
Ka karanga atu ngā kaihautū ki
a koe ki tē manaaki
I ngā tangata katoa ki tē rohe
o Queenstown Lakes District.
Ka tukuna atu e mātou ngā
kupu e hai ake nei.**

***To all the people,
The co-leaders call to you to
welcome all Peoples to the land
of Queenstown Lakes District.
We offer you the following
words.***

This Welcoming Plan represents over two years' work, involving significant input from members of our community.

We are grateful to our many friends and fellow residents who attended a series of public events, to contribute ideas on how to make our community more inclusive, supportive and welcoming.

We extend heartfelt thanks to the volunteer members of two Advisory Groups, who gifted many hours to accurately communicating the wishes of our community and translating them into actions.

Group members reflected the rich diversity of our community, including Irish, Argentinian, Mexican, Nepalese, French, Malaysian, Chinese, Czech, American and English members, and supported under the korowai of mana whenua, tangata whenua and tangata tiriti (mana whenua – people of this area, tangata whenua – other Māori people and tangata tiriti – those bound by the tiriti).

We look forward to further celebrating diversity and inclusivity as a foundation of a strong, supportive and vibrant community.

Ngā mihi maioha.



Niamh Shaw
Chair of
Upper Clutha
Welcoming
Communities
Advisory Group



Darren Rewi
Chair of
Whakatipu
Welcoming
Communities
Advisory Group

Table of Contents

About Welcoming Communities | Mō Welcoming Communities _____ 6

- » What is the Welcoming Communities Standard?
- » Accreditation milestones

The Local Context | Te Horopaki ā-rohe _____ 9

- » What is the role of Queenstown Lakes District Council in Welcoming Communities?
 - ↳ Who are our newcomers?
- » What is our community make-up?
 - ↳ Our Demographics
 - ↳ Ethnicity per Census year

Developing the Welcoming Plan 2024-2027 | Whakawhanake i te Mahere Whakatau 2024-2027 _____ 12

- » Partnership with Kāi Tahu Papatipu Rūnaka
- » Working Collaboratively
- » Our Process
- » What the plan sets out to achieve

Welcoming Plan Actions | Kā mahi a te Mahere Whakatau _____ 18



1. Inclusive Leadership | Te Hautūtanga Whakauruuru _____ 18

- » What are the actions | What's already happening | Case Study



2. Welcoming Communications | Ngā Whakawhitinga Kōrero Tāwhiri _____ 22

- » What are the actions | What's already happening | Case Study

	3. Equitable Access Te Urunga Mana Ōrite _____ 26
	» What are the actions What's already happening Case Study
	4. Connected and Inclusive Communities Ngā Hapori Whakauruuru e Honoa ana Tētahi ki Tētahi ____ 30
	» What are the actions What's already happening Case Study
	5. Economic Development, Business and Employment Te Whanaketanga ā-Ōhanga, te Pakihi me te Whiwhi Mahi _ 34
	» What are the actions What's already happening Case Study
	6. Civic Engagement and Participation Te Tūhononga me te Whai Wāhitanga Raraupori _____ 38
	» What are the actions What's already happening Case Study
	7. Welcoming Public Spaces Ngā Wāhi Tūmatanui Tāwhiri ____ 42
	» What are the actions What's already happening Case Study
	8. Culture and Identity Te Ahurea me te Tuakiri _____ 46
	» What are the actions What's already happening Case Study
	Strategic Context Horopaki ā-Rautaki _____ 50
	» Where does this plan fit in?
	» How will we measure success?

	Glossary of terms _____ 56
	Appendix A: Timeline on how we gathered data _____ 58
	Appendix B: Welcoming Communities Accreditation Model _____ 59
	Appendix C: Newcomer perceptions - Quality of Life 2023 Neighbourhood ____ 60

About Welcoming Communities | Mō Welcoming Communities

If you are not sure of a word or term used, please refer to the glossary on page 56.

The Welcoming Communities | Te Waharoa ki ngā Hapori is a programme led by Immigration New Zealand (INZ) in partnership with the Ministry for Ethnic Communities (MEC) and the Human Rights Commission.

Welcoming Communities works towards healthier, happier and more productive communities by welcoming newcomers into the local community. It actively seeks to involve members of the receiving community in welcoming activities. This approach promotes building strong connections between the receiving community and newcomers. It recognises that welcoming efforts lead to shared understanding and prosperity. Economic growth is strengthened, benefitting the community and Aotearoa New Zealand as a whole.

This programme is part of a global movement, under the umbrella of Welcoming International¹, which is a coalition of initiatives advancing inclusion and belonging worldwide.

Aotearoa New Zealand is one of their founding members having played an important role in the establishment and early development of this initiative.

There are now 35 councils and five community boards across Aotearoa New Zealand who are committed to the Welcoming Communities programme.

To find out more about how Immigration New Zealand supports the Welcoming Communities Programme go to www.immigration.govt.nz/about-us/what-we-do/welcoming-communities

Remarkables Primary School, Culture and Heritage Week, October 2022

¹ <https://welcominginternational.org/>



What is the Welcoming Communities Standard?

The programme focuses on achieving a Standard of eight pillars which help benchmark what a welcoming and inclusive community looks like, including:



The Standard (set by INZ) consists of eight overarching pillars and supported by 30 sub-outcomes describing what you would expect to see over time in a community participating in the programme.

Accreditation milestones

There are four stages of accreditation to being a Welcoming Community²: **Committed, Established, Advanced and Excelling**. QLDC gained accreditation as a **Committed Welcoming Community** in February 2022 after holding small ceremonies in November 2021 in Queenstown and Wānaka to formally acknowledge our district-wide commitment to the programme.

Accreditation as a Committed Welcoming Community formally recognises that council, together with its community:

- » values newcomers
- » is committed to building welcoming and inclusive communities
- » has taken active steps to create an environment where all residents can thrive and belong.

Engaging in the accreditation process brings wider benefits including showing community values; helping to attract, support and retain newcomers; and fostering conversations in the community around valuing inclusion and diversity. It also allows councils to get further funding, support, and advice from central government to continue their Welcoming Communities work. This Welcoming Plan will enable Queenstown Lakes to achieve the second stage of accreditation as an **Established Welcoming Community**.

² <https://www.immigration.govt.nz/about-us/what-we-do/welcoming-communities/getting-accredited-welcoming-community>

We are here



The Local Context | Te Horopaki ā-rohe

What is the role of Queenstown Lakes District Council in Welcoming Communities?

We're proud to be a part of Welcoming Communities | Te Waharoa ki ngā Hapori, a programme that helps bring together councils and their communities to make the places we love more welcoming for everyone.

Queenstown Lakes District Council (QLDC) joined the Welcoming Communities programme in July 2021 to recognise the importance of celebrating the broad range of people who have chosen to make Queenstown Lakes their home. The programme provides a pathway to support equality and grow inclusive local communities so we can continue to evolve as a place that celebrates diversity.

In 2020, COVID-19 impacted the wellbeing of our community, especially many migrant workers living in Queenstown Lakes. QLDC submitted an expression of interest to Immigration New Zealand to take part in the Welcoming Communities programme, considering that this might be a useful framework for better supporting newcomers and migrants already living in our communities, and for building community resilience.

Who are our newcomers?

For the purposes of this plan, newcomers³ refer to recent migrants (living in New Zealand for up to five years) and international students. However, we expect the programme to have positive benefits for long-established migrants as well as for New Zealanders who may have recently moved to the region.

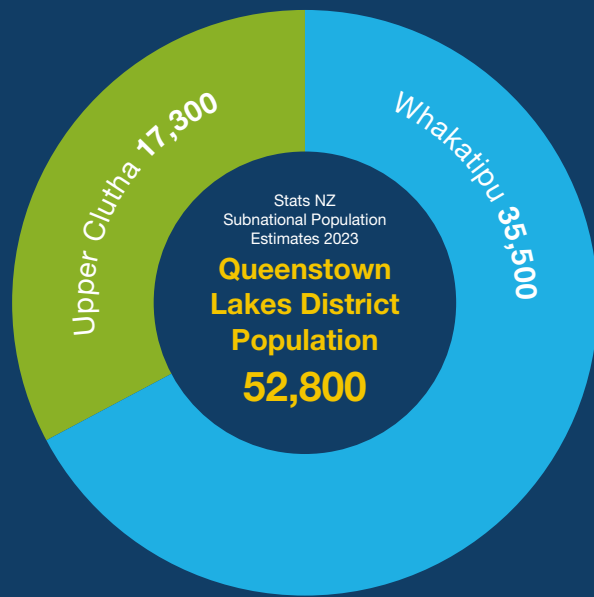
Our district is well known for welcoming many migrant workers every year that contribute to our economy and represent an important workforce, becoming part of our community. In essence, newcomers include all people moving to our district to live, study, work and play.



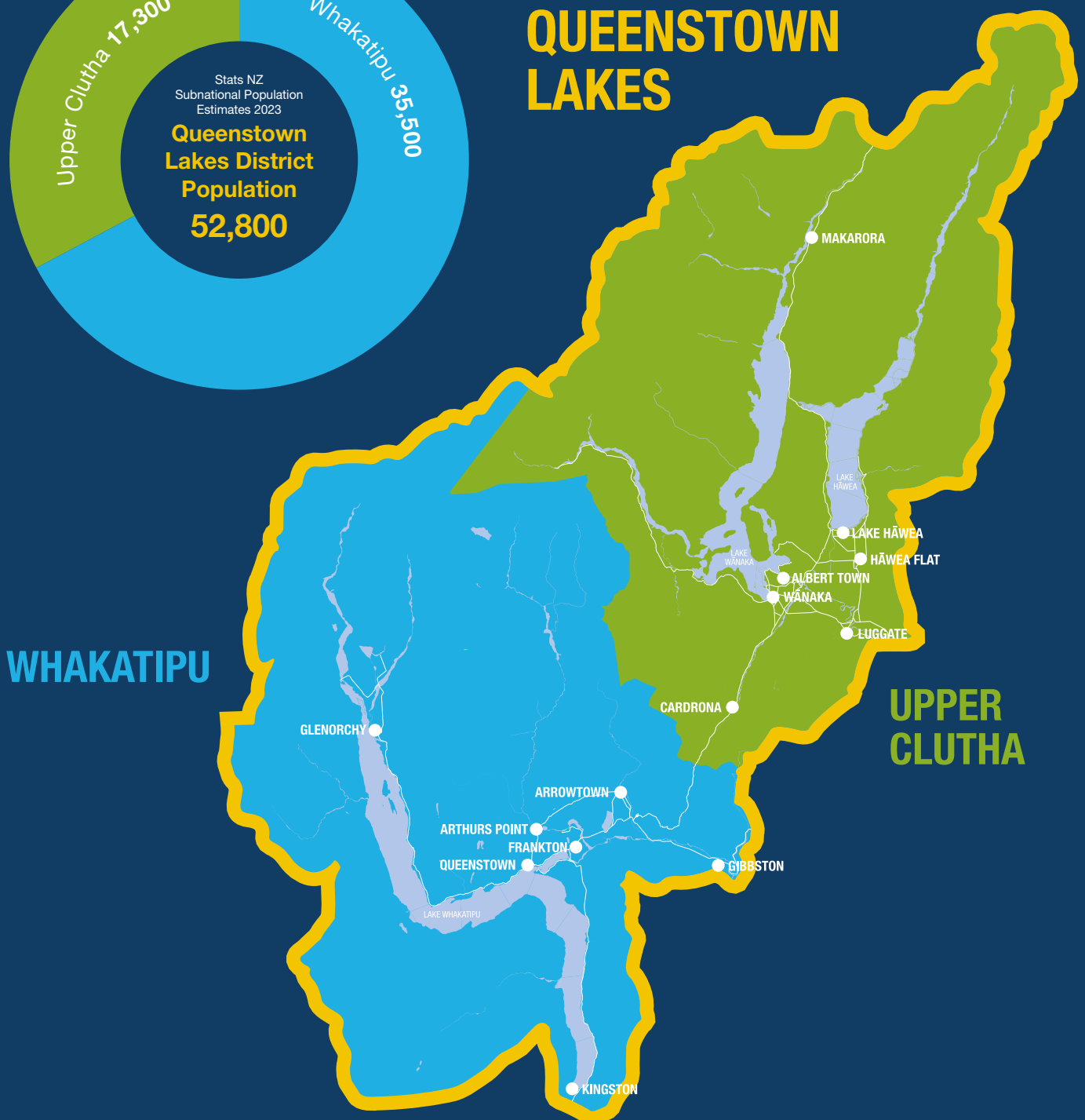
³ Newcomers also include former refugees, but our district is not a designated refugee resettlement location. There are currently 13 resettlement locations in New Zealand. <https://www.immigration.govt.nz/about-us/what-we-do/our-strategies-and-projects/supporting-refugees-and-asylum-seekers/refugee-and-protection-unit/new-zealand-refugee-quota-programme>

What is our community make-up?

Our Demographics



QUEENSTOWN LAKES

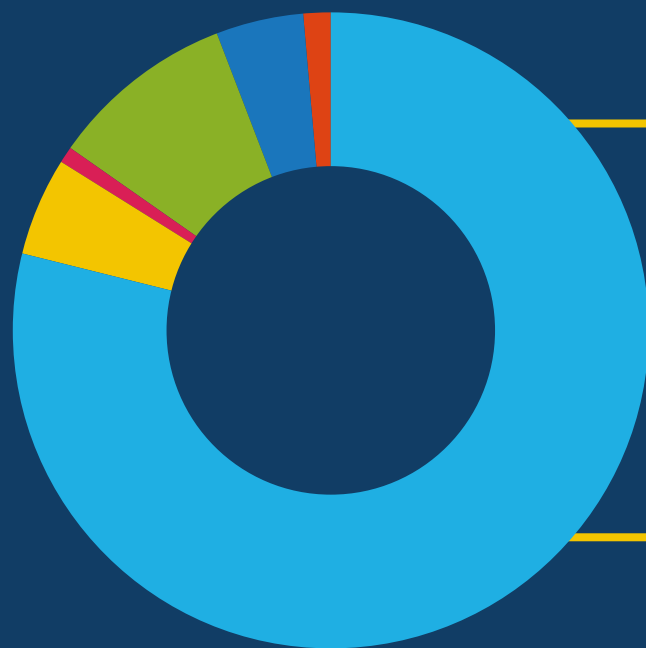
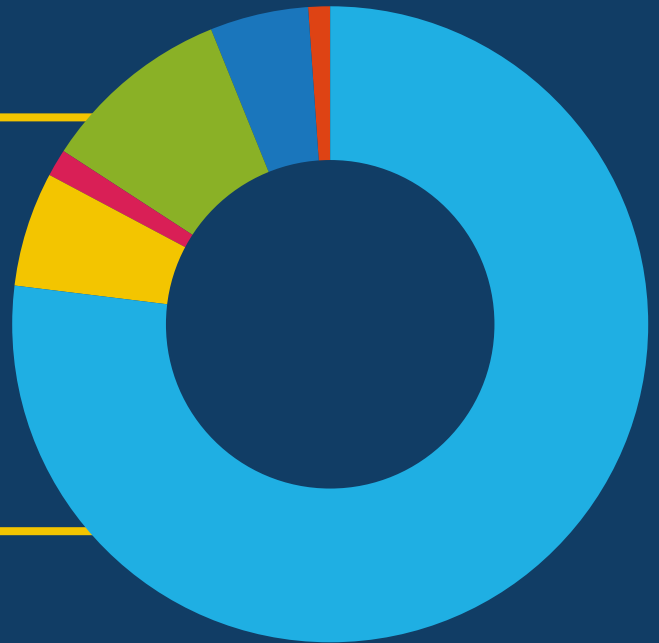
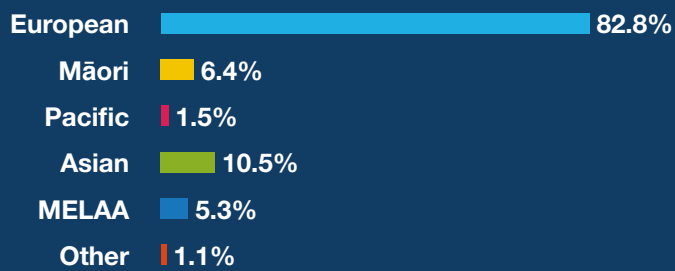


Ethnicity per Census year

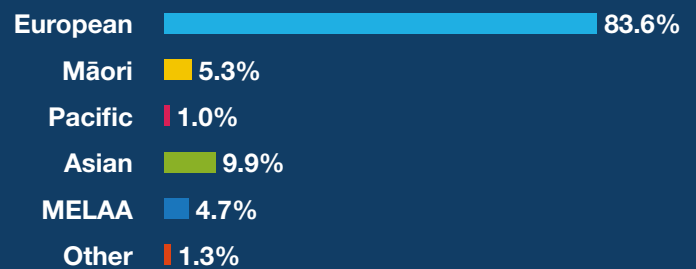
Residents may indicate more than one ethnicity. Therefore, the total responses will be greater than 100%. Stats from NZ Census.

*MELAA = Middle Eastern/Latin American/African.

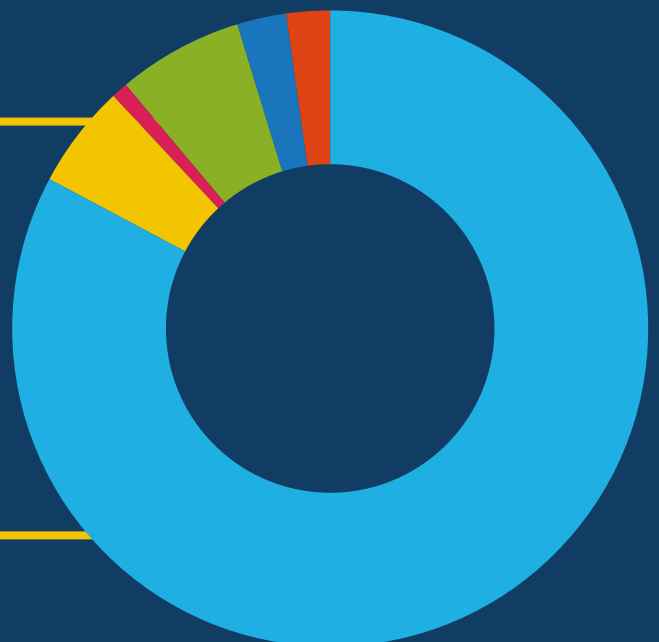
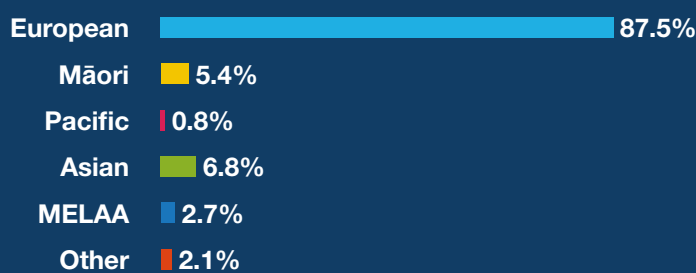
Queenstown Lakes 2023



Queenstown Lakes 2018



Queenstown Lakes 2013



Developing the Welcoming Plan 2024-2027 | Whakawhanake i te Mahere Whakatau 2024-2027

Welcoming Communities | Te Waharoa ki ngā Hapori is a joint initiative, working collaboratively with our community to develop the district's three-year Welcoming Plan 2024-2027 that reflects the unique characteristics of our place.

Partnership with Kāi Tahu Papatipu Rūnaka

Including mana whenua perspective across Council activities is essential to creating thriving communities. QLDC as a crown entity honours its commitment to our Te Tiriti o Waitangi Partners (Kāi Tahu) by acknowledging and adopting Kāi Tahu values, issues and aspirations as a shared responsibility.

The Council recognises that in this district the seven Papatipu Rūnaka of Kāi Tahu (Te Rūnanga o Moeraki, Kāti Huirapa Rūnaka ki Puketeraki, Te Rūnanga o Ōtākou, Te Rūnanga o Hokonui, Te Rūnanga o Waihōpai, Te Rūnanga o Awarua, Te Rūnanga o Ōraka Aparima) as holding a shared Mana Whenua Status. The Council works with Rūnaka through partnerships with Aukaha Ltd and Te Ao Marama Inc as representatives of the the seven Papatipu Rūnaka with interests in the district.

Kāi Tahu Values Framework

The Kāi Tahu Values Framework informs the decision making of the Grow Well Whaiora Partnership and the direction of the Spatial Plan. The values and how they are applied to the Spatial Plan are outlined in the table below:

VALUE	DESCRIPTION	APPLICATION
<i>Whanaukataka</i>	Family and community focused	Ensuring consideration of the social implications of decisions to enable community and whanau connections and growth.
<i>Manaakitaka</i>	Hospitality	Demonstrating behaviour that acknowledges others, through the expression of aroha, hospitality, generosity and mutual respect.
<i>Rakatirataka</i>	Leadership	Ensuring the treaty partnership is recognised to enable mana whenua leadership in decision making processes.
<i>Haere whakamua</i>	Future focused	Adopting a forward looking orientation with future generations in mind.
<i>Tikaka</i>	Appropriate action	Ensuring consideration of the appropriateness of decisions that will have a bearing on social, economic, environmental and cultural outcomes.
<i>Kaitiakitaka</i>	Stewardship	Enabling the inherited responsibility of mana whenua to support and protect people, the environment, knowledge, culture, language and resources on behalf of future generations.
<i>Mauri</i>	Life force	Recognising the life force in all lands, waters and the natural environment that stems from time immemorial, requiring a high duty of care for kaitiaki (and others) to maintain an intact and healthy mauri, ensuring that what is gifted from the Atua is not neglected.

Te reo Māori translation: Please note that QLDC uses the local Kāi Tahu dialect which replaces the 'ng' with 'k', e.g., tākata (people) instead of tāngata.

The Welcoming Communities programme, including the national Standard, is based on the following core principles:

- » The programme acknowledges Aotearoa New Zealand's history and Te Tiriti o Waitangi – Treaty of Waitangi as Aotearoa New Zealand's founding document upon which peoples of all cultures and communities come together as a nation.
- » Tangata whenua, as traditional custodians of the land in which newcomers reside, have a unique and important role to play in the settlement journey of newcomers.
- » Two key Māori cultural values underpin the programme: Whanaungatanga, the importance of relationships, and Manaakitanga, the value of extending hospitality and caring for other people.

The Welcoming Communities programme is committed to building a genuine and sustainable relationship with mana whenua. Supporting opportunities for newcomers to connect with and learn about te ao Māori is a key focus of the programme's implementation.

The Welcoming Communities | Te Waharoa ki ngā Hapori programme⁴ recognises that there is no one Māori worldview or perspective on how to welcome newcomers, and the Māori perspective varies between different iwi, hapū, marae and whānau.

⁴ Immigration New Zealand, Te Waharoa ki ngā Hapori Funding 2023.

Working Collaboratively

In 2022, Queenstown Lakes District Council (QLDC) established two Welcoming Communities Advisory Groups to represent the Whakatipu and the Upper Clutha communities. Members were a diverse mix of passionate people living across the district representing newcomers, support services, arts, culture and faith-based groups, tertiary institutions, business and central government partners. Each group also included a QLDC councillor to support a community wide view.

Both Advisory Groups were committed to guiding new and innovative initiatives to help foster a welcoming environment for newcomers to our community. Members met once a month on a voluntary basis and played an integral part in providing leadership and advice to develop the Welcoming Plan 2024-2027. We'd like to take this opportunity to thank them

for giving their time, providing their expertise and experience to collaborate on this project.

Our appreciation also goes to the individuals and stakeholders who have come together to listen, learn and share ways to help newcomers feel welcome and able to participate in the economic, civic, cultural and social life of the district.

Whakatipu Welcoming Communities Advisory Group



Whakatipu Welcoming Communities Advisory Group. Members gather for a meeting in September 2022.

Upper Clutha Welcoming Communities Advisory Group



Welcoming Communities Upper Clutha Advisory Group gather for their first official meeting on January 2023.

Members (left to right):

Matthew Faselow, Senior Consultant at MartinJenkins | Silvia Dancose, Welcoming Communities Coordinator at QLDC | Naomi Lindsay, Owner of Forage & Feast and Well Bean Cafe | Magali Domingo, Farm Leader at WAI Wānaka | Molly Hope, Destination Management Lead at Lake Wānaka Tourism | Autumn Servatkova, Relationship Manager, Regional Migrant Skills Retention at Immigration New Zealand | Aspen Bruce, Communications Consultant at ScopeMedia | Jo Knight, Sport and Active Recreation Advisor at Sport Central | Niamh Shaw, Chair of Path Wānaka | Petra Trousilová, Architect at JTB Architects | Cody Tucker, Councillor for Wānaka-Upper Clutha Ward.

Members (top row, left to right):

David Wright, Vicar at Anglican Parish of Wakatipu | Autumn Servatkova, Relationship Manager, Regional Migrant Skills Retention at Immigration New Zealand | Esther Whitehead, Councillor for Queenstown-Whakatipu Ward | Mel Wright, Coordinator at Uruuruwhenua Hauora | Katie Church, Director of People & Capability at QLDC | Philippe Saint-Père, Trustee at Maz Islamic Education Centre | Silvia Dancose, Welcoming Communities Coordinator at QLDC | Nick Fifield, Queenstown Campus Manager at SIT.



Members (bottom row, left to right):

Maznah Abu Hassan, Founder of Maz Islamic Education Centre | Lina Lastra, Advisor Strategic Engagement & Partnerships at the Ministry for Ethnic Communities | Lucia Hao, Co-Founder of Remarkables Gifts shop | Darren Rewi, Founder of Tāke Tuia Ltd | Daniela Mercado, Trustee at The Kiwi Kit Community Trust | Denise Ng, Trustee of the NZ Chinese Heritage Research Charitable Trust and Trustee of the Lawrence Chinese Camp Charitable Trust | Anna Dorsey, Chief Executive at Headlight | Marie Day, Community Partnerships Manager at QLDC.



Missing from group photo (pictured on the right, top to bottom):

Louise Baines, People & Culture Manager at Millbrook | Olivia Plimmer-Jones, aspiring rangatahi leader of 2022 Tuia Programme | Hari Sapkota, member of Queenstown Nepalese Society Incorporated.



Our Process

To help inform and guide the draft Welcoming Plan we undertook the following:

ENGAGED WITH
STAFF IN
12
COUNCIL
DEPARTMENTS
ON KEY ACTIONS
OF THE PLAN

FORMED **2**
ADVISORY
GROUPS

HOSTED
7 HUI

WITH LOCAL ETHNIC COMMUNITY
REPRESENTATIVES, NEWCOMERS
AND WIDER COMMUNITY

DELIVERED
1 STOCKTAKE
REPORT

CONSULTED WITH
15
KEY
STAKEHOLDER
ORGANISATIONS
ON KEY ACTIONS
OF THE PLAN

To read more about the data analysis and feedback used to help develop this plan please refer to the [Appendix A](https://www.qldc.govt.nz/community/welcoming-communities/our-publications-news-and-resources/#publications) or visit www.qldc.govt.nz/community/welcoming-communities/our-publications-news-and-resources/#publications



What the plan sets out to achieve

The Welcoming Standard includes eight pillars, each with its own sub-outcomes.

The Welcoming Plan identifies key actions to deliver on these, including proposed timeframes. It is a living document, where communities can take ownership, drive and adapt the actions to suit their needs.



Welcoming Plan Actions

Kā mahi a te Mahere Whakatau



1. Inclusive Leadership | Te Hautūtanga Whakauruuru

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.

What are the actions?

#	ACTION	YEAR OF DELIVERY			WHO'S LEADING
		2024-25	2025-26	2026-27	
1.1	As the indigenous peoples of Aotearoa New Zealand, Māori – represented by tangata whenua, mana whenua, iwi and hapū and/ or other hapori Māori – have a prominent role in the Welcoming Plan activities.				
	» Establish an agreed partnership approach with Kāi Tahu for the delivery of key Welcoming Plan actions.				QLDC
	» Support the role of local Māori groups through involvement in Welcoming Plan activities.				QLDC
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.	Ongoing/already started			QLDC

- Ongoing/already started actions
- New actions to implement

#	ACTION	YEAR OF DELIVERY			WHO'S LEADING
		2024-25	2025-26	2026-27	
1.3	Leaders model the principles of inclusiveness, openness, tolerance, respect and acceptance of all cultures in the community.				
	» Revise the Elected Member Induction Programme to ensure elected members actively participate at citizenship ceremonies and cultural events, broadening opportunities to build relationships with a diverse range of people and groups.				QLDC
	» Continue to upskill leaders to better understand Te Ao Māori.	Ongoing/already started			QLDC
	» Support leaders to acknowledge cultural and linguistic diversity in speeches and greetings, using different languages to reflect our diverse community.				QLDC
	» Continue to train staff and elected members to ensure understanding of Te Tiriti o Waitangi.	Ongoing/already started			QLDC
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.				QLDC
	» Identify "champions" within Council staff and elected members to activate and promote the Welcoming Plan.				QLDC
	» Continue to hold annual hui with Pacific and ethnic community leaders and newcomers to create opportunities for Council elected members to advocate for and understand the needs of newcomers.	Ongoing/already started			QLDC
	» 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.				QLDC
	» Provide emergency preparedness and welfare training to Council staff from cultural and linguistic backgrounds to provide language and cultural support to wider community during an emergency.				QLDC
	» Continue to partner with Diversity Works NZ to ensure best practices regarding Diversity, Equity and Inclusion (DEI).	Ongoing/already started			QLDC
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.				QLDC
	» Develop a DEI lens to test new or update Council policies, processes, services, programmes and activities.				QLDC
	» Deliver citizenship ceremonies in both Upper Clutha and Whakatipu areas.	Ongoing/already started			QLDC
1.6	A range of leadership opportunities in the Council and the wider community are available to and taken up by newcomers.				
	» Continue to promote leadership opportunities in Council for local rangatahi.	Ongoing/already started			QLDC
	» Provide direction and support for newcomers to develop their leadership abilities and confidence beyond their immediate communities, e.g., opportunities to take on roles with community organisations, steering groups or committees.				QLDC

What is already happening?

- ✓ 2016: Council invests in the Tuia Programme—each year a Māori rangatahi from the local community is mentored by the mayor and supported to develop their leadership skills.
- ✓ 2017: Joined Diversity Works NZ, the national body for workplace diversity and inclusion.
- ✓ 2018: Te Tiriti o Waitangi training is available to elected members and Council staff so they can better understand Te Tiriti and local government obligations and learn the basics of Te Reo Māori and tikāka.
- ✓ 2019: Council's Executive Leadership Team endorsed Te Pou Tarāwaho whakatinanataka o Te Tiriti o Waitangi ki QLDC | the QLDC Te Tiriti o Waitangi Implementation Framework.
- ✓ 2020: Council website and published documents incorporate Te Reo | English headings, and other languages acknowledging the biculturalism foundation of Aotearoa New Zealand.
- ✓ 2021: Welcoming Communities Coordinator (district-wide) role was created.
- ✓ 2021: Welcoming Communities Statement of Commitment signed.
- ✓ 2022: QLDC met the requirements of a Committed Welcoming Community. The stage one of four in the Welcoming Communities accreditation model.
- ✓ 2022: Welcoming Communities Coordinator (district-wide) role becomes a permanent position.
- ✓ 2022: Council coordinates an annual hui with Pacific and ethnic community leaders and newcomers, including elected members.
- ✓ 2023: Council completes the Aotearoa Inclusivity Matrix and assess organisation's Diversity, Equity and Inclusion (DEI) maturity level and recommendations for progressing on DEI journey.
- ✓ 2023: Upper Clutha Welcoming Communities Coordinator appointed (one-year fixed term).
- ✓ 2023: New role of Māori Strategy and Partnerships Manager established to support partnership with Kāi Tahu and the seven Rūnaka.
- ✓ 2023: Launched of QLDC Statement on Diversity, Equity and Inclusion (DEI) - Proud to be you and me.
- ✓ QLDC has Partnership Protocols with both Te Ao Marama Inc. and Aukaha (1997) Limited that focus on economic, social, cultural and environmental wellbeing. Partnerships are for the period of the QLDC Long Term and are subject to be reviewed.
- ✓ Council coordinates multiple citizenship ceremonies every year in Queenstown and Wānaka where an average of 400 persons become new citizens of Aotearoa New Zealand.

Snapshots



Citizenship ceremonies in Queenstown and Wānaka, December 2023 and March 2024.

Case Study

Creating opportunities for connection between elected members and Pacific and ethnic communities

Since QLDC joined the Welcoming Communities initiative in July 2021, they've held a number of hui in Queenstown and Wānaka bringing together key stakeholders, including with Pacific and ethnic community leaders and newcomers to gather their feedback on building a welcoming and inclusive community. These hui have been a great opportunity for elected members to understand and advocate for the needs of a diverse migrant workforce, and to also establish a relationship with the community leaders.

Some newcomers don't know what local government does and often think that the mayor of a district or city is the boss of Council. They are unaware of the role of the Chief Executive and how Council is governed by representatives elected by the community and responsible for making decisions about local activity to ensure a healthy environment, thriving families and businesses, safe spaces for all

and a culture that supports every individual's sense of belonging. As leaders of our community, elected members are encouraged to model the principles of inclusiveness, openness, tolerance, respect and acceptance of all cultures in the community. By creating a safe space to bring annually Pacific and ethnic community leaders, newcomers and elected members together, Council is ensuring that the needs and wants of underserved community members are heard and considered when decisions are made whilst promoting their social, economic, environmental and cultural wellbeing.

Council holds multiple citizenship ceremonies annually where the Mayor, QLDC Councillors and staff host new citizens to celebrate the significant milestone of gaining New Zealand citizenship as they take their oath or affirmation of allegiance to Aotearoa New Zealand.



Welcoming Communities Hui, Queenstown, March 2023.



2. Welcoming Communications | Ngā Whakawhitinga Kōrero Tāwhiri

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.

What are the actions?

#	ACTION	YEAR OF DELIVERY			WHO'S LEADING
		2024-25	2025-26	2026-27	
2.1	The community is well informed about the local benefits of immigration and the Welcoming Communities programme, including success stories.				
	» Showcase success stories on long-established migrants and newcomers' positive contributions towards achieving community wellbeing and economic development outcomes for the district.				Partners and QLDC
	» Explore ways to increase awareness of Welcoming Communities via Council-led initiatives and programmes.	Ongoing/already started			QLDC
2.2	The Council is well informed about newcomers to their region and proactively seeks data about newcomers from relevant sources.				
	» Collect data from relevant sources and tools to understand newcomer demographics and guide the development of appropriate services and advocacy.				QLDC
	» Support Pacific and ethnic communities to gather data from their community members and contribute their views into Council processes, ensuring newcomer needs and aspirations are reflected in decision-making.				Partners and QLDC
2.3	The Council's engagement with all residents is two-way, culturally appropriate and fit for purpose.				
	» Develop a set of guidelines on the use of translation and interpreting services within Council.				QLDC
	» Provide translated information and access to interpreting services to culturally and linguistically diverse communities, as required.	Ongoing/already started			QLDC
	» Extend the use of telephone & video interpreting services provided by MBIE Language Assistance Services to all customer-facing roles within Council.				QLDC

#	ACTION	YEAR OF DELIVERY			WHO'S LEADING
		2024-25	2025-26	2026-27	
2.4	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.				
	» Advocate with central government partners to obtain translated documents and other resources in languages reflecting the district's culturally and linguistically diverse communities.	Ongoing/already started			QLDC
	» Ensure continuous improvement of Council's website to maintain ease of navigation, clarity and access to information by newcomers and all users.				QLDC
	» Ensure written communications and imagery represents the diversity of the district.	Ongoing/already started			QLDC
	» Develop and apply guidelines on Plain English writing style for all internal and external communications.				QLDC

- Ongoing/already started actions
- New actions to implement



What is already happening?

- ✓ Success stories of migrants settling and contributing to the district are celebrated in editorial articles in local publications which are supported by QLDC Welcoming Communities.
- ✓ The Lakes Weekly Bulletin has a weekly section titled 'Goings on About Town' that helps promote community events at small cost to the organisers.
- ✓ Council's events and activities are advertised fortnightly in a column titled 'The Council Word' on the Lakes Weekly Bulletin and the Wānaka Sun.
- ✓ Census and other data sources are utilised to provide current information about the ethnicity demographics and their needs.
- ✓ Council communications and engagement team promotes the use of accessible language and design to support how Council engages with underrepresented groups in the community including families, young people, Pacific and ethnic communities and people with accessibility needs.
- ✓ Council uses imagery to intentionally represent the diversity of the district in local campaigns.
- ✓ Access to telephone and video interpreting services available for Council frontline services, funded by MBIE Language Assistance Service.
- ✓ Council translates key information so it can be accessed by our culturally and linguistically diverse communities to support community health, safety and overall wellbeing.
- ✓ The Ministry for Ethnic Communities offers, in multiple languages, a wide range of information, guides, and publications available for and about ethnic communities.
- ✓ Council's Significance and Engagement Policy was recently updated to include a Diversity, Equity and Inclusion lens.

Snapshots



Migrant success stories published in The Wānaka Sun, 2024 and Lakes Weekly Bulletin, 2023.

Case Study

The benefits of translating information for culturally and linguistically diverse communities

To keep the community updated on winter road conditions across the cooler months, the QLDC Communications and Engagement team provides daily road and weather reports between 6.30am-7.00am. These are very well received by the wider community as they are engaging, fun and provide useful information to help drivers stay safe on the roads. However, all messaging is in English.

To better serve the district's diverse communities, QLDC decided to review, tailor, and translate the winter road safety tips available on the winter roading webpage into languages that represent our culturally and linguistically diverse communities.

To achieve this, QLDC worked internally to first gain an appreciation of the target audience and languages to translate information into. It wasn't a matter of simply taking the current content and translating it. It required a focus on the needs of the target audience – what do they know already – what do they need to know.

Once this was well understood, the original content was refined and reprioritised based on the importance of the safety messages rules and shortened for clarity. It was then ready to be sent for translation into seven of our most used languages across our district, including Tagalog, Brazilian Portuguese, Mandarin, Korean, Latin American Spanish, Japanese and te reo Māori.

Council also signed up to the MBIE Language Assistance Services in 2022, allowing customer service staff to offer telephone and video interpreting services to anyone who speaks English as a second language. This provides a further opportunity to connect with our culturally and linguistically diverse communities.

During a cryptosporidium outbreak affecting the Queenstown water supply network in September 2023, Council translated a boil water notice information flyer into seven different languages to support our Māori and ethnic communities and continues to look for opportunities to translate other key information.

MANATILING LIGTAS KAPAG NAGMAMANEHO SA TAGLAMIG

MANTENHA-SE SEGURO NAS ESTRADAS NO INVERNO

KEEP SAFE ON WINTER ROADS

冬季行车, 注意安全



3. Equitable Access | Te Urunga Mana Ōrite

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

What are the actions?

#	ACTION	YEAR OF DELIVERY			WHO'S LEADING
		2024-25	2025-26	2026-27	
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 external partners to advocate and promote access to and use of translation and interpreting services by culturally and linguistically diverse communities.				Partners and QLDC
	» 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.				Partners and QLDC
	» Explore ways to reduce barriers to opportunities, resources and services for newcomers to ensure equitable access.				Partners and QLDC
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.				
	» Inform, educate and support newcomers to manage, organise and coordinate their events. Provide templates and training for community event organisers.				QLDC
	» 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.				Partners and QLDC
	» Explore the use of social media platforms to engage and share information with newcomers.				QLDC
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.				
	» Upgrade Council's Community Connect database and promote access for community groups and organisations to share details of their services.				QLDC
	» Provide information and support to newcomers on Council venues, hire policies and community funding schemes to ensure awareness and confidence in accessing these services.				QLDC

 New actions to implement

Snapshots

Connecting Communities fund⁵ led by Te Hau Toka Southern Lakes Wellbeing Group was the catalyst to encourage and empower many newcomer groups to apply for the first time for funding. This microfund of up to \$1,000 ran eight times from November 2021 to April 2024. It was designed to support community-led activities which encourage people to find ways to connect, look after themselves and each other, and have fun.



⁵ <https://www.southernhealth.nz/living-well/tehautoka/connecting-communities-fund>

What is already happening?

- ✓ Volunteer-led groups offer English courses, e.g., QLDC Libraries, Hāwea Community Centre, churches and other faith-based organisations.
- ✓ ABC College of English, English Language Partners (ELP), Language Schools New Zealand (LSNZ) and Southern Lakes English College (SLEC) are English language providers offering general or academic English courses of which some are subsidised for NZ citizens, permanent resident and resident visa holders, primarily funded by the Tertiary Education Commission.
- ✓ International students can learn English through private tuition fees.
- ✓ Queenstown Resort College is a tertiary education organisation approved by government to offer PELT (Pre-purchased English Language Tuition) for newcomers.
- ✓ The Community Connect database is accessible for community groups and organisations to share details of their services.
- ✓ Council shares information on local funding opportunities to Pacific and ethnic communities via online sessions, funding clinics and promotion on different media channels.
- ✓ Pacific and ethnic communities can access central and local government funding schemes as well as regional trusts, philanthropy and sponsorship to carry out cultural events and other activities.
- ✓ Community leaders in governance roles of community organisations can access a six-month mentoring programme (Leadership in Governance Mentoring Programme). The programme will be delivered by huddl in partnership with the Mentoring Foundation of New Zealand.
- ✓ Sport & Rec Centres, Libraries and local support services have volunteers and/or staff who speak another language to better serve the newcomers using their services.
- ✓ Queenstown charity Headlight works with ethnic communities to increase their mental health literacy. They train peer facilitators to educate their communities in their own language in safe community settings.

Snapshots



Wānaka and Queenstown Libraries offer opportunities to improve English through Social English Conversation Groups and other initiatives.

Queenstown Library
Thursday evenings
5.30pm - 6.30pm

Social English Conversation Group

Practice conversational English in a friendly and welcoming environment

FREE TO ATTEND **RUNS 14TH MARCH - 9TH MAY** **BOOKING REQUIRED**

For more info please contact:
QUEENSTOWN LIBRARY queenstown.library@qldc.govt.nz 03 441 9600
qldc.govt.nz @qldclibraries @qldclibraries
 Enriching minds and communities. Te whakapūwhiri i te hōrangipoutini me te āwhiri

libraries
 whakapūwhiri i te hōrangipoutini
 Enriching minds and communities

Case Study

Building capability and capacity to manage events

The organisers of the district's second Multicultural Festival had several challenges to contend with to deliver an event of this scale due to a boil water notice being issued to deal with a cryptosporidium outbreak affecting the Queenstown water supply network. This happened in the month prior to the festival's proposed date in October 2023 creating unease and uncertainty for the contributors of 36 community food stalls, 32 cultural booths and 20 stage performances ready to take part in the Festival.

Whilst the boil water notice was lifted in the Frankton area before the Festival, Council staff worked collaboratively to support the organisers following the recommendation from the Ministry for Primary Industries (MPI) and Public Health. This meant that Council staff responsible for venue and events, waste minimisation and Council's environment health team, together with an MPI representative, supported on-site the organisers by liaising with 36 community food stall holders on site, providing them tips and advice on Food Safety and Hygiene, and supplying them

with additional items, e.g., power cords, additional tables, fire extinguishers, ice, chilly bins, as required. This helped reduce the risk of anything going wrong from a food safety perspective allowing stall holders to continue selling their food in a safe manner whilst keeping them up to the right standards, as most of them were run by community members with basic knowledge of food safety in a public setting.

Council staff have shared expertise to collaborate, build capacity and empower organisers to deliver events that follow the basic guidelines and are aligned with culture and identity to which the district is committed. Further conversations to explore food safety education and training for community food stall holders are on the table to empower them to sell food in a safe way and enhance their confidence. The power of shared expertise is also demonstrated in the recent guide developed by different units in Council titled Event Waste and Emissions Reduction Guide and Toolkit⁶.



Queenstown Multicultural Festival, October 2023.

⁶ <https://www.qldc.govt.nz/community/event-planning-and-venues/event-waste-and-emissions-reduction-guide-and-toolkit/>



4. Connected and Inclusive Communities | Ngā Hapori Whakauruuru e Honoa ana Tētahi ki Tētahi

People feel safe in their identity and that they are connected with and belong in the community. There are high levels of trust and understanding between members of the receiving community and newcomers.

What are the actions?

#	ACTION	YEAR OF DELIVERY			WHO'S LEADING
		2024-25	2025-26	2026-27	
4.1	Coordinated, comprehensive and appropriate initial welcoming support services are available from Council, other agencies and community organisations.				
	» Establish a multi-stakeholder “welcome network” to support and monitor the implementation of settlement and integration services for newcomers, including a sustainable funding model.				Partners and QLDC
	» Explore and develop an online presence with a focus of ‘living and working’ in the district for all newcomers.				Partners and QLDC
	» 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.				Partners and QLDC
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.				Partners and QLDC
	» Explore and identify additional welcoming resources and activities, e.g., Welcome Packs, Forums, Open Days to enhance the welcoming experience of newcomers.				Partners and QLDC
	» Empower long-established migrants and their community groups to be welcoming hosts and disseminate relevant information to newcomers through their channels.	Ongoing/already started			Partners and QLDC
	» Explore the development of a buddy programme or system to welcome and support newcomers and test the concept with schools and local business and community organisations.				Partners and QLDC

Ongoing/already started actions
 New actions to implement

#	ACTION	YEAR OF DELIVERY			WHO'S LEADING
		2024-25	2025-26	2026-27	
4.3	Members of the receiving community and newcomers build relationships and are at ease with connecting and learning about and from each other.				
	» Facilitate discussion and engagement with Pacific and ethnic communities on the creation of a multicultural umbrella organisation for newcomers in the district.				Partners and QLDC
4.4	Different cultures are celebrated and people are supported to express their cultural beliefs and customs, including language and religious practices.				
	» Support the online expansion of community-led world language library collections.	Ongoing/already started			QLDC
	» 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.	Ongoing/already started			QLDC

Snapshots



NZ Police offering a seminar on driving and alcohol prevention to members of the Fijian community, June 2024.



Seminar on immigration pathways to residency to newcomers in Wānaka, November 2023.



Eid al-Fitr celebration (end of Ramadan), April 2024.



What is already happening?

- ✔ Citizens Advice Bureau (CAB) in Queenstown offers information and guidance to newcomers on immigration visas, accommodation and tenancy services, employment rights and many other themes related to settlement.
- ✔ Community Link Upper Clutha, located in the Wānaka Community Hub, is the one-stop organisation that supports newcomers with information on accommodation, IRD, opening a bank account, food parcels and welfare needs.
- ✔ The Kiwi Kit Community Trust is an organisation with a mission to support and empower newcomers and migrants, unite the whole community, and celebrate diversity through events and ongoing programs that fill the gaps identified across the community.
- ✔ Happiness House, in partnership with The Kiwi Kit Community Trust, hold bi-weekly cooking sessions 'Cook Around the World' hosted in collaboration with local Pacific Peoples and ethnic communities.
- ✔ Queenstown Interagency and Wānaka-Upper Clutha Interagency meetings offer a platform for support services to learn and share about different community services.
- ✔ In 2023, Council produced and published 'Our Community Kai Story - Tales of food, people and connection across Queenstown Lakes', a book celebrating the collaborative efforts of individuals and organisations who care deeply for the community.
- ✔ Council has identified 28 Pacific and ethnic community groups that are both formalised and informal in structure. These groups, including faith-based organisations, celebrate their national holidays with cultural events and food, which they are open to sharing with the wider community, e.g., Festa Junina (Brazilian celebration), India Independence Day, Chuseok (Korean Thanksgiving), Teej (Hindu celebration for Indian and Nepalese people), Holi (Festival of Colours), South African Family Day, Fiji National Day, Bachata dance classes, Fiestas Patrias (Chile Independence Day), Eid al-Fitr (end of Ramadan celebrations), Dashain (Hindu religious festival for Nepalese people), Grand Kirtan Samagam (Sikh celebration).
- ✔ Employers, schools and faith-based organisations are gateways for sharing information with newcomers.
- ✔ Place-based Community Associations acknowledge newcomers by building relationships and organising neighbourhood events to foster more community spirit, wellbeing and resilience. There are 15 Community Associations in the district.
- ✔ QLDC's Libraries have a world language collection of books in a range of languages, and regularly promote initiatives that support inclusion, such as the community-led Lilliput Libraries located at the Frankton Library.
- ✔ Since 2002, St Margaret's Presbyterian Church organises an annual Pasta Café in the winter with home baking and music, attracting many newcomers and the wider community in a safe space.
- ✔ Māori Language Week (the 3rd of week of September) is celebrated yearly via QLDC libraries and Te Atamira, a community-oriented arts and culture centre.
- ✔ Welcoming Week⁷ (the 2nd week of September) is celebrated annually in many councils in Aotearoa New Zealand. In 2024, our district embraces the opportunity to celebrate our welcoming values through local events and initiatives that foster mutual understanding, stronger connections, and deeper belonging among all of us — particularly long-established migrants and newcomers.
- ✔ Local community groups are empowered to lead activities under the different national language weeks, e.g., Pacific Language Weeks, Chinese Language Week, Spanish Language Week.

⁷ Welcoming Week <https://www.immigration.govt.nz/about-us/what-we-do/welcoming-communities/welcoming-week-te-wiki-o-manaaki>

Case Study

I World Languages Book Collection

The Frankton Library set up six Lilliput Libraries (little community libraries) in 2023 where anyone can swap, borrow or donate books without a library card. Book collections are in multiple languages representing different geographical areas: Africa and Middle East; Asia; Central Asia; Europe; Latin and South America; South-East Asia and Pacific Island nations.

Thanks to external funding, the project allowed talented artists from different Pacific and ethnic communities to paint and decorate six purpose-built book cabinets, representing the cultures and heritage from all corners of world. The Lilliput Libraries can be accessed at any time (24/7), but the main library remains responsible for the coordination of the book exchanges and loans providing a space for languages spoken in New Zealand and from across the world.

This project aims to enable those communities to read books in their own native language and ensure the language is passed on to their children as a heritage language. English being the dominant language in New Zealand, children have often difficulty to learn and speak their heritage language. This is because of insufficient input from the social environment, e.g., school and friends.

All Libraries in our district offer in-house and loanable world languages collection of books in multiple languages, and future work will be done to expand and promote online collections. We want to create a sense of belonging and connection through a celebration of language and culture.



Lilliput Libraries, Frankton Library, April 2023.



5. Economic Development, Business and Employment | Te Whanaketanga ā-Ōhanga, te Pakihi me te Whiwhi Mahi

Communities maximise and harness the economic development opportunities that newcomers can offer. Council works with business associations to promote the contribution that newcomer business owners and skilled migrants make to the region’s economy.

What are the actions?

#	ACTION	YEAR OF DELIVERY			WHO'S LEADING
		2024-25	2025-26	2026-27	
5.1	Newcomers, including international students, are supported to access local employment information, services and networks.				Partners and QLDC
	» Expand existing local resources to help newcomers settle into their new workplace and consider how this aligns with the “welcoming network”.				
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.				Partners and QLDC
	» Provide newcomers with information and upskilling opportunities to access training, career opportunities and entrepreneurial pathways in a diverse range of industries.				
	» Support aspiring migrant entrepreneurs and innovators to access information, expert advice and business coaching to start a business.				
	» Explore sponsorship opportunities for migrant business owners to access leadership development programmes.				
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.				Partners and QLDC
	» Support and promote excellence in workplace diversity, equity and inclusion.	Ongoing/already started			
	» Explore and/or develop retention strategies targeted to skilled migrants in the district.				
5.4	Local employers and workforces develop their intercultural competency.				Partners and QLDC
	» Advocate, educate and support diversity, equity and inclusion competencies across the business sector, professional networks and support services.				

#	ACTION	YEAR OF DELIVERY			WHO'S LEADING
		2024-25	2025-26	2026-27	
5.5	Mutually beneficial connections and initiatives are set up with migrant businesspeople by the local business community and professional networks.				
	<p>» Research and build a case study on migrant business owners of SME's (Small and Medium Enterprises), their needs and ways to seek information and engage with local business sector and professional networks.</p> <p>» Ensure local chambers of commerce have mechanisms to attract and retain migrant business owners within their membership.</p>				Partners and QLDC

- Ongoing/already started actions
- New actions to implement

Snapshots

Know your employment rights is a resource in multiple languages that provides an overview of the minimum employee rights.



What is already happening?

- ✓ Destination Queenstown, Lake Wānaka Tourism and QLDC jointly developed Queenstown Lakes' Destination Management Plan, Travel to a Thriving Future. The plan aims to achieve regenerative tourism and a carbon zero visitor economy by 2030.
- ✓ Queenstown Lakes Economic Diversification Plan New Pathways to a Thriving Future is a strategy to diversify the economy thus ensuring the future health of our people, economy, and environment. One of the focuses is on attracting productive newcomers.
- ✓ Employers hiring migrant workers are required to provide information to help them settle into their jobs and life in Aotearoa New Zealand.
- ✓ English language schools and tertiary education providers provide orientation sessions and resources on how to settle in our district to international students.
- ✓ MahiQL Queenstown Lakes Workforce Strategy 2024-2027 presents strategic pillars and workforce outcomes to ensure our district's workforce and business community thrive together.
- ✓ Connected.govt.nz is a central place for information from the New Zealand Government, relating to employment, education and training.
- ✓ QLDC sponsored the new category 'Excellence in Diversity and Inclusion' for 2023 Queenstown Business Awards organised by the Queenstown Business Chamber of Commerce.
- ✓ Startup Queenstown Lakes is a dedicated organisation for aspiring entrepreneurs and innovators in the district who have an idea for a product, service, company, or non-profit.
- ✓ KUMA [Te Kupeka Umaka Māori ki Āraiteuru] Southern Māori Business Network helps build connections between whānau to enhance their individual professional and business success. They host the annual KUMA Business Awards and operate in Otago and Southland.
- ✓ Study Queenstown is the regional education organisation responsible for the marketing and promotion of Queenstown as an educational and study destination for international students at primary, high school or tertiary education.
- ✓ Queenstown Business Chamber of Commerce and Wānaka Business Chamber are local organisations that support a thriving resilient business community by providing training opportunities, organising networking events and supporting the business sector with advocacy and representation.

Snapshots



Toolkit, Queenstown Business Chamber, July 2023.



Information session on 'Pathways to residency' organised by Citizens Advice Bureau, December 2023.

Case Study

I Sponsoring Diversity and Inclusion

Queenstown Lakes District Council proudly sponsored one of the newest categories at the 2023 Queenstown Business Awards, 'Excellence in Diversity and Inclusion'. This award recognises an organisation that has put people at the heart of its business by successfully developing and implementing diversity and inclusion initiatives that foster wellbeing, connectedness and belonging, benefiting employees and the wider community.

Council believes that the first step to embrace diversity and inclusion is to acknowledge and consider the fundamental aspects of Māori culture, traditions and world view as part of Aotearoa New Zealand's values and norms. From this perspective, Māori and tikāka are not simply one of the many dimensions of diversity, but a fundamental foundation upon which integrative efforts to all dimensions are articulated. Council works alongside our Iwi partners and endeavours to practice genuine and tangible actions when engaging with Iwi. Staff have access to te reo Māori classes, training on tikāka practices as well as on the principles of Te Tiriti o Waitangi in the workplace.

Council is also a member of Diversity Works New Zealand⁸, the national body for workplace diversity and inclusion. Diversity Works New Zealand recognises the following designated groups as groups in the community that may be disadvantaged by inequality of opportunity in all forms of paid employment:

- » women
- » Māori
- » Pacific Island people
- » people from any ethnic minority
- » people with physical disabilities
- » people with mental disabilities
- » people with a diverse sexual orientation, gender identity and expression, and sex characteristics
- » people with neurodiversities
- » people facing age discrimination (young workers and older workers)
- » people facing discrimination based on religion

⁸ <https://diversityworks.nz/about-us/>

The Excellence in Diversity and Inclusion award encourages the business sector to include dimensions of diversity, equity and inclusion (DEI) in the workplace and to demonstrate initiatives that foster inclusion and belonging.

By sponsoring this award, Council sees an opportunity to leverage and promote the value of the Welcoming Communities programme for the newcomers, and the Economic Diversification Plan for its approach to attracting and retaining workers for our local business sector.



Queenstown Business Awards, November 2023.



6. Civic Engagement and Participation | Te Tūhononga me te Whai Wāhitanga Raraupori

Newcomers feel welcome to fully participate in the community.
Newcomers are active in all forms of civic participation.

What are the actions?

#	ACTION	YEAR OF DELIVERY			WHO'S LEADING
		2024-25	2025-26	2026-27	
6.1	The Council's elected members and staff effectively communicate with newcomers to promote their engagement in local government processes.				
	» Create opportunities for youth and newcomers to meet local government leaders and learn about roles and responsibilities of elected members.				Partners and QLDC
	» Research, develop and implement innovative approaches to engage with youth and newcomers that foster participation in local decision-making and other democratic processes.				Partners and QLDC
	» Provide ongoing civic education to wider community, including youth and culturally and linguistically diverse communities, to increase civic participation in local and central government elections, in collaboration with the Electoral Commission.				Partners and QLDC
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.	Ongoing/already started			Partners and QLDC
	» Explore opportunities to inform new citizens of Aotearoa New Zealand via the citizenship ceremonies on how to engage in local government process and participate in civil society.				QLDC
	» 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.				Partners and QLDC
	» Promote use of telephone & video interpreting services by newcomers to support hearings, submissions to Council as well as participation at Council's public forums.				QLDC
6.3	Newcomers' efforts and achievements in civic participation and community life are acknowledged and celebrated.				
	» Work with organisers of civic and community awards to recognise the contribution and achievements made by diverse communities with a focus on increasing accessibility and diversity of nominations.				Partners and QLDC

Ongoing/already started actions
 New actions to implement

Snapshots

Fijian youth visiting Queenstown Fire Station. Event organised by Queenstown Fijian Community Charitable Trust, April 2024.



Citizenship Ceremonies in Wānaka, December 2023 and Queenstown, March 2024.

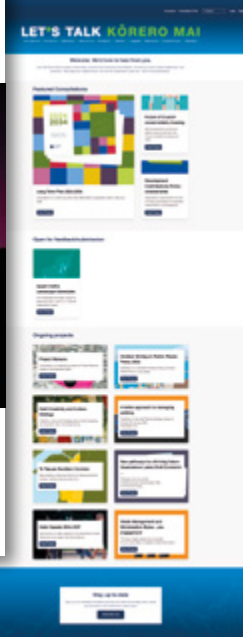


What is already happening?

- ✓ The Wānaka-Upper Clutha Community Board (WUCCB) holds a series of events known as 'Share with us' for locals and newcomers alike to share views with their elected members.
- ✓ QLDC's promotion of the 2022 Local Authority election actively focused on encouraging a diversity of candidates and encouraging all eligible voters to vote.
- ✓ The Get Ready website is translated into 14 languages. It has information about hazards in Aotearoa New Zealand and advice about how to get prepared for an emergency.
- ✓ The Annual Quality of Life Survey, conducted every year since 2018, aims to gather data and insight into what's going well and what people would like to change, helping to identify priority issues, pain points and opportunities to improve the quality of life for our communities.
- ✓ Volunteer South partners with community organisations and Council to deliver events that promote volunteering opportunities, e.g., Find Your Perfect Match, a volunteer speed dating event.
- ✓ The Spirit of the Whakatipu Awards recognise and celebrate individuals, organisations, groups and corporate entities who contribute to the Whakatipu community.
- ✓ There are community groups and individuals who offer civic 101 training to the wider community.
- ✓ Impact100 launched its Impactship programme aiming to diversify women's voices, foster community engagement and grow philanthropy in Queenstown.
- ✓ Let's Talk Kōrero Mai is an online platform available to all members of the community to share ideas, provide formal submissions and feedback, and discuss Council projects happening in our community. Council also produces a bi-monthly newsletter titled Let's Talk Kōrero Mai (previously Scuttlebutt), which goes out to residents and ratepayers online and in print.
- ✓ Inspirational Woman Awards New Zealand is held annually and celebrates the female leaders and change-makers of New Zealand whilst raising awareness around domestic violence.

Snapshots

'Share with us' for locals and newcomers alike to share views with their elected members in the Wānaka-Upper Clutha Community Board (WUCCB).



Let's Talk Kōrero Mai.
Visit <https://letstalk.qldc.govt.nz/>



Case Study

Volunteering for a successful integration in Aotearoa New Zealand

To celebrate Te Wiki Tūao ā-Motu | National Volunteer Week, Volunteer South collaborates with Council and local non-profit organisations annually to bring a 'speed dating' event with a community focus titled Find Your Perfect Match (FYPM). The concept of the event has a two-fold approach: 1) Opportunity is given to these organisations to connect with members of the community, and raise awareness of their mission and work, and share how people can volunteer to help with their events and activities. 2) Opportunity is also given to newcomers to get involved in a cause or activity that motivates them and enhances their feelings of belonging and being respected.

Perceptions of volunteering differ across cultures and across urban and rural areas. For overseas newcomers, volunteering represents opportunities to learn about the cultural and social norms of Aotearoa New Zealand and how 'community' is perceived in our district. By creating opportunities, such as FYPM, we are ensuring newcomers feel welcome to the district and are active in all forms of civic participation thus enabling them to have a successful integration.



Find Your Perfect Match, Volunteering event in Queenstown and Wānaka, June 2024.



7. Welcoming Public Spaces | Ngā Wāhi Tūmatanui Tāwhiri

Newcomers and receiving communities feel welcome in and comfortable using public spaces.

What are the actions?

#	ACTION	YEAR OF DELIVERY			WHO'S LEADING
		2024-25	2025-26	2026-27	
7.1	The design and operation of public spaces and facilities are culturally appropriate and reflect the diversity of the community.				
	» Connect with and empower newcomers to share their views and ideas to support diversity and inclusion in any new public space considered for development.	Ongoing/already started			Partners and QLDC
	» Review of the Cemeteries Handbook to ensure additions on death practices and internment requirements for diverse denominations.				QLDC
7.2	Welcoming public spaces provide opportunities to build trust and relationships between newcomers and members of the receiving community.				
	» Identify accessible 'Welcome Hubs' for newcomers as part of the development of a "welcome network", including community facilities (e.g. libraries, sport and recreation) and other community services and spaces.				Partners and QLDC
	» Promote local Welcome Forest planting days to new citizens, newcomers and the wider community.	Ongoing/already started			Partners and QLDC
	» Inform, educate and support newcomers to understand criteria, rules, regulations and exemptions when using Council public venues and spaces.				QLDC
7.3	Public spaces and buildings create a sense of community ownership and inclusion for all, including newcomers.				
	» Showcase diversity of the Council workforce in public facilities and communications to reinforce the sense of inclusion.				QLDC
	» Include wayfinding designs that weave in local history storytelling through Kāi Tahu context.	Ongoing/already started			Partners and QLDC
	» Increase use of imagery and artworks in public spaces and facilities that reflect the cultural diversity of the district.				Partners and QLDC
	» Develop signage in different languages in key public spaces.				Partners and QLDC

- Ongoing/already started actions
- New actions to implement

Snapshots

Showcasing public meeting spaces across the district.



What is already happening?

- ✓ QLDC Libraries reflect Aotearoa New Zealand’s biculturalism by having all signs in Te Reo Māori and English as part of QLDC Māori Language Policy. They offer a range of services and activities that support the settlement and integration of newcomers, e.g., financial literacy, computer basics classes, children’s activities and programmes.
- ✓ Libraries and Sport and Rec Centres are designed to be welcoming and inclusive with spaces that accommodate residents and newcomers, some of whom are living in shared accommodation and don’t have spaces to relax at home.
- ✓ The Whakatipu Community Hub has held focus groups with social and community sectors, including Pacific and ethnic communities, to create a bespoke co-working environment where local charity, social and community groups can work together. Construction is planned for late 2024.
- ✓ The Lower Shotover cemetery has a designated Muslim burial plot.
- ✓ Te Atamira, a multi-purpose community arts and cultural space is open to everyone to participate in and be inspired by arts and culture.
- ✓ The Millenium Pathway on the Wānaka lakefront is host to new historic tiles and Te Huruheru’s Map – a recreation of the first map of the area which aided early explorers.
- ✓ The Queenstown Town Centre Street upgrade designs incorporate local cultural storytelling.
- ✓ Jardine Park and Lismore Park are official public Welcome Forests for new citizens to plant a tree after obtaining their citizenship.

Snapshots

Lismore Park Welcome Forest, Wānaka, April 2022 and Jardine Park Welcome Forest, Queenstown, September 2022.



Case Study

Enabling culturally appropriate public spaces

Our district's Muslim community made enquiries to Council in 2021 about the expansion of cemeteries services for a Muslim burial plot. As stated in the Burial & Cremation Act 1964, it is the obligation of councils by legislation to consider and ultimately provide a denomination-specific burial space for those of any faith. However, each local authority is left to outline the process to follow when considering such a request.

The Council and the Muslim community worked closely to understand what was culturally required to create a proposal for a designated area for Muslim burials within the district's cemeteries.

Following approval, an information session on the Islamic burial protocols was conducted with key stakeholders. With guidance from the Muslim community, Council collaborated with Working Together Group, a well-known Auckland based charitable organisation specialised in providing assistance to Muslim communities and councils regarding Islamic funeral services and compliance. Funeral directors and guides, sextons, hospital managers, church ministers, St John ambulance, NZ Police and community organisations as well as

elected members were invited to learn about the practices in relation to Islamic burials and to meet the Muslim community. Training was also organised separately for Muslim men and Muslim women to learn how to prepare and shroud the bodies.

In November 2022, the first Muslim person was buried in our district. Council and the Muslim community were immediately notified and worked together to enable the community members to inter the deceased to their unique requirements. Council also advocated for their needs with the Queenstown Hospital to ensure they were able to wash the body.

This demonstrated the value in building a relationship with the Muslim community, raising awareness, and advocating with the wider community hence creating allies within the community. Communication and information sharing were key in that they allowed council staff and sextons to respond quickly and effectively to this interment request.

Queenstown Lakes District Council is proud to have a designated Islamic denominational area specifically for Muslim burials in the Lower Shotover Cemetery.



Muslim Burial Protocols Info session, July 2022 and Muslim burial plot with plaques fixed to a beam in Lower Shotover Cemetery, October 2023.



8. Culture and Identity | Te Ahurea me te Tuakiri

There is a shared sense of pride in being part of a culturally rich and vibrant community. People feel their culture is respected and valued by members of the community. There are opportunities to learn about each other's cultures.

What are the actions?

#	ACTION	YEAR OF DELIVERY			WHO'S LEADING
		2024-25	2025-26	2026-27	
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.				Partners and QLDC
	» Support and promote an annual district-wide Multicultural Festival linked to Race Relations Day (held annually in March).	Ongoing/already started			Partners and QLDC
	» Support Pacific and ethnic communities to share and celebrate their traditions and culture with the wider community.	Ongoing/already started			Partners and QLDC
	» Leverage Te Wāhi Toi, as the district-wide online directory and calendar of arts and cultural events, to promote and showcase cultural diversity.	Ongoing/already started			Partners and QLDC
8.2	Newcomers and the receiving community understand what values they each hold dear.				
	» Develop community resources and training workshops on the district's history and culture through Kāi Tahu context.				Partners and QLDC
	» Inform, educate and support newcomers to understand the district's values and goals to become a climate conscious and sustainable community.				Partners and QLDC

■ Ongoing/already started actions
■ New actions to implement

Snapshots

An array of events celebrating cultural traditions and showcasing diversity in Queenstown and Wānaka.



What is already happening?

- ✓ In partnership with Radio Central - Central Otago Football League, Council coordinated the district's first Multicultural Football Festival in 2023.
- ✓ The 2023 Festival of Colour included a cultural component as part of the Community Street Day, showcasing artistic talent from Pacific and ethnic communities of the district.
- ✓ The Arrowtown Autumn Festival includes guided tours from long-established Chinese migrants at the Arrowtown Chinese Settlement, and the Chinese communities showcasing their traditional clothing are part of the annual parade.
- ✓ The Queenstown Multicultural Festival started in 2022 and is now an important annual event that aims to celebrate and promote the diversity of cultures and traditions in the district. The festival will be held from now on in March to coincide with Race Relations Day, celebrated annually on the same day as the International Day for the Elimination of Racial Discrimination | United Nations.
- ✓ The Three Lakes Cultural Trust, Lakes District Museum and Council partnered to develop Te Muka Toi, Te Muka Tākata | The Creativity, Culture and Heritage Strategy for the Queenstown Lakes District.
- ✓ Te Wāhi Toi, developed by Three Lakes Cultural Trust and launched in 2023, is a free online directory. It's available as tool for the community to use to promote and learn about arts, culture and creativity in the district.
- ✓ Community organisations offer Te Tiriti o Waitangi | Treaty of Waitangi workshops to newcomers and wider community.
- ✓ The Queenstown Resort College offers the Ambassador Programme, a three-hour workshop on the rich history, notable figures, and iconic landmarks of Tāhuna Queenstown.
- ✓ Ngā Manu Hou o Whakatipu is recognised as the main community singing group for waiata (Māori songs).
- ✓ The Southern Institute of Technology and community groups offer te reo Māori classes.
- ✓ Pacific and ethnic communities celebrate their respective cultural events annually, showcasing traditional food and performances which they are open to sharing with the wider community, e.g., Diwali Night Festival, Latin Kiwi Integration Festival, Chinese New Year, Dia de los Muertos (Mexican Day of the Dead). Some also work with local cinemas to organise screening of foreign movies, e.g., Czech, Spanish, Nepali & French movies.

Snapshots



An array of events celebrating cultural traditions and showcasing diversity in Queenstown and Wānaka.

Case Study

I Celebrating multiculturalism

Following a successful debut in October 2022, the district's Multicultural Festival has continued to grow, becoming a major community event that celebrates the diversity of Pacific Peoples and ethnic communities and their cultural traditions of the district. It aims to provide a platform for local communities to showcase their cultural heritage through music, dance, art, and food, and foster cross-cultural understanding and appreciation through educational and cultural activities.

The Japanese community of the district have previously organised the annual Natsu Matsuri, their Summer Festival, and wanted to take it to another level. The Japanese community, together with a small group of multi-ethnic representatives, shared a vision and a dream to create a safe and inclusive space where people from all cultural backgrounds could come together to learn, share, and celebrate, promoting social cohesion and community engagement.

The 2023 second annual festival celebrated the many different cultures in town, with performances, traditions, arts, and food stalls. The event was a big hit with more than 2500 people attending the event throughout the day. A true sense of community engagement was observed and felt thus reflecting social collaboration and coproduction between cultures and defining what inclusion is all about.

Similarly, the organisers of Queenstown Diwali Night started as a small group in 2015 that wanted to bring joy and colour, initially to the Indian community of the district. Over time, other ethnic communities and the wider community have joined the annual event. The Queenstown Diwali Night now attracts locals and visitors to the district. Queenstown Diwali organisers delivered a high calibre 2023 event with top performances, laser lights projecting Indian culture and landmarks, as well as showcasing a video reminding the audience on the essence and significance of Diwali.

The Latin Kiwi Integration Festival is another example of a grassroots initiative that is gaining momentum since their inception in April 2023 with Latin dance performances, traditional food and a taste of music and songs that portray the rich tapestry of Spanish-speaking and Portuguese-speaking countries that are part of Latin America.

These types of events provide opportunities for members of Pacific Peoples and ethnic communities to volunteer, contribute, and collaborate in the planning and organisation of the event, encouraging a sense of ownership and pride in their community. The idea behind a district-wide Multicultural Festival is to celebrate and promote multiculturalism on a larger scale and ensure the wider community becomes part of it. This however doesn't prevent each community to continue celebrating their respective traditions throughout the year.



Diwali celebration and Multicultural Festival Queenstown, October 2023.

Strategic Context | Horopaki ā-Rautaki

Where does this plan fit in?

The Welcoming Plan aligns with our community's aspirations and the wellbeing outcomes we work to achieve for the community as outlined in our Strategic Framework below.

The overall purpose of “working towards healthier happier and more productive communities by welcoming newcomers into the local community” contributes to our community aspiration of **thriving people**.

Actions to ensure **equity** and **Mātauraka Kāi Tahu** are explicit throughout the plan. Achieving the outcomes of this plan will enable greater **resilience** through improved support within the community, as well as improved **sustainability** by building towards a future where connections are embedded in the way we live.

The eight pillars of this plan are aligned with the **community** wellbeing outcomes as well as the **people** wellbeing outcome of **a good standard of living**.




OUR COMMUNITY OUTCOMES...


...ARE SUPPORTED BY OUR WELLBEING OUTCOMES FRAMEWORK...


...AND DELIVERED EVERYDAY THROUGH OUR CORE ACTIVITIES...


...AND THROUGH ADDITIONAL FOCUS ON OUR STRATEGIC INVESTMENT PRIORITIES.

 **Thriving people**
| Whakapuāwai Hapori


 Living
Te Ao Māori
| Whakatinana i te ao Māori


 Opportunities for all
| He ōhaka taurikura

 Breathtaking creativity
| Whakaoohooho Auahataka

 Deafening dawn chorus
| Waraki

 Zero carbon communities
| Parakore hapori

 Disaster-defying resilience
| He Hapori Aumangea

 Pride in sharing our places
| Kia noho tahi tātou katoa

CROSS CUTTING
Equity
Mātauraka Kāi Tahu
Resilience
Sustainability

PEOPLE
Healthy and fulfilled people

A good standard of living

PLACE
A healthy natural environment
An enabling built environment

COMMUNITY
Connected communities
Belonging and identity
Participation and governance

- Community Partnerships
- Libraries
- Sport & Recreation
- Community Facilities and Venues
- Parks and Reserves
- Property
- District Plan
- Planning Policy
- Resource Consents
- Water Supply
- Wastewater
- Stormwater
- Transport
- Waste Minimisation and Management
- Strategic Growth - Spatial Plan
- Economy
- Climate Action and Resilience
- Regulatory Functions and Services
- Local Democracy
- Emergency Management
- Finance and Support Services

GET THE BASICS RIGHT FIRST
Protect human and environmental health
Maintain levels of service
Undertake essential renewals
Ensuring we're ready for the future

DIRECTLY INVEST IN INFRASTRUCTURE & SERVICES
Create well designed communities
Provide for growth
Build resilience and ability to adapt to the future
Enhance performance of the transport network
Create thriving town centres
Reduce carbon emissions

INVEST THROUGH PARTNERSHIP WITH OTHERS
Diversify the economy
Build a sustainable tourism system
Improve housing affordability

The Welcoming Plan is part of a system of strategies and action plans we have in place to help us work with our community to help realise community aspirations and to improve wellbeing across the district.



Along with the above core strategic plans there are a range of supporting strategies and action plans that, together with the Welcoming Plan, aim to improve **community** wellbeing outcomes and ensure we have a community of **thriving people**:

- » Joint Housing Action Plan
- » Mahi QL Workforce Leadership Strategy and Action Plan
- » New Pathways to a Thriving Future, Economic Diversification Plan
- » Te Muka Toi, Te Muka Tākata: The Creativity, Culture and Heritage Strategy
- » Travel to a Thriving Future, A Regenerative Tourism Plan
- » Diversity, Equity and Inclusion Policy
- » Mode Shift Plan
- » Community Facilities Strategy
- » Parks and Open Spaces Strategy
- » Libraries Strategy

Head to www.qldc.govt.nz to read more about these strategies and plans.

QLDC's **Diversity, Equity and Inclusion Policy** commits to creating a supportive, equitable and inclusive workplace environment. Drawing from this policy, the Welcoming Plan acknowledges the benefits of individual differences, backgrounds and experiences. These may include, but are not limited to, disabilities, differences of race, ethnicity, gender identity or expression, sexual orientation, socio-economic status, age, neurodiversity, or religious beliefs. All newcomers should feel welcomed, valued, and respected, enabling them to fully contribute to our community.

How will we measure success?

We'll be measuring success by working through the Welcoming Communities accreditation model.

To progress from stage 1, a Committed Welcoming Community to stage 2, an Established Welcoming Community, 50% of sub-outcomes need to be achieved which means 15 of the 30 sub-outcomes.

As we progress the actions in the plan, we'll provide evidence to demonstrate we are meeting the sub-outcomes in the Standard.

Using the evidence gathered, Council will complete a self-assessment. It will rate the extent to which it has met each sub-outcome on a scale of 1 to 5. See **Appendix B** for further explanation on the model.

We will also continue to measure meaningful progress towards achieving the district's wider community and wellbeing outcomes, as defined in the QLDC Strategic

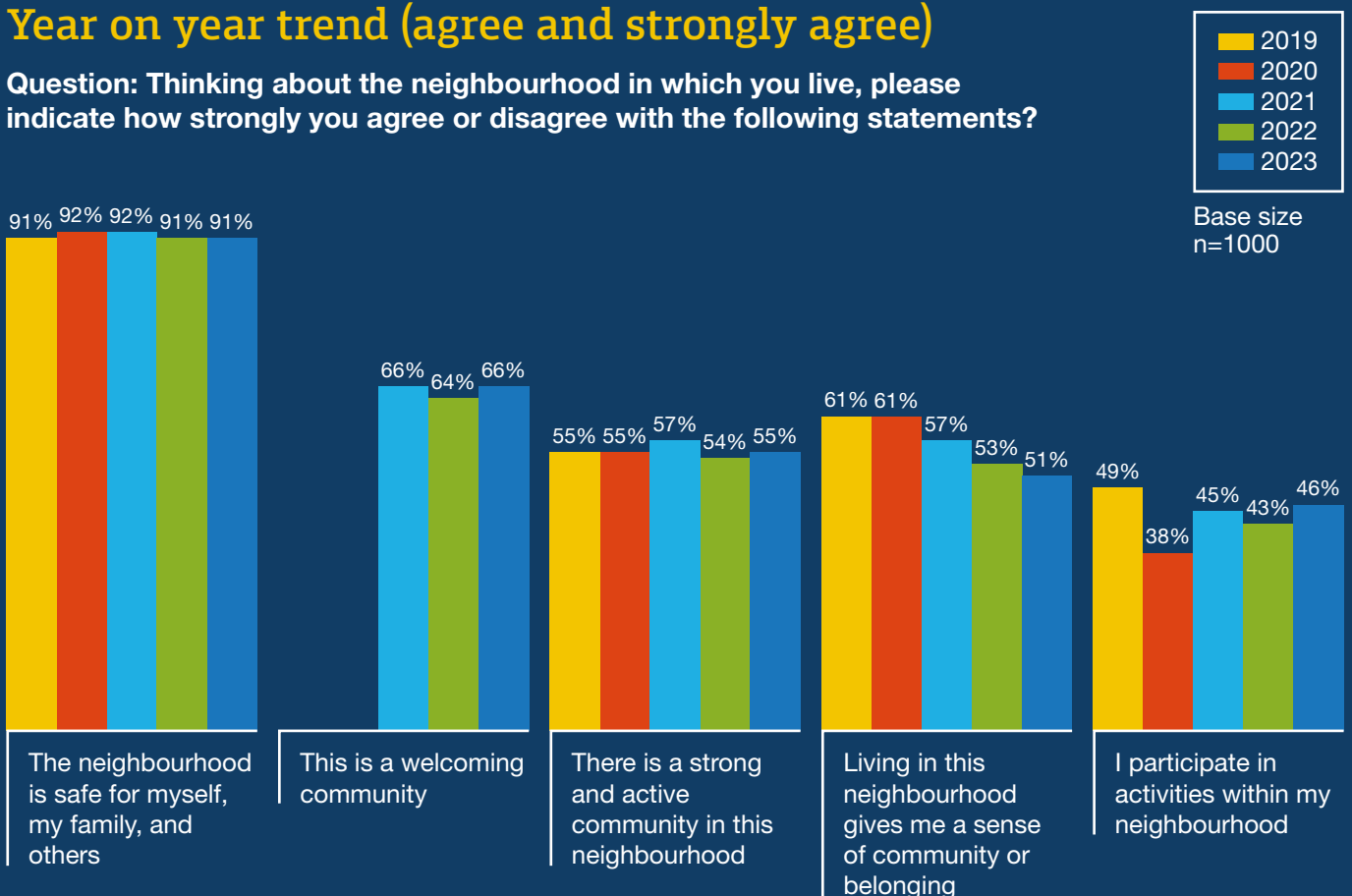
Framework. One of the measurement tools is the annual Quality of Life⁹ survey. The information is used to support improvements to community wellbeing through planning and decision-making by Council and other organisations, as well as advocacy to central government on behalf of the community.

As an example, see a section of the 2023 Quality of Life survey below that asks participants to indicate how strongly they agree or disagree with the statements related to neighborhood connection and wellbeing.

Go to **Appendix C** for analysis and comparison between perceptions of newcomers (less than five years in the district) and total residents on neighbourhood connection and wellbeing as well as resilience and emergency preparedness.

Year on year trend (agree and strongly agree)

Question: Thinking about the neighbourhood in which you live, please indicate how strongly you agree or disagree with the following statements?



Area Differences

The image below shows the neighbourhood measures for different parts of the district. Results show agree and strongly agree ratings. Data taken from the [Quality of Life Survey 2023](#).

GLENORCHY

Safe _____	100%
Welcoming _____	92%
Strong/active _____	79%
Belonging _____	79%
Participation _____	66%

ARTHURS POINT

Safe _____	96%
Welcoming _____	86%
Strong/active _____	77%
Belonging _____	69%
Participation _____	51%

FRANKTON

Safe _____	88%
Welcoming _____	47%
Strong/active _____	32%
Belonging _____	27%
Participation _____	26%

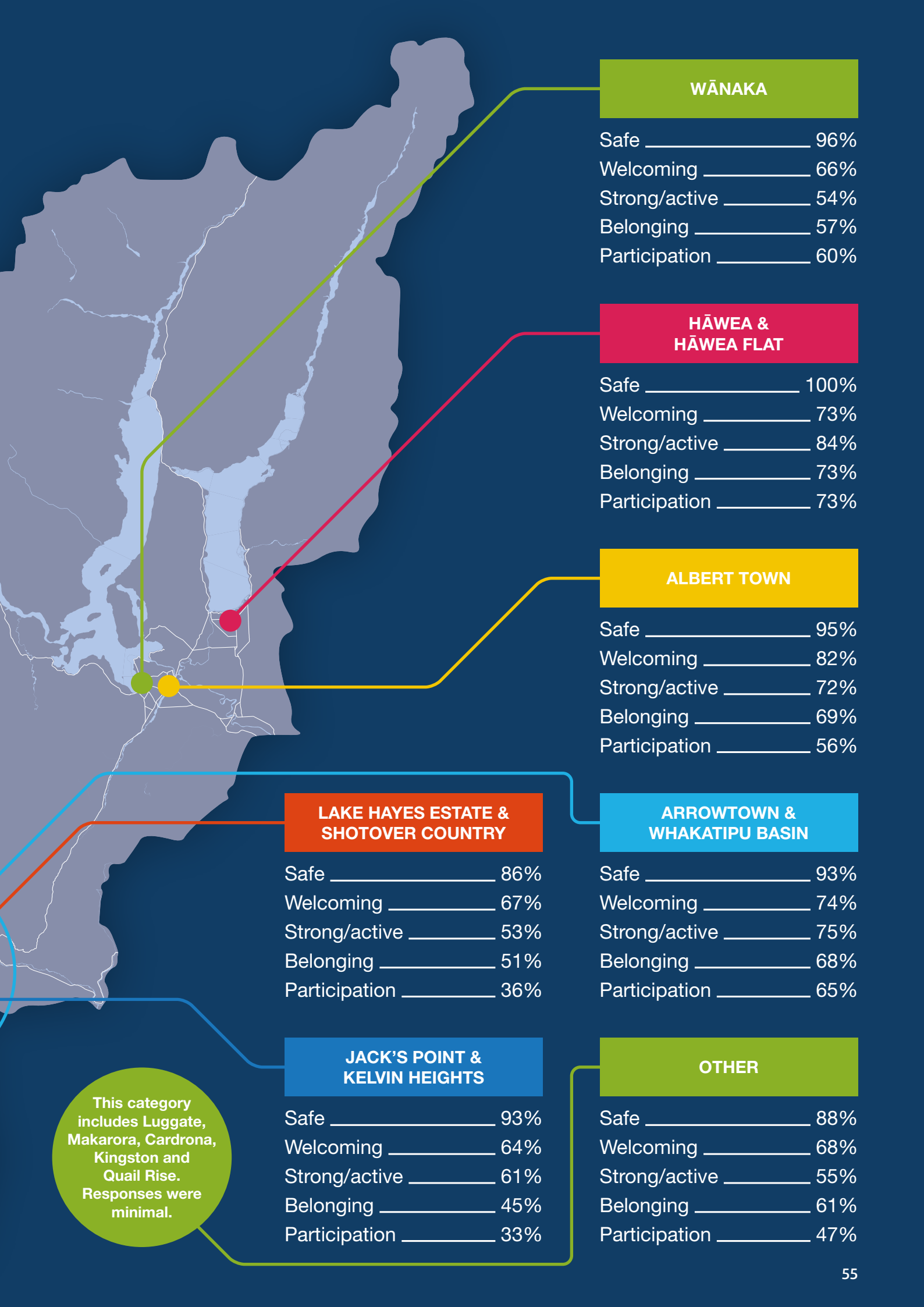
QUEENSTOWN

Safe _____	86%
Welcoming _____	43%
Strong/active _____	25%
Belonging _____	26%
Participation _____	27%

SUNSHINE BAY / FERNHILL

Safe _____	85%
Welcoming _____	69%
Strong/active _____	50%
Belonging _____	35%
Participation _____	33%





WĀNAKA

Safe _____ 96%
 Welcoming _____ 66%
 Strong/active _____ 54%
 Belonging _____ 57%
 Participation _____ 60%

HĀWEA & HĀWEA FLAT

Safe _____ 100%
 Welcoming _____ 73%
 Strong/active _____ 84%
 Belonging _____ 73%
 Participation _____ 73%

ALBERT TOWN

Safe _____ 95%
 Welcoming _____ 82%
 Strong/active _____ 72%
 Belonging _____ 69%
 Participation _____ 56%

LAKE HAYES ESTATE & SHOTOVER COUNTRY

Safe _____ 86%
 Welcoming _____ 67%
 Strong/active _____ 53%
 Belonging _____ 51%
 Participation _____ 36%

ARROWTOWN & WHAKATIPU BASIN

Safe _____ 93%
 Welcoming _____ 74%
 Strong/active _____ 75%
 Belonging _____ 68%
 Participation _____ 65%

JACK'S POINT & KELVIN HEIGHTS

Safe _____ 93%
 Welcoming _____ 64%
 Strong/active _____ 61%
 Belonging _____ 45%
 Participation _____ 33%

OTHER

Safe _____ 88%
 Welcoming _____ 68%
 Strong/active _____ 55%
 Belonging _____ 61%
 Participation _____ 47%

This category includes Luggate, Makarora, Cardrona, Kingston and Quail Rise. Responses were minimal.

Glossary of terms

TERM	DEFINITION
Civil society	Civil society is that part of society that consists of organisations and institutions that help and look after people, their health, and their rights. It does not include the government or the family. Civil society in action includes activities like serving on the local school board of trustees or volunteering in the community.
Climate conscious community	A community which is aware of how humanity affects climate change, their role in reducing greenhouse gas emissions and how they can prepare for the impacts of climate change.
Community	Refers to everyone living and working in a community. It encompasses: the local government council, Māori organisations, the business sector (for example, individual businesses, the economic development agency, the chamber of commerce and business and industry sector organisations) cultural and sporting sectors, community and religious organisations, settlement service providers, non-government organisations, families and individuals.
Community board	<p>Gives a voice to communities of interest within a council/kaunihera catchment and act as representatives, advocates and connectors of those communities. A board's purpose is to engage with that community and advocate for it in council/kaunihera discussions/kōrero and decisions.</p> <p>Our district has a Wānaka-Upper Clutha Community Board (WUCCB) that represents and acts as an advocate for the Wānaka and wider Upper Clutha community. The Council has given extensive delegation to the WUCCB to make decisions on many of the facilities and services located within the Wānaka-Upper Clutha Ward.</p>
Council or councils	Refers to the local government elected representatives and staff. These may be city, district or regional councils.
Culturally & Linguistically Diverse (CALD)	Culturally and linguistically diverse is a broad and inclusive umbrella term for communities with diverse language, ethnic background, nationality, dress, traditions, spiritual and religious beliefs and practices. About eCALD® Services eCALD
Ethnic and Ethnic communities	Include people who identify as African, Asian, Continental Europe, Latin American, and Middle Eastern. They include former refugees, asylum seekers, new and temporary migrants, long-term settlers and multigenerational New Zealanders. https://www.ethniccommunities.govt.nz/our-communities/
Hui	Gathering, meeting, assembly, seminar, conference.
Iwi	Extended kinship group, tribe, nation, people, nationality, race - often refers to a large group of people descended from a common ancestor and associated with a distinct territory.
Kāi Tahu (Ngāi Tahu)	Tribal group of much of the South Island, sometimes called Kāi Tahu by the southern tribes.

Long-established migrants	Refers to migrants living in New Zealand for more than five years.
Mana whenua	Historical and traditional landowners, including iwi (tribes) and hapū (sub-tribes).
Mātauraka	Knowledge, wisdom, understanding, skill - sometimes used in the plural.
Newcomers	Refers to recent migrants living less than five years in New Zealand, former refugees and international students. However, we expect the programme to have positive benefits for existing residents as well as for New Zealanders who may have recently moved to a region.
Pacific and Pacific Peoples	Umbrella terms used to categorise islands in the Pacific Ocean. These terms are used in reference to the islands of Melanesia, Micronesia, and Polynesia in particular. “Pacific peoples” may be recent migrants, long settled in New Zealand, or New Zealand-born. https://tapasa.tki.org.nz/about/tapasa/pacific-and-pasifika-terminology https://newzealandcurriculum.tahurangi.education.govt.nz/leap---pacific-peoples-in-new-zealand/5637151350.p
Papatipu	Ancestral land - Māori land held under customary title and not having a European title.
Rangatahi	Youth or young person or persons in Māori language.
Receiving community	Refers to the existing population living within a community, some of whom are New Zealand-born and some of whom are not. This is sometimes referred to as the ‘host community’.
Rūnaka	Tribal council, assembly, iwi authority - assemblies called to discuss issues of concern to iwi or the community.
Sustainable community	A community which values and protects the natural world to support the needs of current and future generations.
Tangata whenua	The indigenous Māori people of Aotearoa New Zealand, including iwi (tribes), hapū (sub-tribes) and other hapori Māori (Māori communities).
Te Ao Māori	Māori world view.
Te reo Māori	Māori language.
Te Tiriti o Waitangi	The Treaty of Waitangi is Aotearoa New Zealand’s founding document. It takes its name from the place in the Bay of Islands where it was first signed, on 6 February 1840. This day is now a public holiday in New Zealand. The Treaty is an agreement, in Māori and English, that was made between the British Crown and about 540 Māori rangatira (chiefs). The Treaty in brief NZ History
Tikāka	Correct custom, habit, way, practice, convention, protocol - the customary system of values and practices that have developed over time and are deeply embedded in the Māori social context.

Source for terms in te reo Māori: [Te Aka Māori Dictionary \(maoridictionary.co.nz\)](https://maoridictionary.co.nz)

Te reo Māori translation: Please note that QLDC uses the local Kāi Tahu dialect which replaces the ‘ng’ with ‘k’, e.g., tākata (people) instead of tāngata.

Appendix A

Timeline on how we gathered data

February 2022

Multicultural Community Leaders online hui attended by 39 people, 28 of which were part of the different ethnic communities of our district.

May 2022

Wānaka Connection Café with over 50 people in attendance to hear and discuss the activities and services available for newcomers in the Upper Clutha area.

June 2022

Queenstown Welcoming Communities Hui with total of 134 people in attendance from local iwi, key stakeholders, elected members, QLDC staff including 49 Pacific and ethnic community leaders and newcomers. A world café style discussion was facilitated around the ways that the community can support newcomers to feel welcome and able to participate in the economic, civic, cultural and social life of the district.

July 2022

Establishment of first Welcoming Communities Advisory Group for Whakatipu to help guide the development of this plan.

August 2022

The Welcoming Communities Stocktake Summary Report was published with semi-structured interviews with key stakeholders including council staff conducted between April 2022 and June 2022. The Summary provides a snapshot on how QLDC and the community are currently doing well and opportunities for the future, across the outcomes of the Welcoming Communities programme.

November 2022

Upper Clutha Welcoming Communities Hui with total of 88 people in attendance from local iwi, key stakeholders, elected members, QLDC staff including 28 ethnic members and newcomers. A world café style discussion was facilitated around the ways that the community can support newcomers to feel welcome and able to participate in the economic, civic, cultural and social life of the district.

January 2023

Establishment of first Welcoming Communities Advisory Group for Upper Clutha to help guide the development of this plan.

February 2023

Queenstown engagement hui with total of 56 persons in attendance including elected members, executive staff and 39 Pacific and ethnic community leaders and newcomers.

February 2023

Queenstown engagement hui with key support services with total of 34 persons in attendance from a wide range of sectors. The purpose of the hui was to generate engagement and ownership of the Welcoming Communities programme by gathering feedback on concrete actions to support the development of a Welcoming Network.

March 2023

Wānaka engagement hui with key support services with total of 38 persons in attendance from a wide range of sectors. The purpose of the hui was to generate engagement and ownership of the Welcoming Communities programme by gathering feedback on concrete actions to support the development of a Welcoming Network.

February 2024

12 Council departments were consulted on a sample of key actions of the plan. This was to generate buy-in and ownership of actions across the whole organisation. Engagement occurred between February and April 2024.

April 2024

Pre-engagement phase with 15 targeted stakeholders to generate buy-in and discussion on the feasibility and relevancy of key actions of the plan for their organisation. Engagement occurred between April and June 2024.

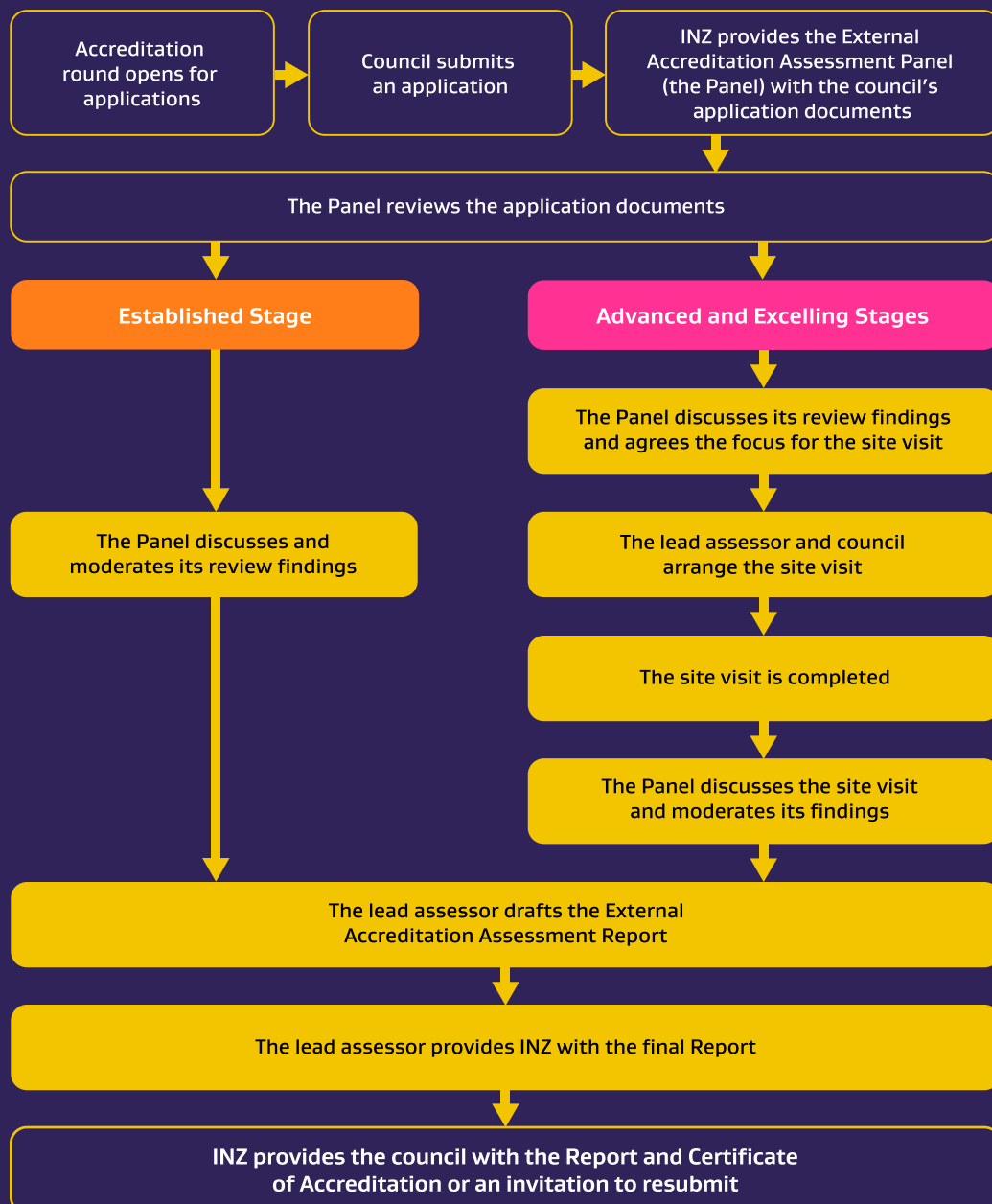
Appendix B

Welcoming Communities Accreditation Model

The Welcoming Communities accreditation model¹⁰ assesses how well a community is meeting the Standard's sub-outcomes through implementing its Welcoming Plan and confirms that a council and community are demonstrating the features expected in a Welcoming Community.

Each stage in the accreditation model has a set of features that describe what is expected from a council and community at that stage. All the features need to be present or in progress to be accredited hence providing a measure of success.

The Assessment Process for Established, Advanced and Excelling Stages



¹⁰ Applicant Accreditation Manual (immigration.govt.nz)

Appendix C

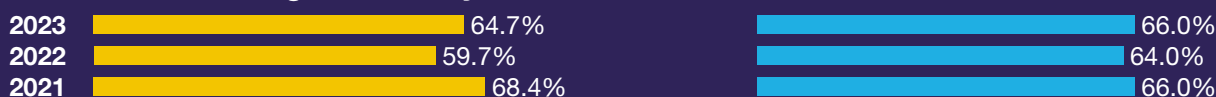
Newcomer perceptions - Quality of Life 2023 Neighbourhood

The graphs compare perceptions of newcomers (less than five years in the district) and total residents on neighbourhood connection and wellbeing as well as resilience and emergency preparedness.

Residents who agree or strongly agree with the following questions from the quality of life survey:

■ Less than 5 years in the district
■ All residents

This is a welcoming community



My neighbourhood gives me a sense of community or belonging



There is a strong and active community in this neighbourhood



I participate in activities within my neighbourhood



The neighbourhood is safe



I consider myself resilient and prepared for an emergency



I consider my neighbourhood resilient and prepared for an emergency



To read more of the Quality of Life Survey 2023 report go to www.qldc.govt.nz/community-research



Notes



A series of horizontal blue lines for writing notes, spanning the width of the page.



Update on Welcoming Communities



Objectives of Welcoming Communities

- » Create intentionally welcoming and inclusive communities where newcomers and local residents can participate fully in the social, civic, cultural and economic life of the community.
- » Attract, support and retain skilled people.
- » Provide a unifying framework (the Welcoming Communities Standard) to manage, implement and highlight good settlement work already underway and stimulate innovative new activities.
- » Foster trust in the newcomer community.



Welcoming Communities Standard



**Te Hautūtanga
Whakauruuru**

**Inclusive
Leadership**



**Ngā
Whakawhitinga
Kōrero Tāwhiri**

**Welcoming
Communications**



**Te Urunga
Mana Ōrite**

**Equitable
Access**



**Ngā Hapori
Whakauruuru
e Honoa ana
Tētahi ki Tētahi**

**Connected
and Inclusive
Communities**



**Te Whanaketanga
ā-Ōhanga,
te Pakihi me te
Whiwhi Mahi**

**Economic
Development,
Business and
Employment**



**Te Tūhononga
me te Whai
Wāhitanga
Raraupori**

**Civic
Engagement
and Participation**



**Ngā Wāhi
Tūmatanui
Tāwhiri**

**Welcoming
Public Spaces**



**Te Ahurea me
te Tuakiri**

**Culture
and Identity**

Who are our newcomers?



Welcoming Communities Accreditation Stages





QUEENSTOWN LAKES DISTRICT COUNCIL

When planning what to spend money on, we need to focus on things Council can influence.

OTAGO REGIONAL COUNCIL (REGION-WIDE)

CENTRAL GOVERNMENT (NZ-WIDE)

Delivers services and programmes through departments and crown entities. It also writes the 'rule book' for what councils can and can't do.



Flagship Projects – Current State

Haere mai
Welcome!

NEWCOMERS GUIDE TO THE QUEENSTOWN LAKES DISTRICT

AN ESTABLISHED ORGANISATION
QUEENSTOWN LAKES DISTRICT COUNCIL
Welcoming Communities
TO RESOURCES IN NEED OF THEM

Social English Classes

Want to improve your English conversation skills? Queenstown and Frankton Libraries are hosting FREE informal English sessions with an experienced tutor!

Join us to:
Practice speaking and listening. Have fun while improving your English!

Queenstown Library
Every first Thursday of the month, 9.30–6.30pm

Frankton Library
Every third Thursday of the month, 9.30–6.30pm

Scan the QR code for more information.

Welcoming Communities
Central Lakes TRUST
libraries
whare pukapuka
Queenstown Lakes



GOOD AND READY

DISASTER & EMERGENCY PREPAREDNESS WORKSHOP

Tuesday May 12 | Queenstown Events Centre



Queenstown Association of Migrant Pinoys Inc.

Korean Association of Queenstown

About us
Our events and activities

Our Queenstown I community

Our Queenstown Lakes community

Keep connected

Queenstown Multicultural Festival

21 March
10am - 5pm
Queenstown Events Centre

FIRST SPLASH: SWIM WITH CONFIDENCE

A SWIMMING PROGRAMME SPECIFIC TO THE MIGRANT WOMEN COMMUNITY

Can't swim, but want to? Join our migrant women swimming programme which will teach you the basics of water safety and give you water wings! Learn to love the water and improve your swimming technique.

LESSON TIME: Thursday 6.00pm to 6.45pm
DURATION: 5 weeks
PROGRAMME START: Thursday 9 October
PROGRAMME END: Thursday 8 November

STARTS THURSDAY 9 OCTOBER

Alpine Aqualand
QUEENSTOWN LAKES DISTRICT COUNCIL

Welcoming Communities Investment

FY	QLDC	MBIE (incentive)	Other QLDC units	Other external funding
2021-2022	\$23,372	\$50,000 (toward salary 1 FTE*)	\$500 EF	
2022-2023	\$32,264	\$50,000 (toward salary 1 FTE) \$10,000 (toward welcoming projects)		
2023-2024	\$24,420	\$50,000 (toward salary 1 FTE)	\$400 P&C \$1500 P&C	\$35,000 (toward salary 0.5 FTE** for Wānaka-Upper Clutha) from Te Hau Toka Southern Lakes Wellbeing Group
2024-2025	\$25,113	\$9,500 (toward welcoming projects)		\$41,000 from Central Lakes Trust
2025-2026	\$35,000		\$976 Climate Action	

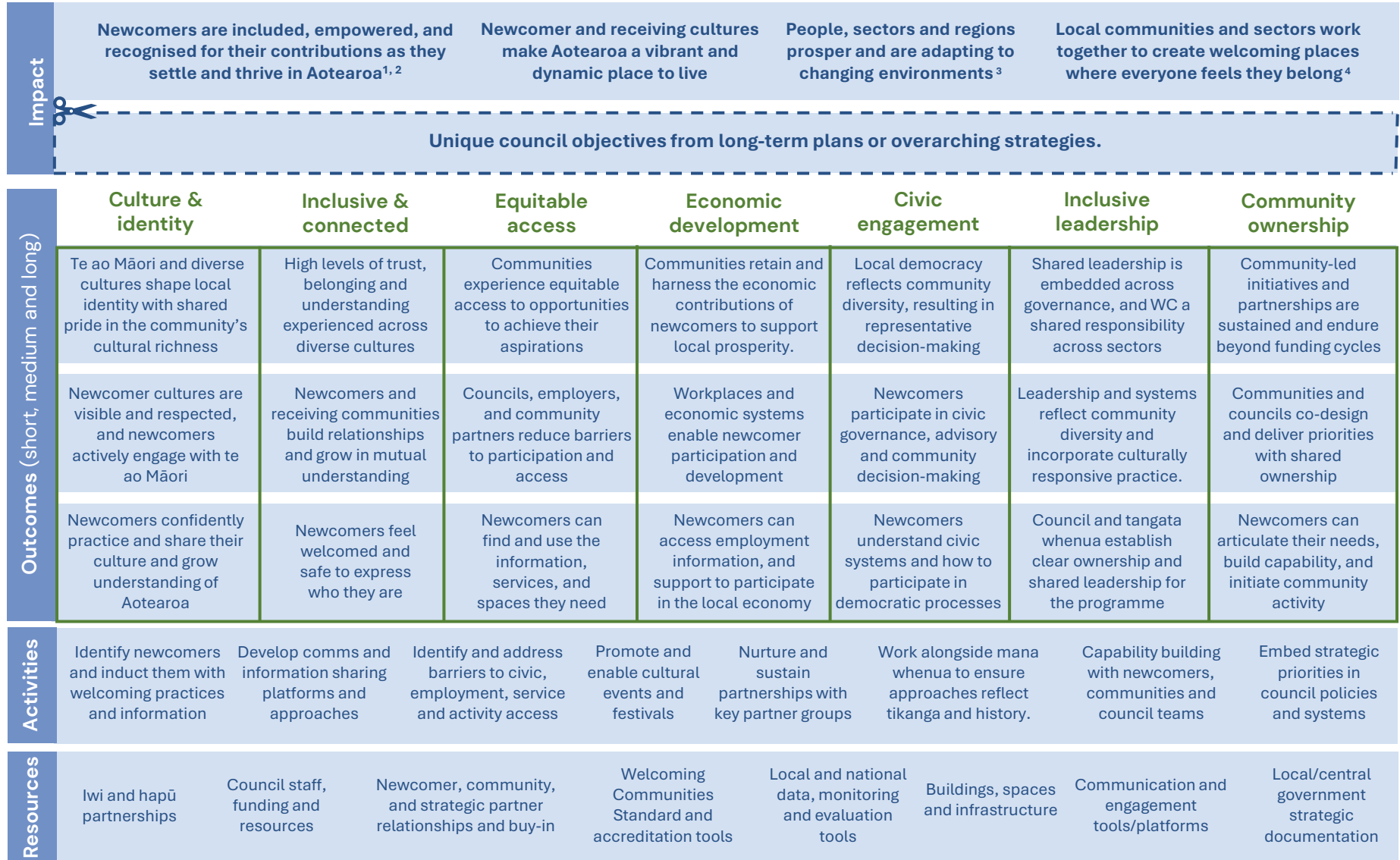
*Role of Welcoming Communities Advisor is 100% covered by QLDC since July 2024.

**Role of Welcoming Communities Coordinator in Wānaka-Upper Clutha was disestablished in Dec 2024.

Welcoming Communities | Theory of Change - Explainer



The Welcoming Communities Theory of Change (ToC) describes how the resources invested and activities undertaken by all Welcoming Communities councils are expected to lead to short-, medium- and long-term outcomes for newcomers and receiving communities and contribute over time to the realisation of both local and national strategic impacts. This ToC has been designed to reflect the realities of all participating councils and local boards and has been tested and refined with members of both the core working group and steering group.



The impact section is split into national- and local-level impacts. National impact statements reflect strategic intentions of the NZ Refugee Resettlement and Migrant Settlement and Integration Strategies¹, MEC², MBIE³ and Welcoming International⁴.

The outcome sections draw lines of sight from early- through to medium- and long-term outcomes according to each outcome area, enabling outcomes to be read vertically and horizontally.

- Short-term outcomes are changes expected to occur at an individual level, predominantly for newcomers.
- Medium-term outcomes are changes that we expect to see amongst newcomers, receiving communities, and key stakeholders.
- Long-term outcomes are changes that we expect to see at the broader community-level, after several years.

The activity section summaries the key activities found across the four activity areas: (1) Identify and Welcome, (2) Address access, (3) Create cohesion, and (4) Embedding.

The resources section describes what is required to deliver the activities above.

Welcoming Communities National Evaluation Framework | Theory of Change (final draft)

Impact	<p>Newcomers are included, empowered, and recognised for their contributions as they settle and thrive in Aotearoa</p> <p>Newcomer and receiving cultures make Aotearoa a vibrant and dynamic place to live</p> <p>People, sectors and regions prosper and are adapting to changing environments</p> <p>Local communities and sectors work together to create welcoming places where everyone feels they belong</p>									
What we contribute to nationally...										
What we contribute to locally...	<p> Unique council objectives from long-term plans or overarching strategies.</p>									
Long-term										
Will occur and be maintained 10+ years...	Te ao Māori and diverse cultures shape local identity with shared pride in the community's cultural richness	High levels of trust, belonging and understanding experienced across diverse cultures	Communities experience equitable access to opportunities to achieve their aspirations	Communities retain and harness the economic contributions of newcomers to support local prosperity.	Local democracy reflects community diversity, resulting in representative decision-making	Shared leadership is embedded across governance, and WC a shared responsibility across sectors	Community-led initiatives and partnerships are sustained and endure beyond funding cycles			
Medium-term										
Will occur and be maintained 5+ years...	Newcomer cultures are visible and respected, and newcomers actively engage with te ao Māori	Newcomers and receiving communities build relationships and grow in mutual understanding	Councils, employers, and community partners reduce barriers to participation and access	Workplaces and economic systems enable newcomer participation and development	Newcomers participate in civic governance, advisory and community decision-making	Leadership and systems reflect community diversity and incorporate culturally responsive practice.	Communities and councils co-design and deliver priorities with shared ownership			
Short-term										
We will see during or shortly after...	Newcomers confidently practice and share their culture and grow understanding of Aotearoa	Newcomers feel welcomed and safe to express who they are	Newcomers can find and use the information, services, and spaces they need	Newcomers can access employment information, and support to participate in the local economy	Newcomers understand civic systems and how to participate in democratic processes	Council and tangata whenua establish clear ownership and shared leadership for the programme	Newcomers can articulate their needs, build capability, and initiate community activity			
Activities										
The things we do with our resources	Identify newcomers and induct them with welcoming practices and information	Develop comms and information sharing platforms and approaches	Identify and address barriers to civic, employment, service and activity access	Promote and enable cultural events and festivals	Nurture and sustain partnerships with key partner groups	Work alongside mana whenua to ensure approaches reflect tikanga and history	Capability building with newcomers, communities and council teams	Embed strategic priorities in council policies and systems		
Resources										
The things we need to carry out our mahi	Iwi and hapū partnerships	Council staff, funding and resources	Newcomer, community, and strategic partner relationships and buy-in	Welcoming Communities Standard and accreditation tools	Local and national data, stories and evaluation tools	Buildings, spaces and infrastructure	Communication and engagement tools/platforms	Local/central government strategic documentation		

Priority Projects and Guidance from Council

- Engage with mana whenua to determine their involvement
- Explore and develop a Newcomers Digital Hub
- Coordinate a hui to introduce elected members to Pacific and ethnic community leaders
- Reiterate organisational and governance commitment to the Welcoming Communities programme
- Develop next iteration of the Welcoming Plan for 2027-2030
- Support a coordinated approach to settlement and integration of newcomers, including community resilience of migrant communities
- Continued support to flagship events: Queenstown Multicultural Festival and Festival of Colour to celebrate diversity





Questions & Answers

Additional information for reference



Role of local government in relation to Welcoming Communities

- Hold responsibility and implementation of Queenstown Lakes District Welcoming Plan 2024/2027
- Develop reporting mechanisms and evaluation process of the programme.
- Communicate the progress on Welcoming Communities to internal and external stakeholders.
- Ensure shared leadership and resources amongst Council teams and external community partners in implementation of projects/activities.
- Advocate and support implementation of actions/activities within Council teams and work with community partners to deliver them.
- Advocate to central government on issues and barriers for newcomers and migrants.

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 Hāpori is made by the following parties.


Name of council QUEENSTOWN LAKES DISTRICT COUNCIL


Name of city QUEENSTOWN LAKES DISTRICT

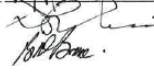
Mayor JIM BOULT Sign & date  2/11/21


Deputy Mayor CALUM MACLEOD Sign & date  2/11/21


Council CEO MIKE THEELEN Sign & date  2/11/21

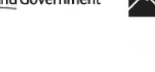
Councillor Quentin Smith Sign & date  2/11/21

Ed Lovelace Sign & date  2/11/21

Jude Battison Sign & date  2/11/21

Niamh Shaw Sign & date  2/11/21

DAVE HAWKINS Sign & date  2/11/21

Berry Bruce Sign & date  2/11/21

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.

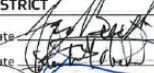
INZ will support our Council in a number of ways, including:


- > **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 Hāpori is made by the following parties.

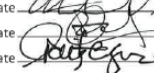
Name of council QUEENSTOWN LAKES DISTRICT COUNCIL

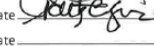
Name of city QUEENSTOWN LAKES DISTRICT


Mayor JIM BOULT Sign & date  2.11.21


Deputy Mayor CALUM MACLEOD Sign & date  2/11/21

Council CEO MIKE THEELEN Sign & date  2/11/21

Councillor GILIN LEWERS Sign & date  02.11.21

ESTHER WHITEHEAD Sign & date  02.11.21

Bonny Clark Sign & date  2.11.21

CRAN & FERGUSON Sign & date  2.11.21

Newcomers

Group	Residence 5 years ago		Residence 1 year ago	
	2018	2023	2018	2023
Queenstown-Lakes District	42.7%	59.1%	68.2%	82.3%
Other NZ	16.0%	24.1%	5.4%	8.8%
Overseas	20.1%	8.0%	5.7%	6.5%
Unknown	15.8%	3.6%	19.4%	1.2%
Not born yet	5.4%	5.2%	1.2%	1.0%
Total #	39,153	47,808	39,153	47,808

The sharp drop in “Unknown” responses in 2023 means differences from 2018 may partly reflect improved response rates rather than population change.

Ethnicity

Group	Queenstown/Whakatipu		Wānaka/Upper Clutha		Queenstown Lakes District	
	2018	2023	2018	2023	2018	2023
European	78.8%	77.8%	93.3%	92.1%	83.6%	82.8%
Māori	5.1%	6.3%	5.8%	6.6%	5.3%	6.4%
Pacific Peoples	1.3%	1.7%	0.5%	0.9%	1.0%	1.5%
Asian	12.9%	13.5%	3.9%	4.7%	9.9%	10.5%
Middle Eastern	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%
Latin American	6.1%	6.6%	0.8%	1.8%	4.3%	4.9%
African	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%
Other Ethnicity	1.3%	1.1%	1.2%	1.1%	1.3%	1.1%
Total #	26,115	31,152	13,041	16,659	39,153	47,808

Birthplace

Group	Queenstown/Whakatipu		Wānaka/Upper Clutha		Queenstown Lakes District	
	2018	2023	2018	2023	2018	2023
New Zealand	51.6%	52.4%	71.0%	70.1%	58.1%	58.6%
Australia	4.2%	5.2%	4.5%	4.7%	4.3%	5.0%
Pacific Islands	0.8%	1.0%	0.1%	0.2%	0.6%	0.8%
UK and Ireland	15.2%	13.3%	11.2%	10.5%	13.8%	12.3%
Europe	5.0%	4.9%	4.0%	4.0%	4.6%	4.6%
North America	2.8%	2.7%	2.5%	2.9%	2.7%	2.8%
Asia	10.5%	10.6%	3.3%	3.7%	8.1%	8.2%
Middle East and Africa	1.6%	2.0%	0.9%	1.4%	1.4%	1.8%
Brazil	3.4%	2.9%	0.3%	0.7%	2.4%	2.2%
Chile	0.7%	1.1%	0.1%	0.2%	0.5%	0.8%
Argentina	1.2%	1.6%	0.2%	0.4%	0.9%	1.2%
Colombia	0.3%	0.3%	0.0%	0.1%	0.2%	0.2%
Total #	26,115	31,152	13,041	16,659	39,153	47,808

Language

Group	Queenstown/Whakatipu		Wānaka/Upper Clutha		Queenstown Lakes District	
	2018	2023	2018	2023	2018	2023
English	96.8%	96.4%	97.8%	97.6%	97.2%	96.8%
Māori	1.0%	1.1%	1.1%	1.0%	1.0%	1.1%
Samoan	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%
Northern Chinese	1.4%	1.3%	0.3%	0.3%	1.0%	0.9%
Hindi	1.0%	1.0%	0.3%	0.2%	0.8%	0.7%
French	2.8%	2.5%	2.6%	2.5%	2.8%	2.5%
Yue	0.7%	0.6%	0.2%	0.2%	0.5%	0.4%
Sinitic (not further defined)	0.7%	0.6%	0.2%	0.2%	0.5%	0.5%
Tagalog	0.9%	1.0%	0.4%	0.5%	0.7%	0.8%
German	1.9%	1.7%	1.9%	2.0%	1.9%	1.8%
Spanish	4.2%	4.6%	1.6%	2.0%	3.3%	3.7%
Afrikaans	0.6%	0.6%	0.2%	0.4%	0.4%	0.6%
Tongan	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%
Panjabi	0.4%	0.5%	0.1%	0.2%	0.3%	0.4%
New Zealand Sign Language	0.3%	0.2%	0.1%	0.2%	0.2%	0.2%
Other	11.3%	10.9%	4.7%	5.3%	9.1%	8.9%
Total #	26,115	31,152	13,041	16,659	39,153	47,808

2025 Quality of Life – Neighbourhoods

Perceptions of the sense of community: By community (total agree and strongly agree)

	Arrowtown	Lake Hayes Estate and Shotover Country	Arthurs Point	Whakatipu Basin	Wānaka	Hāwea and Hāwea Flat	Albert Town	Other Wānaka
I could rely on my neighbours for support following an emergency	72%	52%	70%	71%	65%	75%	80%	78%
This is a welcoming community	71%	61%	74%	73%	63%	75%	69%	64%
There is a strong and active community in this neighbourhood	71%	55%	80%	47%	44%	80%	66%	86%
Living in this neighbourhood gives me a sense of community or belonging	66%	44%	61%	49%	53%	61%	64%	56%

	Queenstown	Frankton	Sunshine Bay-Fernhill	Jacks Point	Glenorchy	Other Whakatipu
I could rely on my neighbours for support following an emergency	39%	61%	52%	58%	100%	81%
This is a welcoming community	48%	63%	57%	69%	89%	73%
There is a strong and active community in this neighbourhood	27%	39%	45%	55%	93%	67%
Living in this neighbourhood gives me a sense of community or belonging	28%	46%	40%	50%	100%	72%

2025 Quality of Life survey results - Newcomers

Information sources*



Adjusting to life in the district*



The primary source respondents used to find information about the area is social media groups or community pages (49% of respondents), followed by friends or family in the area (42%), and internet searches (32%). Respondents under the age of 39 are more likely to access social media pages, while those 55-64 are more likely to use the Wānaka or Queenstown app.

Regarding what helped newcomers adjust to life in the district, friends and family was the most common (60%), followed by and work (57%).

Central government partners

