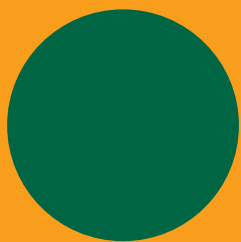


Christchurch MULTICULTURAL STRATEGY

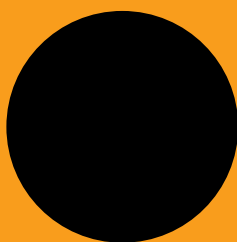
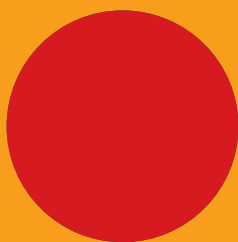
TE RAUTAKI MĀTĀWAKA RAU



*Our Future Together
Te Kohao Pounamu*



**Diversity and Inclusion
Report 2020**



Christchurch Multicultural Strategy 2017-2021 (adopted 2017)

Community Support, Governance and Partnerships Unit

Christchurch City Council

53 Hereford Street, Christchurch Central 8013

For more information

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In 2017
the Christchurch City Council
endorsed the Multicultural Strategy
to affirm the city's commitment to all
citizens of Christchurch, regardless of
background and life experiences.

The Strategy highlights Christchurch as a city
that values its diversity, and strives for better
inclusion of all citizens. Christchurch benefits
from a diverse community, introducing
a wide range of life experiences and
skills that make our city better
and council decision making
more informed.

We produce a
Diversity and Inclusion
report each year to
track the progress of
the Strategy.

Number of citizenship ceremonies

9 citizenship ceremonies were held, welcoming **1,415** people to receive their New Zealand citizenship.

Ethnicities in the city

9.9 percent of Christchurch identify as Māori
14.9 percent of Christchurch identify as Asian



Languages

After English the most commonly spoken languages are:

te reo Māori spoken by **7,839** Christchurch residents
Chinese language(s) spoken by **15,231** Christchurch residents
Tagalog spoken by **5,457** Christchurch residents



Number of foreign visitors

COVID-19 restrictions have significantly reduced visitor arrivals at Christchurch airport, from **26,783** (June 2019) to **57** (June 2020)

Ethnicity at the Community Board level

Over **25 percent** of residents living in the Halswell-Hornby-Riccarton community board area identify as Asian
15 percent of residents living in the Coastal-Burwood community board area identify as Māori, the highest ratio in the city



Population figures

(according to the 2018 census)

98,880 residents of Christchurch (27.1%) were born overseas, the largest groups being from Asia (**42,441**) and the United Kingdom and Ireland (**23,082**).

Two-thirds of foreign born residents have been living in New Zealand for at least five years (**65,394**), with more than a quarter living here for 20 years or more (**26,052**).

By 2038, the Christchurch population is projected to grow by 16 percent to reach **449,100**. Multicultural communities are projected to grow at a faster rate (Asian by 66 percent to **84,900**, Māori by 60 percent to **55,200**, and Pacific peoples by 61 percent to **22,000**).





The Multicultural Strategy is our key document focusing on encouraging positive diversity and inclusion in the city.

The Strategy was founded on the principle that we have a leadership role in making the city a place where diversity is welcomed, and inclusion and opportunities exist for all. The Strategy sets out the five-year priorities and goals for us to support, and this report is an annual requirement to highlight where progress has been made against those goals.

A major milestone to support the Multicultural Strategy was the Implementation Plan, released in late 2019. This plan details specific and measureable targets for the Multicultural Strategy to achieve, and a number of those measures are included in this report.

This report not only highlights the importance and progress towards making Christchurch a place of celebrated diversity, but also provides us the opportunity to measure progress and consider future opportunities. This assessment

is critical in times of great difficulty, such as experienced following the terrorist attack on 15 March 2019, and during the ongoing COVID-19 pandemic. Our community has shown tremendous resilience and adaptation through these difficult times.

Council leadership recognises and supports the progress being made in support of this Strategy. Internally, the Kotahi te kapa-One Team programme has established a progression for all staff, including training programmes and education modules.

In the past year we established a Multicultural Advisory Group that directly informs and supports our Multicultural Committee, allowing members of the community to directly influence and advise Elected Members. This has been a powerful tool in ensuring their voices are heard where it matters.

The Multicultural Strategy 2017-21 monitoring requirement is to
“Measure and report on progress on the Multicultural Strategy goals yearly in a Diversity and Inclusion report to the Council or one of its Committees”.

GOAL 1

Christchurch City Council is an inclusive and diverse organisation that reflects, understands and responds to the diversity of the individuals and communities it serves



How are we doing?

We continue to promote programmes and activities to remain an inclusive and diverse organisation, working to best represent the population of the city. There has been some progress and direction since the last report in 2019, but the COVID-19 lockdown and greater financial prudence has reduced opportunities and resources for new activities.

On 5 November 2019 the Annual Leaders Workshop was held with a three-hour interactive discussion on inclusion. This gave rise to a programme of work Kotahi te kapa-One Team. One aspect of this has been 45-minute inclusion discussions run by unit leads, using video content from the leader's workshop. By the end of August, 33 percent of staff had completed these sessions. The aim was to increase awareness and understanding of inclusion and diversity issues both in and outside of Council, and how we might use these to make the organisation more inclusive. Overall, responses to the Working@Council staff survey's in June 2020 reflected that over 84 percent of respondents agree or strongly agree that we are open and accepting of individual differences.

The Kotahi te kapa-One Team programme introduced new initiatives including leadership training and engagement work streams. An intranet hub was created to support the programme, with recordings, readings and cultural awareness e-learning modules. All staff were asked to complete three 20 minute e-learning modules on unconscious bias, with 87 percent of staff completing these before August 2020. These modules, and the

Diversity@Work training module, are becoming part of the standard induction process for all new staff. Cultural Awareness e-learning training provided by the Office of Ethnic Communities has also been made available. The ongoing effects of COVID-19 has required an adjustment to deliver this training primarily through online services.

The ethnicity of Council staff has stayed relatively stable over the past 12 months, with minor variation mainly stemming from the transfer of Vbase personnel from Council staff statistics (who accounted for a significant proportion of those previously identified as undeclared). The stability of ethnicity metrics is partially due to the prolonged period of COVID-19 level four lock down, and the subsequent pause on hiring new staff. The development of a dynamic and diverse workforce remains a key priority of the People and Capability Strategic Plan 2019-21, which was endorsed in May 2019.

Employee Code of Conduct states that all staff (and contractors) must show behaviour that reflects "Valuing and accepting diversity and treating all people with equity and fairness"

Elected Member Code of Conduct includes "Respect for Others: will treat people, including other members, with respect and courtesy, regardless of their race, age, religion, gender, sexual orientation, or disability."

What's next for 2021?

- 1 Conduct Council-wide information gathering efforts to identify key messaging to communities, and understand capacity needs
- 2 Encourage the People and Culture Committee to provide opportunities to celebrate diversity
- 3 Identify organisational inclusion champions and provide training

A close-up photograph of a hand with a gold bangle reaching towards a yellow lotus flower in a tray. The tray also contains pink lotus flowers. The background is a vibrant red fabric.

GOAL 2

All communities have equitable access to Christchurch City Council's services and resources

How are we doing?



In 2019-20 implemented measures to support equitable access to our services. This has happened most directly through enhancing established governance practices, which improves the ability of the multicultural communities to provide advice and influence Council decision making. We shifted the governance structure for handling multiculturalism from a quarterly Multicultural Subcommittee, to a quarterly Multicultural Standing Committee, which reports directly to Council, elevating the importance of this community. The first meeting was held on 9 December 2019, with a second on 5 February 2020. Further meetings were delayed until 14 August 2020 due to the COVID-19 level four lockdown. Some of the topics addressed under this new Committee include confirming the Multicultural Strategy Implementation Plan, appointing members to the Multicultural Advisory Group, and considering funding specific to multicultural groups.

The advisory group emerged from the Multicultural Strategy as a means of giving voice to the community, and to bring impartial, informed advice to Council on issues related to multicultural communities. While the group sits outside the Council, it has a close working and reporting relationship through the Multicultural Committee. Nominations for membership ran in October and November 2019, with 38 people nominated for 15 positions. Advisory group meetings take place broadly every six to eight weeks, but were delayed due to the COVID-19 level four lockdown. The meeting continues to provide positive advice to Council and participating organisations, informing the Multicultural Committee to support good decision making.

We also continued to facilitate the Interagency Network for Refugee and Migrants (INFORM). This network includes representatives from a wide section of the diverse communities in Christchurch, and directly informs the Multicultural Committee. This group continued to meet during the COVID-19 level four lockdown via Zoom teleconferencing, with the first post-lockdown meeting held on 7 August. INFORM remains an excellent means of gauging the views

of new arrivals, the immigrant community, and other vulnerable elements of the multicultural community in Christchurch. In 2020 advice explored the impact of lockdown, how we and other agencies respond now and in the future, and what collective planning is required to address the challenges anticipated in the months ahead.

We continue to recognise the difficulties those with limited or diverse language and communication needs have in accessing our services and resources. We have put new processes in place to support this community and we continue to explore new opportunities. One example can be seen in household rubbish and waste services. While we have no way to pre-empt specific language requirements for each household when there are issues with recycling or other services, staff have offered to visit members of the community with translation services available if required. We use graphics and colour coding as much as possible in the design of booklets to help address communication barriers.

Similarly, in 2019 we introduced a translate option on our website for several languages, including te reo Māori, Samoan and Mandarin. Since records began in November 2019 up to the end of August 2020, the translate page registered 4553 page views, out of around 800,000 site visits per year – approximately 0.5 percent, or one in every 200 customers. New measuring tools are now tracking which languages are being used most often, which will be reflected in future reports.

What's next for 2021?

- 1 Develop a consistent way to capture ethnicity data to better understand community needs
- 2 Explore how to incorporate diversity and equity considerations in Council community grants and funded service agreements
- 3 Produce a community directory of available venues and meeting spaces

GOAL 3

All residents are able
to participate in Council
decision making



How are we doing?

We use a Strategic Framework to focus activities and priorities. This strategy includes the principle of ensuring the diversity and interests of communities across the district are reflected in decision making. This principle is key to ensuring that all residents are given the opportunity to participate in our decision making, committing us to reducing barriers to participation, and elevating opportunities as appropriate.

The 2019-20 Christchurch Residents' Survey returned results that indicated a reduced satisfaction in our services, with dissatisfaction apparent in Council decision-making and transparency. Only 37 percent of those surveyed believed decisions are made in the best interests of the city. As a result of this survey, we have been exploring options to engage with residents in meaningful ways, including those in diverse and multicultural communities who may not traditionally be involved with civic decision making.

The impact of COVID-19 and level four lockdown led to additional rounds of consultation on Council and Community Board plans. For example, a second round of public engagement took place to consider the draft Annual Plan, taking into account the financial and societal impacts of COVID-19 and the lockdown. Feedback from the multicultural community was directly sought with posters translated into te reo Māori, Arabic, Farsi, French, Korean, Samoan, Simplified and Traditional Chinese, Spanish, Russian and Tagalog. The posters were distributed through

the multicultural networks to advise the wider community of the opportunity to provide us with feedback.

A similar consultation process took place with the development of Community Board Plans. The drafts for these documents were prepared in advance of the COVID-19 lockdown, and additional consultations were held in partnership with the community after the lockdown. Each board prioritised some key projects and activities for their area, with public meetings and online forms allowing a range of community engagements to take place. This approach ensured a greater reach of consultation, and that plans were adapted for the COVID-19 environment.

We are also dedicated to supporting civic education in the community as part of encouraging increased public participation. We run regular workshops for up to 35 school students in years 7-13. These workshops focus on how democracy and government works, and how the Council operates. The activity is not targeted at any single specific cultural group, but enables any school that wishes to include civic education in their programmes.

Anecdotal observation suggests that the number of candidates vying to become Elected Members included a higher proportion of candidates from more diverse backgrounds. This aligned with our concerted effort to increase the number of candidates from diverse communities.

What's next for 2021?

- 1 Support the Multicultural Advisory Group to develop an action plan
- 2 Translate the "how to engage with community boards" and election information in key languages
- 3 Encourage mainstream organisations to capture ethnicity data to improve access to services and increase participation

GOAL 4

Christchurch is a city of cultural vibrancy, diversity, inclusion and connection



How are we doing?

We are also committed to celebrating and fostering the multicultural community in Christchurch, through enhancing the cultural and linguistic diversity, informing the wider community about the value of diversity, connecting communities and advocating on relevant issues.

Multicultural Recreation and Sport Centre

In June 2020 the Council resolved to offer to purchase the former Christchurch Netball building in South Hagley Park to establish a dedicated multicultural recreation and sport centre. Early scoping work had explored an option for a multicultural centre to be based at Hagley Community College, and when the Netball building became available, we identified this site as the ideal location for community-based multicultural activities. The decision to purchase the existing building represents a significant cost and time saving from building a new purpose-built facility and including Hagley College as a partner will ensure community activation and support.



INFORM Network

In August 2020, as part of supporting the vulnerable members of the multicultural community, the INFoRM network restored an Employment and Training Subgroup to explore and understand the existing and future needs of the refugee and migrant communities. This vulnerable community can suffer disproportionately because of language difficulties and other constraints. The Employment and Training Subgroup comprises agencies and multicultural community

representatives such as the Christchurch City Council, the Canterbury Employer's Chamber of Commerce, the Ministry of Social Development, Immigration NZ, Red Cross, PEETO/Wilkinsons Language School, Hagley Community College, the Korean community, the Chinese community, Muslim Association of Canterbury, Christchurch Resilience Foundation and the Refugee Resettlement and Resource Centre. This group will address matters about employment and training opportunities for migrants and refugees, identify and explore options for jobs and training, advocate and lobby with appropriate stakeholders, and consult the refugee and migrant communities for solutions and outcomes.

We, as part of the INFoRM network, support the regular Our Future Together newsletter. This newsletter is produced by the Canterbury Resilience Hub, and initially focused on supporting the multicultural community following the 15 March 2019 Mosque terrorist attack. The newsletter will broaden its mandate in 2020-21 to support the broader multicultural community on a wider variety of issues.



Community Funding

There are a number of funding sources available to support the multicultural community. For example, in August 2020 the Council-operated Strengthening Communities Fund (SCF) was allocated to communities and organisations via the Community Boards and the Sustainability and Community Resilience Committee. Staff recommendations to Council included the importance of maintaining language, culture and heritage of multicultural communities, positively supporting several key activities across the city. The fund was also used to support multicultural organisations which have suffered as a result of COVID-19, including assisting with alternative ways of delivering services and support such as teleconferencing technology.

In addition, a Community Activation Fund (CAF) was established by the Ministry of Social Development, and is jointly managed by us and the Office of Ethnic Communities. From its establishment in October 2019 to the end of August 2020, the fund granted \$167,827 to 105 projects. An estimated 18,000 participations occurred in these projects or events, with volunteers contributing over 7,000 hours.

The Heritage Incentive Grant fund also broadened its eligibility criteria to include heritage places identified as having heritage significance to the community, which enables ethnic communities to identify places of significance to them, and seek the funding to protect and conserve them. A new Intangible Heritage Grant fund is being prepared for the 2020/21 year, and will likely provide funding to diverse communities to capture and preserve their stories and history, and other heritage projects.

Language and events

We also support multicultural communities through the Christchurch City Libraries, which offers a range of services, such as Mango Languages. This online language learning system provides Christchurch residents with access to 60 foreign languages and 17 English language courses. In the past year, 6,242 sessions and 6,104 courses were accessed. It also offers world language material for adults and children in over 18 different languages, including major European and Asian languages in physical and eBook formats (through OverDrive).

Of the 13,880 physical items, 60 per cent had been issued in the past 12 months.

Use of the Libraries' Ngā Pounamu Māori collections, held throughout the network, increased by 4 percent. The Pasifika collections are offered at most libraries, with larger collections held at Aranui and Tūranga.

Over the past year Libraries offered over 360 public programmes or event sessions and cultural exhibitions that were kaupapa Māori or had a Multicultural or Pasifika focus. Over

10,500 people attended these activities, despite periods of closure and times when public programmes were unable to run due to the COVID-19 restrictions. These events included:

- babytimes and storytimes in te reo Māori and other Pasifika and community languages
- after school clubs
- maker sessions
- language-based book groups
- national language week programmes and activities
- holiday programmes
- a variety of sessions for adults
- community-based research projects with local tertiary institutions with a public programmes component; and
- programmes for whanau based around times of cultural significance and importance to our Māori, Pasifika and diverse communities.

We also held the signature multicultural event, Culture Galore before the COVID-19 restrictions were required. Culture Galore was held on 22 February 2020 at Ray Blank Park, to enhance the neighbourhood feeling of the activity. The aims include to promote more social and racial harmony, develop a sense of belonging, and give opportunities to local groups to promote themselves and their services. The event was at full capacity with 75 groups registered to participate, representing around 36 different cultures.



What's next for 2021?

- 1 Use community grant funding to support community-led activities that raise awareness and create learning opportunities
- 2 Host community dialogues and forums aimed at enhancing intercultural/ interfaith communication
- 3 Identify and work closely with multicultural youth and link them into other youth groups and activities across Council



Through our Metropolitan Strengthening Communities Fund the following grants supported multicultural activities:

- Christchurch Resettlement Service Inc (\$40,000 for each of the next three years)
- Canterbury Refugee Resettlement and Resource Centre (\$30,000)
- Shakti Ethnic Women's Support Group Christchurch (\$20,000)
- Rewi Alley Chinese School Trust (\$15,000)
- Nawawi Center Ltd (\$12,000)
- Chinese Culture Association (NZ) Inc (\$3,000)
- Philippine Culture and Migrants Services (\$2,050)

Through the Creative Communities Fund, we also supported:

- Te Whatu Manawa Māoritanga O Rehua (\$15,150)
- Aoraki Matatu (\$4,200)
- Canterbury African Council (\$4,000)
- Ōtautahi Weavers (\$3,000)
- New Zealand XuanWu Dancing Group (\$1,500)
- Chinese Culture Association (\$1,500)
- Polish Legacy in New Zealand Charitable Trust (\$1,500)
- Qiao Yi Club (\$1,300)

