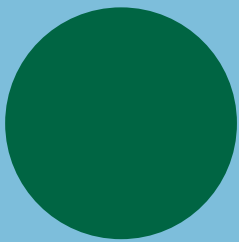
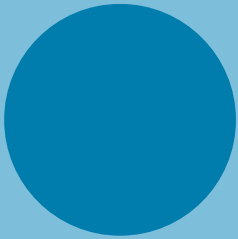


Christchurch MULTICULTURAL STRATEGY

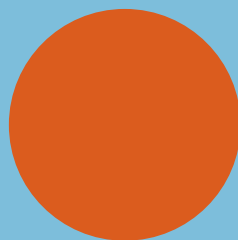
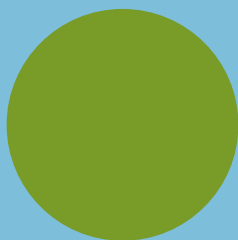
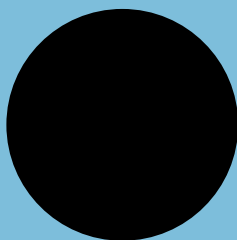
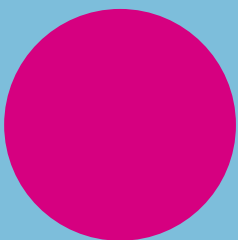
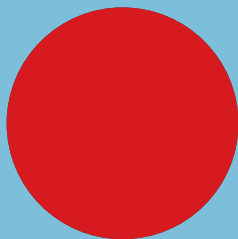
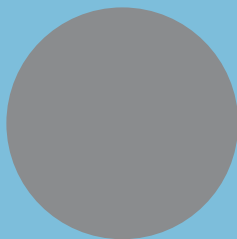
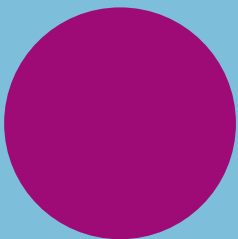
TE RAUTAKI MĀTĀWAKA RAU



*Our Future Together
Te Kohao Pounamu*



**Diversity and Inclusion
Report 2020-21**





Christchurch Multicultural Strategy 2017-2021 (adopted 2017)

Community Support, Governance and Partnerships Unit

Christchurch City Council

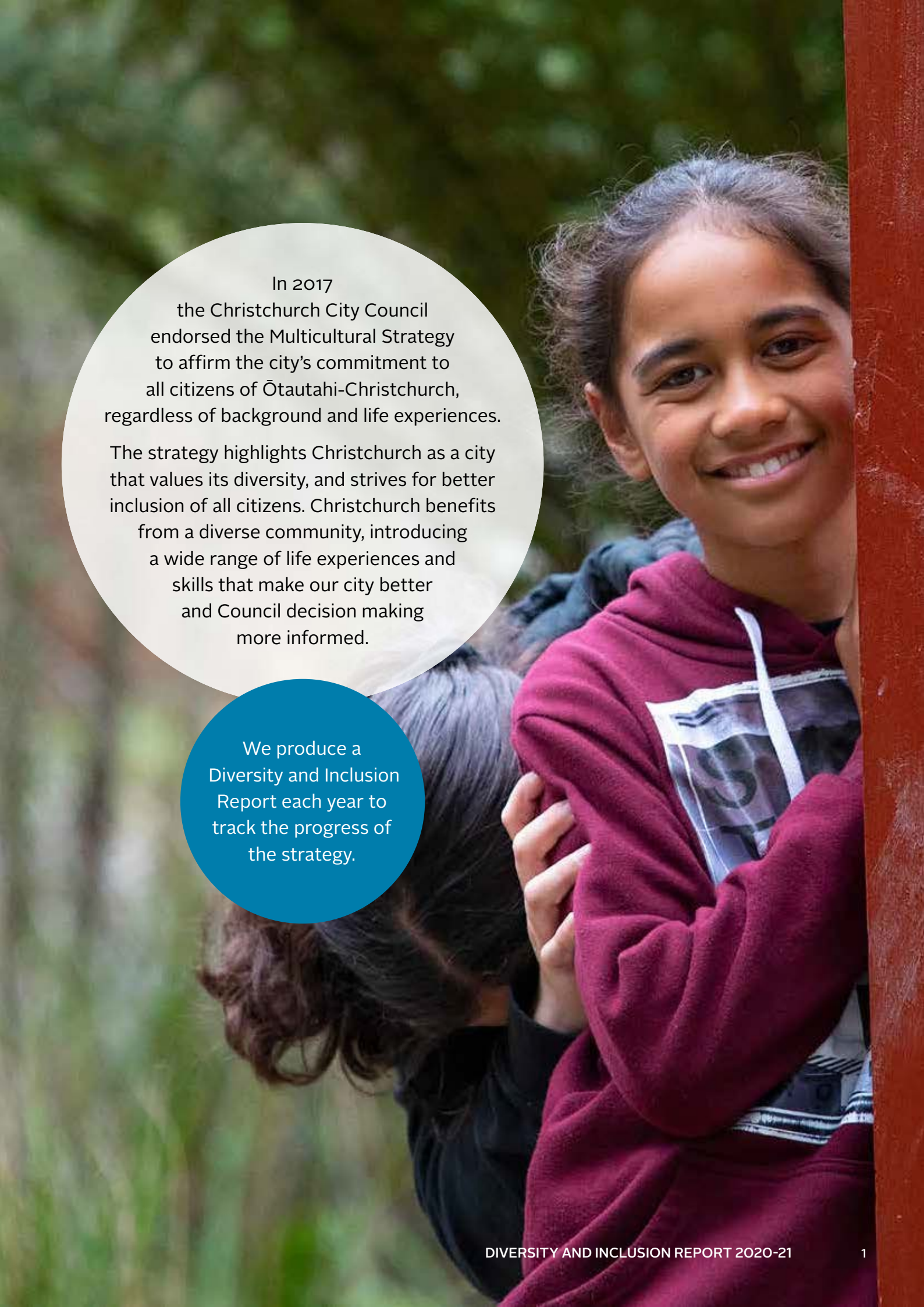
53 Hereford Street, Christchurch Central 8013

For more information

ccc.govt.nz/multicultural-strategy/

multicultural@ccc.govt.nz

03 941 8999



In 2017
the Christchurch City Council
endorsed the Multicultural Strategy
to affirm the city's commitment to
all citizens of Ōtautahi-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.





**Ōtautahi-Christchurch is a highly diverse city,
with significant numbers of our residents coming here from
across the world, or having heritage from other cultures.**

**We want Ōtautahi-Christchurch to reflect this by being an inclusive
multicultural and multilingual city that honours Te Tiriti o Waitangi.
A city of opportunity for all.**

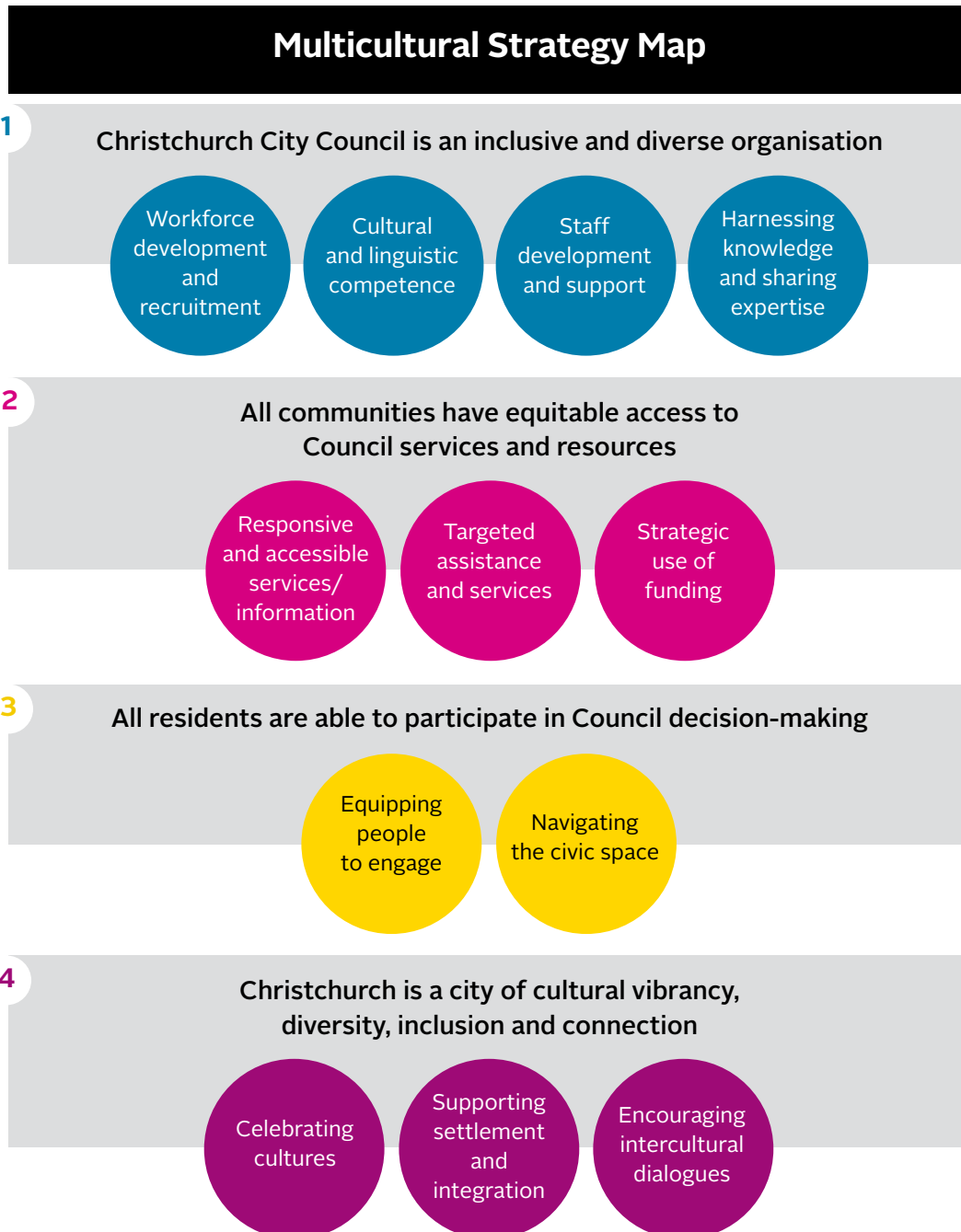
In 2017 we developed Te Rautaki Matawaka Rau, the Christchurch Multicultural Strategy. It outlines what we can do to support diversity, such as improving our service delivery, upskilling our staff and volunteers, developing authentic relationships to encourage engagement with the community in decision making and supporting communities to express and share their cultures.

In monitoring our progress towards achieving this strategy, we release an annual Diversity and Inclusion Report. This is our third report highlighting where progress has been made against strategy goals, or where more action is needed to meet our expectations.

Since the Multicultural Strategy was launched in 2017 Ōtautahi-Christchurch has faced several challenges, particularly in the past two years, including the ongoing effects of COVID-19 and the aftermath of the 15 March 2019 terrorist attack. These have placed constraints on international activities, events and migration, and compounded the difficulties faced by families separated by borders. Despite this, our city has continued to reflect our goal of being a safe place where people are welcomed and work together.

We monitor the Multicultural Strategy 2017-21 to measure and report progress on its goals, preparing an annual Diversity and Inclusion Report to the Council or one of its Committees.

Strategy outcome areas



Council statistics

- **84.08 percent** of our staff identify as European
- The largest non-European staff ethnicity is Asian at **7.65 percent**
- Staff who identify as Maori account for **2.07 percent** of all staff

Population projections (StatisticsNZ)

- By 2023, people identifying as having Maori, Asian or Pacific ethnicity will make up around **24 percent** of the city's population
- By 2038 people with Asian ethnic heritage will account for around **17 percent** of the the city's population

Ethnicities in the city (2018 census)

98,880 residents were born overseas

9.9 percent of residents identify as Maori

14.9 percent of residents identify as Asian

3.8 percent of residents identify as Pacific

Our website services

- Since the start of 2021 the most common language settings of computers accessing our internet services were Chinese (**11,411**), Japanese (**2,689**), and Korean (**2,653**)
- In the first five months of 2021, there were **252 visits** to our website language translation service

Events at our libraries

- We ran Pasifika events for over **15,205 attendees**
- We held **375 programme sessions and events** for our Pasifika exhibition

Discrimination and safety

- **23 percent** of residents have been discriminated against in the past 12 months, up from 15 percent in 2019 (Life in Christchurch Neighbourhoods and Communities Survey 2020)
- The main reasons people believe they are discriminated against are age, gender, and race or ethnic group
- **80 percent** of residents believe diversity makes Christchurch a better or much better place to live
- **45 percent** of residents do not believe Christchurch is a city where all communities feel safe and welcome, up from 30 percent in 2018 (Life in Christchurch Arts, Culture and Heritage Survey 2021)

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?

Workforce development and recruitment

We continue to promote and support diversity within the organisation to reflect the community that we represent and serve. The lingering effects of COVID-19 have inhibited some internal programmes and activities. For example, in 2019 we developed a programme of work called Kotahi te kapa (One Team), which included discussions on the importance of inclusion and other programmes to support how employees interact with each other and the public. By October 2021 we had a completion rate of 55.8 percent for these programmes, with some delays in training due to COVID-19. In addition, 71 percent of our staff completed all three of our Unconscious Bias e-learning modules. Content of these modules includes the context around diversity and inclusion, to help employees be aware of and understand the effects of unconscious bias.

Internships

Our interns can choose from more than 1,000 work areas, including the areas of recreation, sports and events, parks, libraries and information, the art gallery, customer services, capital delivery (major facilities) and community support, governance and partnership. An internship provides opportunities for students interested in developing a career in local government. Internships are project based with a mentor/project supervisor, induction training and development provided. The internship programme has three intakes per year and is available for secondary school and tertiary students or recent graduates (within 12 months).

NZ Public Service Employment Expo

In June 2021 we teamed up with the Ministry of Ethnic Communities and other public sector employers to provide information to a large group of people from a wide range of ethnic background about working in local or central government.

The seminar provided participants with an understanding of the structure of government departments, the variety of skill sets, experience and qualifications required and the different roles and pathways to employment across the sector.

Staff Development and Support

In early 2021 we released our draft Long Term Plan 2021-2031 for consultation. As a result of submissions received, we have instituted a level of service focused on building workforce diversity – Demonstrate Treaty partnership, city partnerships and leadership – which aims to develop our organisational maturity as a Treaty partner. Some areas that we invest in, such as land, water and the natural environment, are of significant cultural value to Māori and ethnic communities, and must be taken into account in our planning and operational procedures.

Council's staff ethnic diversity remains stable, partially due to the effects of COVID-19 on retention levels and the employment market. Staff identifying as New Zealand European remain the largest group by a significant margin, accounting for 84.07 percent of all staff. The next largest group identifies as Asian at 7.65 percent, an increase from 7.07 percent in 2020. The development of a dynamic and diverse workforce remains a key priority under the People and Capability Strategic Plan 2019-21, which Council endorsed in May 2019.

What's next for 2022?

- 1 Develop an annual audit of our units to measure inclusion in decision making
- 2 Develop a new 'diversity' category for our internal STAR awards to help identify our inclusion champions
- 3 Continue to support the development of cultural competency across the organisation

GOAL 2

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



How are we doing?

Responsive and accessible services and information

We are dedicated to ensuring our communities have equitable access to all the services and resources we have to offer. To do so we continue to actively pursue new ways to raise awareness of these services and reduce accessibility barriers. For example, during the past year we have had to adapt and change our approaches due to COVID-19. This has included limiting numbers at our facilities, and instituting social distancing and mask requirements to allow facilities to operate at multiple alert levels. By doing so we have successfully balanced public access to our facilities, including pools, libraries and service centres, while maintaining standards to keep our people and the public safe, ensuring equitable access across the city.

Despite COVID-19 lockdowns and distancing requirements, the Multicultural Advisory Group has met bi-monthly. The group brings impartial, informed advice to Council on multicultural issues. Key topics over the past year have included how Council can engage with ethnic groups for recreation activities, the Royal Commission of Inquiry into the 15 March 2019 terrorist attack, and the draft Ōtautahi-Christchurch Community Strategy. We also participated in the Greater Christchurch 2050 workshops, and the group's advice has often been incorporated into Council planning to shape and guide future developments. Further work in 2022 will focus on developing a work plan for the group to provide coordinated and timely advice.

We also continue to support the Interagency Network for Refugee and Migrants (INFoRM), a group of over 200 members representing their communities and representatives of other agencies in Christchurch that work closely with our diverse communities. INFoRM continued to meet bi-monthly over the past year. INFoRM reports contribute to the broader Council, with the advisory group bringing key issues for the immigrant and migrant community to the attention of staff and Council. INFoRM also provides an opportunity for groups to network and share information.

Targeted assistance services

In 2020 we added an option to our website to facilitate the use of Google Translate for some of the most commonly spoken languages in the city. It appears that the numbers of people using this service has been relatively low (accounting for about 0.05 percent of total traffic) but we have noticed a significant number of computers accessing our website with their language set to a non-English language. This is important as it helps us identify which language groups are most likely to engage with our services, and we can adapt our translated documents accordingly. In the past year, the most prevalent non-English languages identified were Chinese, Mandarin, Japanese, Spanish, German and French.

Similarly, we provide an interpretation service through Ezi-Speak for people interacting with our services. While this service is free, its uptake has been low. We will continue to promote it to our multicultural community.

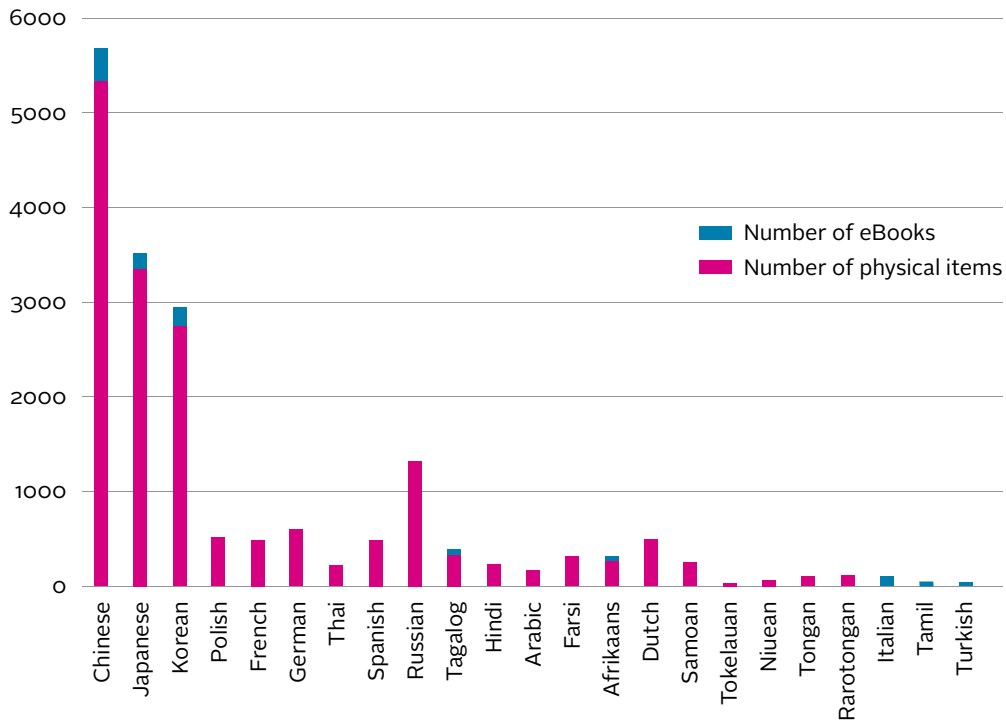
We have also responded to initiatives that support groups in our communities which might not otherwise be able to access our services. At Te Pou Toetoe Linwood Pool we consulted with the community and established women-only swim times on Wednesdays from 3pm-9.30pm. With covered windows and female staff on duty, it is a safe and private pool space for women and girls to swim and be more physically active. This is particularly important for women who are unable to use mixed facilities for religious or cultural reasons..

It is important for us to regularly ask whether the services we provide meet the needs of our diverse communities. This can be achieved by authentic engagement with our communities and a commitment to building cultural competency throughout the organisation.

Our Community Stories liaison librarian has established contact with 34 community groups or individuals of varying ethnicities to encourage them to add material to our Canterbury Stories project. This has resulted in 17 groups committing to provide content and seven groups, including the Ethiopian Orthodox Church, Hazaras, and Samadhi Vihara, now have their material displayed.



Christchurch City Library Foreign Language Collections September 2021



What's next for 2022?

- 1 Develop a consistent way across the organisation to capture ethnicity data to enable us to better understand community needs
- 2 Incorporate diversity and equity considerations in our community grants and funded service agreements
- 3 Continue to promote translation services to communities, and learn more about the language requirements for our residents

GOAL 3

All residents are able to participate in Council decision making



How are we doing?

Equipping people to engage

COVID-19 and social distancing requirements have prompted new and innovative ways to engage with residents and communities in order to maintain participation in governance practices, consultation and delivering information. We have used remote meeting software, allowing us to accept public deputations and presentations to Council and committee meetings, so that the health risk to the public, staff and Elected Members is reduced. This approach has been successful and has been adapted as required as alert levels have changed. In particular this approach encourages participation from residents who may be unable or unwilling to present in person, creating positive opportunities for inclusion across all communities. This emphasises our intent for consultation and public participation to be wide-ranging and inclusive.

Typical engagement with our services comes through in-person meetings at service centres, email contact, or calls through our call centre. Our residents survey has shown that Christchurch residents are broadly happy with these processes, with approval ratings of 92 percent through the call centre, 91 percent for walk-in's, and 71 percent through email.

Navigating the civic space

We continue to provide civic education workshops for schools, providing awareness of how Council functions, how decisions are made, and what resources are available. Between August 2020 and August 2021 we welcomed 22 groups with 583 participants through the Ōtautahi, Our City programme, including adult learners from Hagley College. In the past year we have also brought migrant ESOL groups through the Futureproof: Climate Change programme and the recycling education programme, A Waste of Time. These have helped raise community awareness of some of the significant future problems facing our city, particularly for new arrivals who may not be familiar with these issues. These activities have been highly successful, reflected by surveys highlighting a 100 percent resident satisfaction with our education programmes.

What's next for 2022?

- 1 Work with diverse communities to support and encourage active citizenship – with a particular emphasis on the upcoming local government elections
- 2 Translate the 'how to engage with community boards' and election information in key languages
- 3 Continue to work closely with the Multicultural Advisory Group to involve our diverse communities in authentic engagement on Council decision making and service design
- 4 Provide leadership training with International Association for Public Participation to leaders in our ethnic communities

GOAL 4

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



How are we doing?

Celebrating cultures

We are committed to our city being celebrated for its strong multicultural community. We want our communities to be vibrant, diverse, and inclusive.

Our libraries are heavily involved in programmes and activities that highlight some of our multicultural communities. In the past year the libraries ran over 375 programmes, sessions, events and exhibits with more than 15,205 attendees. A highlight was hosting the *Talanoa | Measina – Sharing Our Stories* exhibit in late 2020 which showcased the Pasifika community in Christchurch.

We supported a large number of other events that celebrate our cultural vibrancy and diversity. This included the Christchurch Heritage Festival (9-25 October 2021) which events such as *Our Treasured Pasifika* and *This is our place – Tūrangawaewae*, with themes covering immigration, early settlers, Pasifika, and people of diverse ethnic and cultural backgrounds who have made their home here.

Our community funding and grants often support the activities of our diverse communities. This year the Waipapa Papanui-Innes Community Board used their Discretionary Response Fund to support the Te Ora Hou Ōtautahi activity, Polyphony. Polyphony identified and worked alongside a group of over 80 youth to conceptualise, to use artistic media to present their thoughts, feelings and perspectives on what it means to be urban Māori and Pasifika in Ōtautahi.

Unfortunately, due to the effects of COVID-19, our international visitor numbers were minimal. International visitors to New Zealand dropped from 3,899 million in 2019 to 211,007 for the first eight months of 2021. In Christchurch, international visitors for August fell from 30,583 (2019) to 98 (2021). This has had a significant impact on our tourism sector, economy, international connections, major events and migration.

We were fortunate to still receive several foreign visits, including from the Korea Polar Research Institute Director from South Korea, and members of the Indonesian Muslim Community group from Sydney. We continue to host the US Antarctic Program and other research support teams from Italy and South Korea.

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

\$3,000

Canterbury Indian Tamil Association

\$30,000

Canterbury Refugee Resettlement and Resource Centre

\$4,000

Canterbury Somai Association Incorporated – Jaaliyada Somalida

\$5,000

IndianNZ Association of Christchurch

\$40,000

Nga Maata Waka Enterprises – Nga Hau E Wha National Marae

\$22,000

Rewi Alley Chinese School Trust

\$20,000

Shakti Ethnic Women's Support Group Christchurch Inc

\$6,000

South Island Pasifika and Sports Association Inc

\$40,000

Te Whatu Manawa Māoritanga O Rehua

\$1,500

The Hungarian Club Inc

Citizenship ceremonies

Citizenship ceremonies resumed in February 2021, and there have since been four ceremonies attended by 503 people, with another 437 receiving certificates by mail. Due to the cancellation of other events, we held two events in November 2020 to give people who missed their formal ceremonies an opportunity to celebrate their citizenship. These were attended by over 300 people

Community healing

In March we marked two years since the 15 March 2019 terrorist attack in Christchurch. The government announced several legislative changes, including a proposal to strengthen provisions against hatred and discrimination. Our submission on this proposal highlighted the need to address direct, indirect and incited sources of discrimination through greater investment in social cohesion and addressing inequality. We submitted our concern that much of the discrimination in New Zealand stems from people who are at risk of disenfranchisement, isolation and disconnection from diverse communities. We noted that rather than rely on deterrents and punishment, we

should emphasise our city as a place of cultural vibrancy, and engage with all our residents.

Council is represented on the Kāpuia Ministerial Advisory Group that provides advice to the government on its implementation of the 44 recommendations from the Royal Commission of Enquiry into the mosque attacks. We are also providing an observer to the Collective Impact Board established to support the recovery of affected families, survivors and witnesses of the terrorist attacks, as stated in Recommendation 25 to coordinate "access to ongoing recovery support".

We have a particular interest in Recommendation 28, 'that the Minister for Social Development and Employment and the Ministry of Social Development have a responsibility and accountability for coordinating a whole of government approach to building social cohesion, including social inclusion'. We strongly believe that local government plays a crucial role in working alongside residents, developing long-term trusted relationships to build strong, resilient and connected communities.

What's next for 2022?

- 1 Continue to support community-led activities that enhance a feeling of inclusion, identity and belonging
- 2 Host community dialogues and forums aimed at enhancing intercultural and interfaith communication
- 3 Continue to support the government's roll-out of the 44 recommendations included in the Royal Commission of Enquiry into the mosque attacks, with a particular emphasis on recommendations 25, 28 and 44¹

¹ <https://christchurchattack.royalcommission.nz/the-report/executive-summary-2/summary-of-recommendations/>



