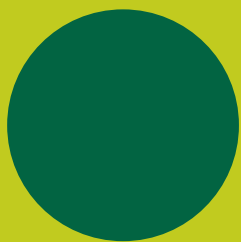


Christchurch MULTICULTURAL STRATEGY

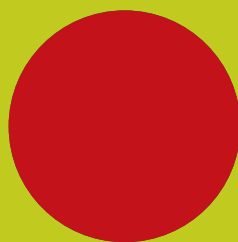
TE RAUTAKI MĀTĀWAKA RAU



Our Future Together
Te Kohao Pounamu



**Diversity and Inclusion
Report 2019**





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 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.

The Christchurch
City Council commits
to producing an annual
Diversity and Inclusion report
to track the progress
of the Strategy.

50%

find that cultural diversity makes the city more 'vibrant and interesting'

(Life in Christchurch Arts, Culture and Heritage Survey 2018)



The Multicultural Strategy calls for an annual report on the city's diversity and inclusion. This report explores the advantage of including all people in the city, making everyone welcome and contributing to the city's success. Taking this strategic approach allows Council to develop a structured and formalised way to publicly recognise and utilise the best elements of diversity in the city, and highlights ways to use this to influence planning processes. It is about finding practical ways to celebrate our differences in a cohesive and inclusive manner that goes beyond just festivals and irregular events.

Inclusivity of all communities, including those of a multicultural nature, is characterised by mutual trust and respect, belonging, and heightened well-being. By ensuring inclusivity is a key principle for Council, we gain benefits in civic engagement and finding alternative ways of approaching problems and solutions. In effect, it harnesses the wealth of experience, perspectives and talent of people from all backgrounds.

This annual Diversity and Inclusion report is required to measure whether the Christchurch City Council is on track to deliver the intent of the Multicultural strategy that supports our city being welcoming and inclusive. This report also creates a formal opportunity to stop and review our activities, and check how we are engaging with the public and delivering key services.

The development and adoption of an implementation plan for the Multicultural Strategy in 2019 will support the city becoming a more inclusive place.

The tragic events of 15 March 2019 were marked by a highly supportive reaction from the New Zealand public. In Christchurch in particular, thousands attended multiple memorial and remembrance events, bonding as a community with aroha for the many diverse groups within. The resilience and strength of our multicultural communities has been tested, and has emerged stronger.



Welcome Nau Mai
Maligayang Pagdating
Welkom स्वागत **Afio Mai**
Καλώς ήλθατε Ji Aaya nu
Witamy Selamat Datang
 Wilujeng Sumping ようこそ
歡迎 **Bienvenue**
Добро пожаловать
 Nal-Varravu 환영합니다
 أهلاً وسهلاً **Добре Дошли**
Soo Dhawaada 欢迎
 آمديد خوش Cead Mile Failte
Talitali Fiefia CHÀO MỪNG
Bienvenidos Bem-vindos
 Herzlich Willkommen **Bula**
Binevenit ਸੁਆਗਤ ਹੈ
 Inquae bdehan metsaekum
 Benvenuti **ยินดีต้อนรับ**
Dobro došli Svakom **Aere Mai**
 Enkuan dehina metachihu
 አንቋዕ ብደሓን መጻእኩም Kaaraki

79%

said that increasing numbers of people from different backgrounds, cultures and lifestyles makes Christchurch a better place to live/ or much better place to live.

(Life in Christchurch Arts, Culture and Heritage Survey 2018)

49%

would like to celebrate Matariki more.

(Life in Christchurch Arts, Culture and Heritage Survey 2018)

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.

GOAL 1: How are we doing?

An inclusive and diverse workforce

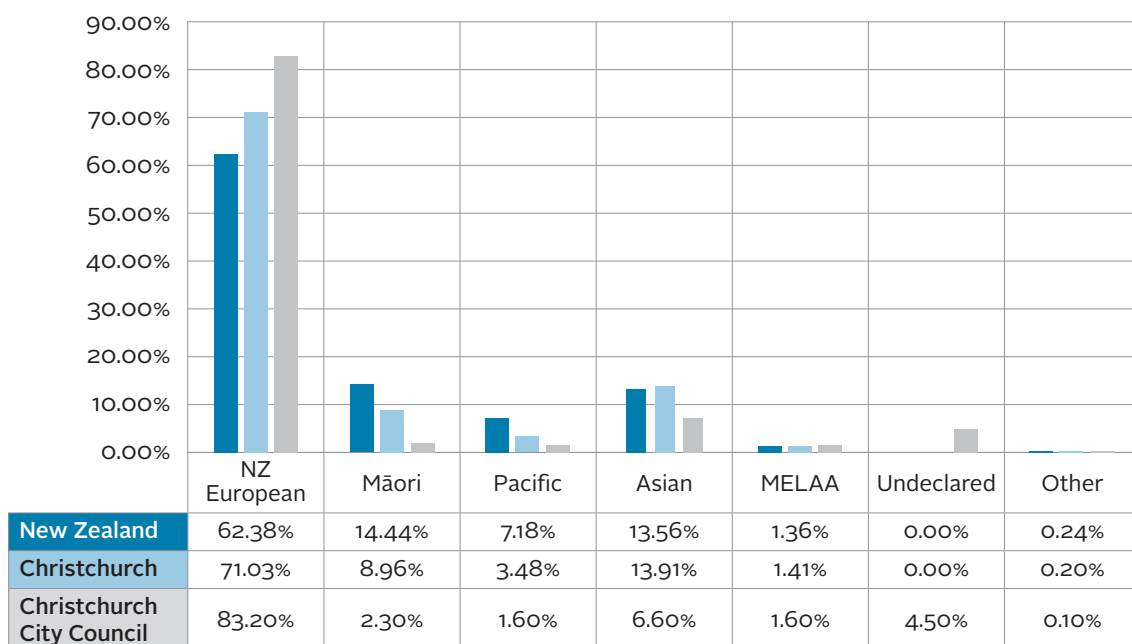
The Christchurch City Council continues to be an inclusive and diverse organisation, with staff promoting positive work culture. The Council takes supportive measures to ensure full participation in the work environment from any staff with long term health conditions or disabilities.

The staff approach to improved work culture is ingrained through training courses, direction, and the ongoing promotion of a positive work environment. As part of staff induction, all new staff members must attend a compulsory one day 'Diversity@Work' course, designed to

inform staff of the importance and value of diversity in the workplace. This course looks at personal beliefs, identities and values, unconscious bias, and how these fit into the workplace; it also provides staff with an overview on applicable laws and guidelines around harassment and discrimination, creating a baseline of expectations for staff behaviour and attitudes.

Staff are also provided with opportunities to attend Māori cultural awareness and language courses as part of supporting biculturalism. These voluntary courses which include Te Reo 101/102, Māori 101, and Ngāi Tahu 101, prepare

Ethnicity Breakdown (2018 Census, 2019 HR Data)



The ethnicity breakdown in Christchurch and the City Council reflects that the majority of residents and staff come from a New Zealand European ethnic background (which includes European and indirect European ethnicities, such as British, Australian, and North American). The majority of staff identifying as a New Zealand European heritage does not necessarily reflect the diversity of Council staff as the Council does not currently track which individual country staff identify as their ethnicity. In order to gain greater understanding of staff diversity, Council is undertaking to better measure the specific nationality breakdown. It is worth noting that current projections indicate that the national and Christchurch city ethnic breakdown will continue to shift over the next 20 years, with significant growth anticipated in the number of residents with a non-European ethnic heritage. This will provide future opportunities for the Council to improve its ethnic diversity and approach to community engagement.



staff for better engagement with iwi. Bi-culturalism has been a focus since 2017 and these courses enable staff to better understand and fulfil their obligations to consult and engage with Māori.

All senior leaders at their annual leadership day, focused on inclusion and diversity to increase awareness and understanding about becoming a more inclusive and diverse *'One Team'*.

All senior leaders are required to undertake e-learning modules on diversity and inclusion, with a view to rolling this training out to all new and existing staff throughout 2020 and beyond.

The Council maintains a recruitment selection policy that highlights the determination that the staff employed will broadly represent the community it serves. Of the approximately 3000 employees, 78.6% identify as NZ European, with the largest secondary block of 6.2% identifying as having Asian heritage.

This compares with 69.2% of NZ European heritage across the entire public sector, and 74% across the country. The most significant divergence from the national averages is the 2.3% of Council staff identifying as Māori, compared to the national level of 16%, which is potentially reflective of the lower proportion of citizens identifying as Māori living in Christchurch (8.5% compared to 14.9% across all major population centres).

The recruitment selection policy highlights the need to identify the best people available in order to build a representative and qualified workforce. In addition to the recruitment policy, the Diversity at Work Policy (2018) commits the Council to create a workplace that attracts, retains and values diverse employees, fostering a positive workplace climate which appreciates diverse backgrounds. This acknowledgement and support for diversity also covers multiple spectrums including ethnicity, age, gender, disability and sexual orientation.

What's next for 2020?

- 1 Identify organisational champions across units.
- 2 Work with Council's People and Culture Committee.
- 3 Develop and maintain a comprehensive contact database.
- 4 Support community leadership, capability and capacity.

GOAL 2

All communities have equitable access to Council services and resources.

GOAL 2: How are we doing?

Council takes an active and positive approach to community engagement, particularly towards understanding the needs of diverse communities. This approach is taken as part of ensuring equitable access to Council services and resources.

Governance

The Council currently maintains a Multicultural Committee, which reports directly to Council. Since the recent elections, the importance of the Strategy and work Council does in this space has elevated it from sub committee to committee status. This Committee offers the best opportunity for the community to engage directly with elected Members and staff on specific cultural issues or decisions. The Committee is also responsible for receiving updates and providing governance for the implementation of the Multicultural Strategy.

Civic engagement

A significant element to developing equitable access to multicultural communities is the use of Council communications and civic engagement. For example, Council utilises targeted communications aimed to improve equity of access to a wide range of news and information. When stories are raised publicly, such as via Newswire, the engagement and communication teams are able to reach out to the group's public facing address (such as social media or their email address) to share information of interest for promulgation to members. Alternatively, if a trusted leader within the community is known, they will contact that person to act on the organisations behalf. These wide-ranging approaches seek to maximise the notification of Council services, resources, and decisions, to achieve equitable access in the community.

At present, the engagement and communications team do not monitor what type of groups have entered submissions or presented to Council,

and it is unknown how many different cultural groups are actively engaging in Council decision making. This is an area the Multicultural Strategy Implementation Plan is considering.

Language support

The Christchurch City Council engaged a translation service to support equity of access for non-English speakers to Council services. However, this service has been seldom used; only once in last 12 months. While it is possible that this is due to a lack of advertising and knowledge of the service, it is most likely that any individuals wishing to contact the Council do so with the support of trusted third parties who are able to translate or provide a similar service. It is noteworthy that most community or social groups have multilingual members who speak English and the relevant foreign language, and are able to support those individuals.

The Christchurch City Council is also improving its online service by providing more information in Te Reo Māori and other languages. A project allowing translation of key pages into the most commonly used languages is underway. In addition to the direct translation, critical pages will be designed to have improved integration with online services such as Google Translate.

Emergency preparedness

The support for language diversity has also influenced Civil Defence Emergency Management (CDEM) community preparedness activities. The Christchurch City Council CDEM team has produced a range of written, video and audio messages in ten languages, including New Zealand Sign Language (NZSL). These messages empower diverse communities to prepare for emergencies with consistent information for non-English language speakers.

Council has also recognised the importance of inclusive signage at key Council locations.



While most existing signage encompasses a bicultural approach, a roll-out of inclusive signage will be taking place across 2019-20. A new communications policy is being developed to commence the process.

Accessibility

The Christchurch City Council also endeavours to support communities with access to Council services that may be hindered by indirect means. For example, in November 2018 the Council commenced women-only sessions at the Pioneer swimming facility Teaching Pool. Prior to this activity, members of the community who required gender specific swimming environs had to rely on black-out curtains and ad hoc facilities. The use of the Teaching Pool is a significant improvement, as it is physically cut off from other pool areas and has its own toilet facilities. The sessions are attended by a variety of women, from those with young children to teenagers and older women. Since inception, there has been no negative feedback from the community, and the project has allowed swim tutors the opportunity to reach women and girls that otherwise would otherwise be unable to learn to swim.

Partnerships

Following the tragic events of 15 March 2019, the Council formed a unit to liaise with impacted communities, and support their engagement with Council and other government agencies. A full time adviser has been seconded to support the multicultural community and agencies in a community-led approach to recovery.

The establishment of a Multicultural Advisory Group was mandated in the Multicultural Strategy. Nominations were opened in October 2019, and represents a partnership between Council, Ngāi Tahu, and all of Christchurch's diverse communities. The Group is not part of Council, but monitors the implementation of the Multicultural Strategy, and provides Council with direct and well evidenced advice on matters relating to culturally, linguistically and ethnically diverse communities.

The Multicultural Advisory Group also works closely with the Interagency Network For Refugees and Migrants (INFoRM). This meeting is a gathering of around 30-50 people from different government agencies and community groups who all have an interest in supporting refugee's in Christchurch. The Christchurch City Council provides a chair person for the meeting, which has been running since 1992 (with name changes). The INFoRM network provided invaluable support to the broader multicultural community following the 15 March tragedy, ensuring a collaborative and organised approach. This enabled local and national government agencies to better target and support the impacted communities in the city through an established network, rather than developing ad hoc measures.

What's next for 2020?

- 1** Ensure diversity and equity considerations in Council community grants, funded service agreements.
- 2** Roll out staff up-skilling in the use of interpreters.
- 3** Capture ethnicity data in a consistent way across Council.
- 4** Complete community directory of available venues and meeting spaces.

GOAL 3

All residents are able to participate in Council decision-making.



GOAL 3: How are we doing?

The Council is highly supportive of enabling greater citizen participation in local government decision making. The best decisions are informed ones that recognise the needs of the whole community. As such, Council proactively informs the community of all significant decisions and events through a variety of means, and gives citizens multiple ways to provide feedback and advise decision making.

Council continues to promote public attendance at Council meetings and Committee meetings. The people of Christchurch continue to show their interest in local government decision making, and encouraging citizens from across the diverse communities to participate is a key element in ensuring recognition and inclusion. The regular Life in Christchurch surveys will be expanding to include better tools to include cultural and ethnic backgrounds, and measure how successfully people from the multicultural community are engaging with Council or using key services.

Civic engagement is growing since the earthquakes, indicative of a change in attitude, knowledge and awareness of Council and government decisions. This is likely a direct recognition of the role of Council and local governance decisions on citizen's quality of life.

Supporting this heightened level of civic awareness, Council has conducted outreach sessions with interested communities. As a key example, in the lead up to the local government elections, the Electoral Officer and accompanying staff conducted an outreach session at Hagley Community College, utilising the extensive number of people from the multicultural community who attend courses or have links there.

The voices of multicultural communities have been harnessed through consultation. This approach was particularly valuable in the consultation for the development of Council's Heritage Strategy, for example.

Council also proactively identifies and talks to key figures and contact points across different cultural communities in Christchurch. By approaching key leaders in the community, Council is able to promote specific opportunities for interested groups to make submissions on Council decision making, and in turn support the recognised leaders to better inform their communities. This approach, coupled with the broader official channels such as Newslines, social media, and traditional use of news services, increases the opportunity for citizen engagement in Council decision-making.

What's next for 2020?

- 1 Encourage mainstream organisations to capture ethnicity data to improve access to services and increase participation.
- 2 Work with the newly established Multicultural Advisory Group to set priorities and actions for the coming year.
- 3 Develop a suite of translated key information about how to engage with local community boards and Council.

GOAL 4

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

GOAL 4: How are we doing?

The Christchurch public recognise the importance of culturally astute events:

58%

of respondents wanted to shift the public fireworks display from Guy Fawkes to Matariki as a celebration of Aotearoa culture.

(Life in Christchurch Arts, Culture and Heritage Survey 2018)

Council actively supports the development of Christchurch as a welcoming city that celebrates its diversity and encourages citizens to be inclusive and connected. Part of this approach is to encourage the development and consideration of events that support this theme.

Each year Council either directly organises or supports events through funding or specialist expertise. For example, Council provides an Accessibility & Inclusion Checklist for event organisers that highlights how community activities can make events more accessible to anyone with specific needs¹. In addition, Community Board recreation advisers provide recommendations and support to community-led events as required.

The Christchurch City Council's most significant cultural gala event is Culture Galore, a multicultural festival that celebrates the city's diversity through food, arts and crafts, music

and dance performances from more than 80 cultures. This annual festival has been running since 2001, and has

proved extremely successful with thousands of participants each year. Similarly, supporting cultural events like the Chinese Lantern Festivals allows multicultural communities in Christchurch the opportunity to promote diversity and connection in the city.

Celebrating and fostering linguistic diversity is a key element in developing a connected city. Ensuring citizens are able to communicate and contribute, while being exposed to different cultures and languages is an important element in the multicultural strategy. The Christchurch City Library maintains a World Languages Collection of 27 different languages



¹ <https://ccc.govt.nz/assets/Documents/News-Events/Events/2017/Accessibility-Events-Checklist-FINAL.pdf>



Citizenship Ceremony

Over the period
1 July 2018–30 June 2019
the Council conducted
**14 citizenship ceremonies
for 2426 people.**

This is an important step in recognising the permanent presence of diverse backgrounds in our city.

to appropriately resource the increasing cultural diversity in our community. This collection

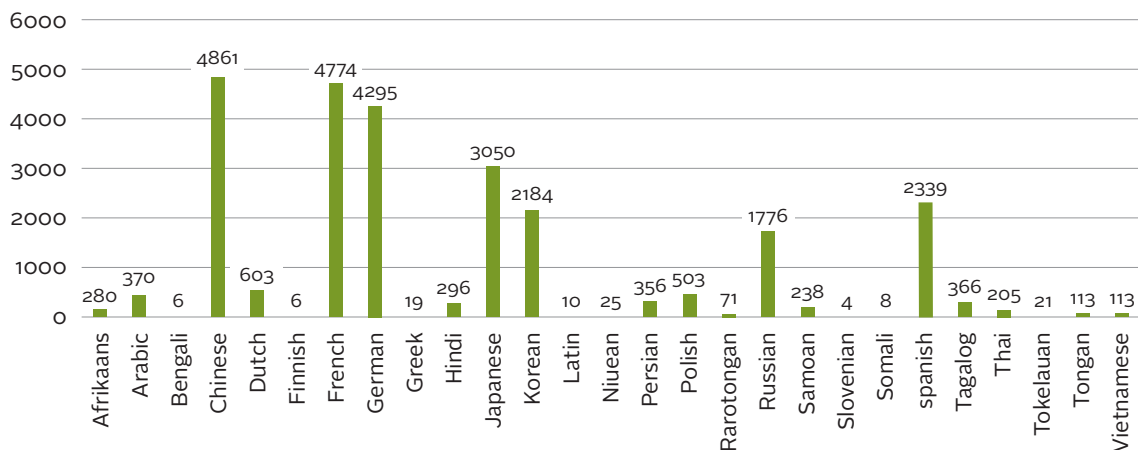
is partly mandated under the NZ Public Libraries standards that dictates that Libraries have a responsibility to provide books when the local population of a specific language exceeds 2,500 people. In addition to those resources written in foreign languages, the Library also provides free access to *Mango Languages*, an online language-learning system for 60 different languages.

Following the tragic events of 15 March, Council supported the Muslim Community to hold an Open Space Forum over the period 31 August to 1 September. This was an opportunity for the

Muslim and multicultural community to gather together with ideas and concepts towards the theme “Imagine a New Zealand where all Muslims are included and able to flourish. What do we need to do to get there?”. The forum was highly successful, with the open space concept allowing all participants to share views openly across a vast range of topics.

To mark the six month anniversary of the 15 March tragedy, over the period 13-15 September, the Christchurch Art Gallery hosted the Tributes of Aroha showcase, displaying hundreds of messages and thousands of mementoes, photos, and other tributes gifted to the city. Over 6,500 people visited the exhibition, with extensive media coverage across print, television and radio reporting on the activity.

Number of books in collection





Christchurch Open Space Forum

The city welcomed 65 visits by foreign delegations over the 12 month period which included sister city and community exchanges, and study missions. Visitors included those interested in the New Zealand Local Government System, city water management, earthquake recovery, and business opportunities. The City's recovery from the earthquake and handling of the 15 March incident continue to spark significant interest from overseas, including the visit by notable Muslim scholar Habib Kadim.

In 2019 and after eight years absence due to the pressures of the earthquakes, the city has once again become a refugee settlement location. The first group arrived in March, with groups of 20 arriving every eight weeks. With a focus on family reunification and community integration, the resettlement of refugees has been a successful partnership between key agencies and communities.



Strengthening Communities Fund

Approvals relevant to Multicultural activities as at 29 August 2019 (\$123,253 out of a total city-wide expenditure of \$1.6mil):

\$35,000

Canterbury Refugee Resettlement and Resource Centre

\$40,000

Christchurch Resettlement Services Inc

\$3,000

Chinese Culture Association (NZ) Inc

\$3,000

Philippine Culture and Migrants Services

\$18,000

Rewi Alley Chinese School Trust

\$5,000

South Island Pasifika and Sports Association Inc

\$747

Russian Cultural Centre Trust

\$10,000

Hagley Community College

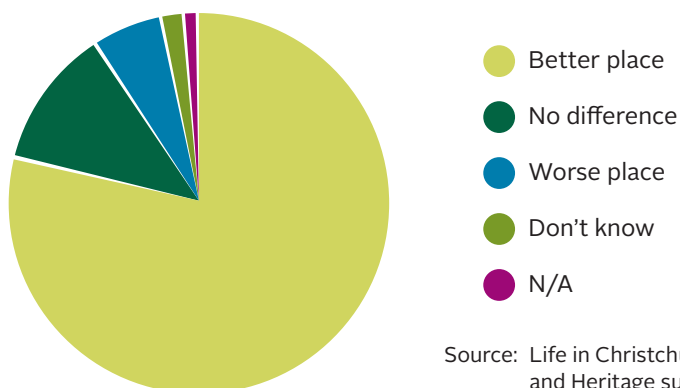
\$40,000

Te Whatu Manawa Māoritanga O Rehua

\$6,000

The Arts Centre of Christchurch Inc

Is a culturally diverse Christchurch a better place to live?



Source: Life in Christchurch Arts, Culture and Heritage survey 2018)

What's next for 2020?

- 1 Capture and preserve the voices and stories of Christchurch's diverse communities in partnership with the Our Heritage, Our Taonga Strategy.
- 2 Work with others to complete a welcoming plan for newcomers to the city.
- 3 Work closely with community boards and local neighborhoods to promote inclusion, safety and celebrate diversity.

A snapshot of the multicultural events and festivals supported by the Christchurch City Council

Diwali Festival
3-4 November 2019



Canterbury Japan Day
3 March 2019

Holi Festival of Colour
2 February 2019



Latin Street Party
20 July 2019

Waitangi Day
Festival 2019 Ōtautahi
6 February 2019



French Fest
11-13 October 2019

