



Western Bay of Plenty Welcoming Plan 2018 - 2023





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The Western Bay of Plenty is growing and changing, and this is reflected in our increasingly diverse population. We want to encourage people from all walks of life to call Tauranga and the western Bay of Plenty home. By us being welcoming and inclusive to newcomers, it will benefit all of our residents. Our sub-region is an attractive place to live – our environment and outdoor lifestyle is second to none, there are a variety of events and activities happening year-round, the economy is strong, and it's a friendly place to settle.

Newcomers play a vital role through trade, investment, tourism, skilled migration and education. All of these aspects add to the economic success of our sub-region, and contribute towards making the western Bay of Plenty vibrant and culturally diverse. Newcomers also bring a variety of benefits to our communities – different cultures, values, languages, arts, innovations and international connections - all adding new perspectives and experiences to our neighbourhoods.

Tauranga City Council and western Bay of Plenty District Council are active participants in the local migrant settlement network and support settlement services such as Multicultural Tauranga and Citizens Advice Bureau.

We are proud to continue our involvement by leading the Welcoming Communities programme in our sub-region. Through the development of the Welcoming Plan we will work to ensure the Western Bay of Plenty is a welcoming place for newcomers to live, learn, work and play. The plan will enable us to build on our community's capacity to embrace diversity and value the contribution of our newcomers. We see the clear benefits of an inclusive and culturally diverse community, not just economically but socially and culturally as well. Our communities are healthier, happier and more productive when newcomers are welcomed and participate fully in society and in their local economy.

Thank you to those people who contributed to our regional community stocktake, who got involved in the development of the plan and who participated in workshops – we value your input and support. We encourage everyone to read the full plan, think about the role you can play, and get involved in initiatives that support Tauranga and western Bay of Plenty to be inclusive and welcoming of newcomers.

Greg Brownless
Mayor
Tauranga City Council

Garry Webber
Mayor
Western Bay of Plenty District Council

Executive Summary

Welcoming Communities is a pilot initiative led by Immigration New Zealand in partnership with the Office of Ethnic Communities and working with the New Zealand Human Rights Commission. It recognises that we need to proactively foster an environment where newcomers feel welcomed and that when that happens, as a community we are all more likely to enjoy better social outcomes and economic growth. The programme has been developed from observing the success of international programmes in the United States of America (Welcoming America) and Australia (Welcoming Cities), along with other countries' initiatives that are part of the global welcoming movement.

The point of difference for this programme is that previous settlement initiatives have primarily focused on supporting newcomers, whereas Welcoming Communities extends further and actively seeks to involve members of the local community in welcoming activities. This new approach promotes building strong connections between the existing local residents and newcomers.

Our city, district and communities have a vital role to play in welcoming newcomers, by celebrating and valuing our diverse cultures, building connections between our newcomers and local residents and creating strong support networks to assist them in actively participating in and being a valued part of the community.

Both Tauranga City Council and Western Bay of Plenty District Council strive to provide a higher standard of living to all residents. We want to make sure all our residents have a sense of belonging and are able to participate in the economic, civic and social life of the region. Participating in the Welcoming Communities Programme allows us to reflect on and improve how we as a region engage with newcomers – by providing opportunities, support and information. It also allows us to reflect on how we as a community value and celebrate our cultural diversity.

Our councils have joined the programme as we recognise the immense contributions of newcomers to our region – economically through our thriving international student sector, skilled migrants who fill skill gaps in key sectors, and seasonal workers who are vital to our horticultural industries. In addition, we also see the significant contributions of newcomers both socially and culturally, through bringing new perspectives, experience, values, culture and diversity in our workplaces, communities and to our region.

The draft long term plans of both Tauranga City Council and Western Bay of Plenty District Council recognise this and have inclusions to support the Welcoming Communities programme in our region.

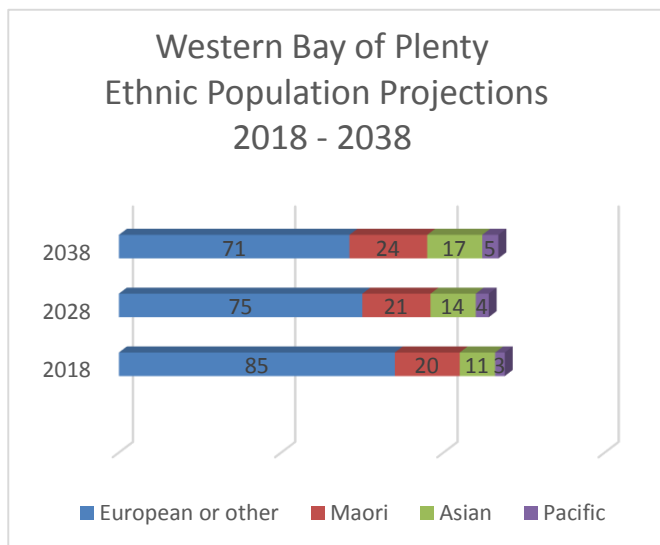
We encourage you to get involved and find out how you might like to contribute and be part of welcoming activities. For more information, visit our webpages:

Tauranga City Council <https://www.tauranga.govt.nz/community/community-services/welcoming-communities>

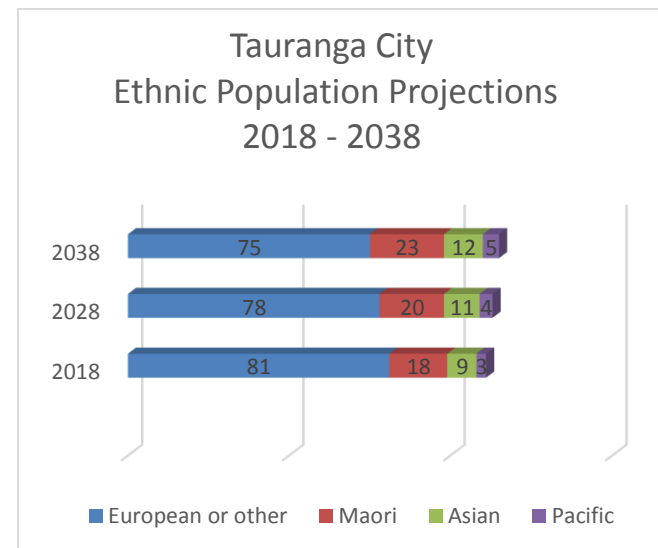
Western Bay of Plenty District Council <http://www.westernbay.govt.nz/our-district/community-planning-support/welcoming-communities/Pages/default.aspx>

Our Local Context

As Tauranga is one of the country's fastest growing cities and the western Bay of Plenty is one of the fastest growing rural districts, we see the region as having a great deal to offer its residents and that it is an attractive destination for newcomers. The population profile of the region has undergone significant change in the past 10 years and there is now a more diverse ethnic profile, which is projected to increase further in the next two decades.



Source: StatsNZ



Newcomers contribute significantly to our local economy

- The international student sector contributes \$55 million annually to the sub-region's economy.
- The western Bay of Plenty hosts a significant portion of New Zealand's horticultural land around the main townships of Te Puke and Katikati. Horticultural industries are highly reliant on seasonal migrant workers from many different countries, including several neighbouring Pacific nations through the Pacific Access Category and Recognised Seasonal Employers (RSE) scheme.
- The region is amongst the highest growth areas of the country with the majority of growth due to people moving into the district from other parts of the country or for seasonal work.
- Migrants address skills gaps the region has in a number of key sectors. A report from industry training organisation ServiceIQ showed the region would need 39% more workers in tourism, hospitality, aviation and other service sectors by 2020

In 2016 the western Bay of Plenty International Strategy (2016-2019) was developed in recognition that building and developing our international connections will make the sub-region more competitive and economically robust.

To remain competitive, western Bay of Plenty needs to attract and retain skilled migrants, grow international tourist visitor numbers, attract and retain international students and support temporary flows of migrant workers in key regional industries.

The strategy also recognises the importance of western Bay of Plenty being ready as a host community to welcome, accept and support the benefits of stronger international connections.

From this standpoint it made sense for us to involve our region in the Welcoming Communities Programme. The western Bay of Plenty is pleased to be one of the five regions piloting the Welcoming Communities Programme, which subject to positive outcomes and Ministerial approval, will be rolled out more broadly across New Zealand.

We are excited to continue to build on our strengths as a region and to grow in being a welcoming region for newcomers

The Welcoming Plan

The Welcoming Plan outlines how we will deliver the Welcoming Communities programme across the sub-region. It is structured around the eight elements of the Welcoming Communities Standard.

<https://www.immigration.govt.nz/documents/about-us/welcoming-communities-standard.pdf>



The development of the Welcoming Plan was guided by the community stocktake which was undertaken during February and March 2018.

A range of local stakeholders were engaged across the region, we conducted a staff survey across both councils to look at how we at council are currently being inclusive of cultural diversity in our communities, and a newcomers' survey to find out from newcomers themselves how they have experienced settling in the region.

From there we held community workshops with a broad range of participants from local government, schools, community organisations, migrant community leaders to share our findings and we worked together to look at what key initiatives could be developed around the eight elements of the Welcoming Communities Standard, both through individual organisations and collaboratively.

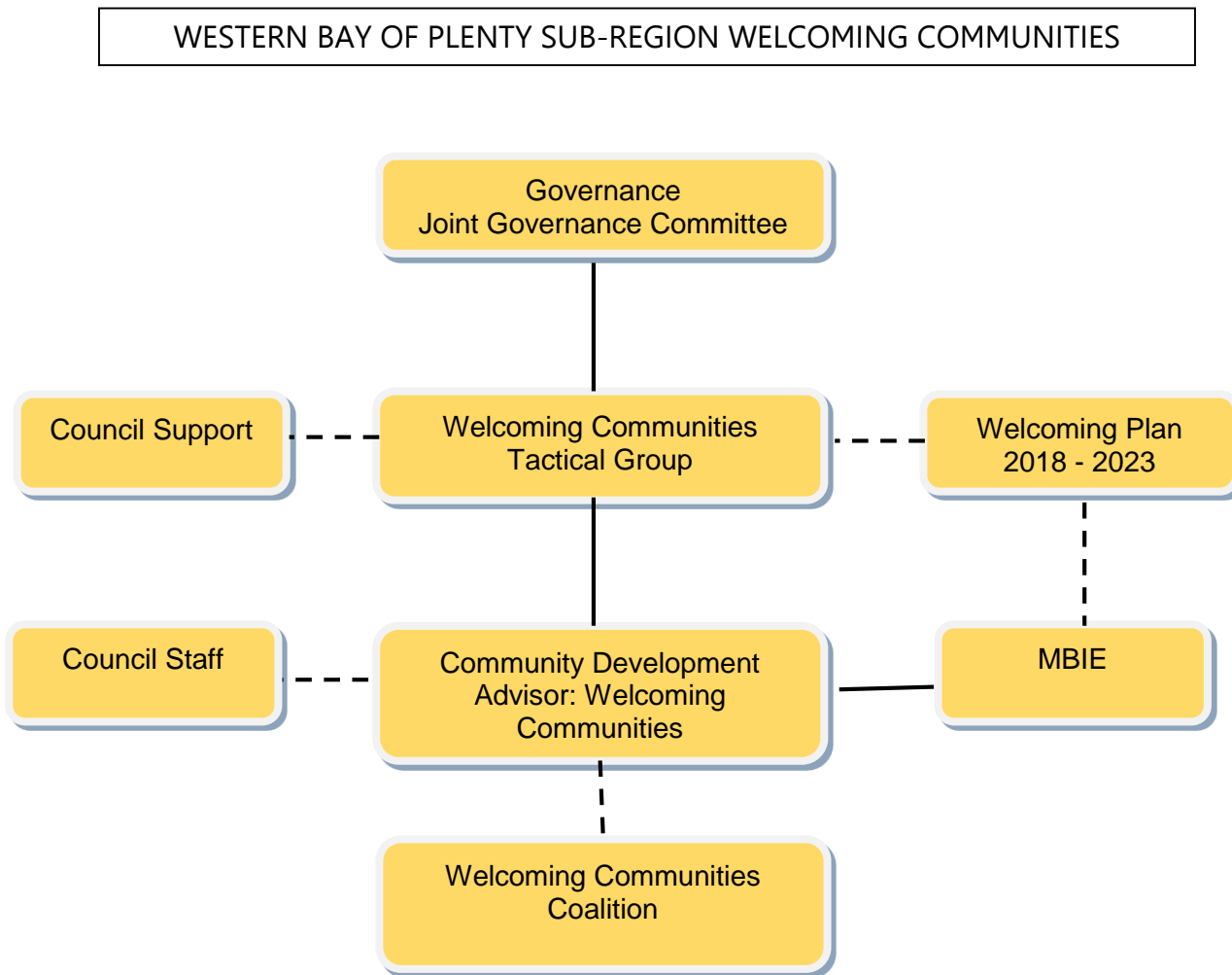
We want to thank the organisations and community leaders who have contributed to the development of the plan, offered to lead activities and been generous with their time and contributions.

Our Welcoming Plan has been reviewed by our Welcoming Communities Tactical Group which has representation from Tauranga City Council, Western Bay of Plenty District Council, Immigration New Zealand, Priority One and Multicultural Tauranga.

How will we know we if have been successful?

- Newcomers are able to easily access information to support them settling in the region
- We increase civic engagement among newcomers
- We continue to attract and retain international students
- We increase opportunities for social connection between newcomers and local residents
- We support newcomers to participate in volunteering opportunities
- Our business community is more receptive to hiring migrants
- We increase support for newcomer owned businesses
- We encourage cultural diversity in leadership roles in the region
- The contributions of newcomers are celebrated and shared in our workplaces and communities
- We increase opportunities to showcase cultural diversity across our neighbourhoods, communities and sub-region
- We increase consideration of inclusion and cultural diversity in the planning and delivery of services

Our Welcoming Plan is a living document which will be delivered over a five-year period, and will be reviewed and refreshed after 12 months.



Notes to the Welcoming Plan

- Welcoming Communities Tactical Group – representation from Tauranga City Council, Western Bay of Plenty District Council, Immigration New Zealand, Priority One and Multicultural Tauranga.
- The Welcoming Communities Coalition is a broad based network coordinated by the Community Development Advisor Welcoming Communities and is made up of local organisations and groups with an interest in being involved in Welcoming Communities. It includes migrant communities, education providers, funders, not-for-profit organisations, community organisations and groups, schools, businesses, individuals and economic development agencies.
- Council as a lead is implied as being both councils unless otherwise specified.
- Some initiatives are yet to have a defined lead allocated to them; this will be progressed as part of roll out of the plan.

1. Inclusive Leadership

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.

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 Welcoming Plan activities.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Facilitate iwi representatives to be engaged in a leadership capacity in developing Welcoming Plan initiatives	<p>Representative membership on Tactical Group and participation in community coalition network</p> <p>Tangata Whenua forums are informed about the Welcoming Communities programme and invited to participate</p>	<p>Inform Tangata Whenua forums on the programme</p> <p>Consult and partner with Tangata Whenua to develop and implement Welcoming initiatives</p>	Ongoing	<ul style="list-style-type: none"> ➤ Welcoming Communities Tactical Group 	
Develop opportunities for mutual understanding between	Noho marae programme for newcomers to the region is scoped	Investigate implementation of Huarahi Hou – ‘Pathway to Treaty	2 nd year	<ul style="list-style-type: none"> ➤ Multicultural Tauranga 	

<p>newcomers and Tangata Whenua</p>	<p>Deliver Treaty of Waitangi education programme</p>	<p>based multicultural communities 'initiative</p> <p>Set up action group to investigate and scope options for possible implementation</p> <p>Support participation of newcomers in key events; e.g Matariki celebrations</p>	<p>1st year</p> <p>Ongoing</p>	<ul style="list-style-type: none"> ➤ Progress with Tangata Whenua representatives ➤ Council ➤ Progress with Tangata Whenua representatives ➤ Multicultural Tauranga ➤ Progress with Tangata Whenua representatives 	
<p>Consult and partner with Tangata Whenua in welcoming International Students in western Bay of Plenty</p>	<p>Opportunities for Tangata Whenua to partner in welcoming international students are investigated</p>	<p>Investigate Powhiri to welcome students</p> <p>Investigate cultural learning activities</p>	<p>2nd – 5th year</p>	<ul style="list-style-type: none"> ➤ Education Tauranga ➤ Education Tauranga member institutions ➤ Progress with Tangata Whenua representatives 	

1.2 Leaders – both designated and unofficial – reflect the diversity in the local community, as does the council workforce.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Increase cultural diversity in leadership roles in the region	A migrant community leaders network is established	Facilitate inclusion of migrant community leaders at key consultations/forums	1 st – 2 nd year	➤ Multicultural Tauranga	➤ Council
	Profile success stories to share the benefits of cultural diversity in leadership roles	Source and share success stories of diverse leadership has through media channels	1 st – 2 nd year	➤ Welcoming Communities Tactical Group	
	Evidence of increased awareness in migrant communities on existing leadership opportunities	Ensure information about opportunities are shared and facilitate engagement of migrant communities in existing leadership opportunities	1 st – 3 rd year	➤ Multicultural Tauranga Community Development Advisor: Welcoming Communities	

Facilitate engagement of newcomer youth in leadership opportunities in the region	Encourage newcomer youth to participate in existing and developing youth leadership initiatives	Investigate International Student Ambassador programme Engage with existing youth development networks to support participation of youth from migrant communities	1 st – 3 rd year	<ul style="list-style-type: none"> ➤ Council ➤ Education providers ➤ Welcoming Communities Coalition 	
Encourage newcomer youth to learn about and participate in the future council workforce	Host 'Careers at Council' day for migrant youth	To be determined Present to newcomer youth on the role of local government e.g international students	2 nd year	<ul style="list-style-type: none"> ➤ Council 	

1.3 Leaders model the principles of inclusiveness, openness, tolerance, respect and acceptance of all cultures in the community.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Council is aware of and has a presence at key community cultural events	Council staff attend and support cultural and national celebrations organised by	Invite and encourage council staff and elected members to attend events	Ongoing	<ul style="list-style-type: none"> ➤ Council 	

	migrant communities				
Council leadership is informed about cultural diversity in the region and the benefits it brings	Information is shared in relevant committee meetings	Use up-to-date data from strategic partnerships to inform council leadership	Ongoing	<ul style="list-style-type: none"> ➤ Community Development Advisor: Welcoming Communities 	<ul style="list-style-type: none"> ➤ Immigration NZ ➤ Migrant Settlement Network (MSN)
Facilitate the engagement of local religious, migrant community leaders in leadership forums and events in the region	Strengthen relationships with local mosques, gurdwaras, churches temples and other religious institutions to support their engagement	Establish relationships with leaders and support opportunities where they can engage with wider community leadership	Ongoing	<ul style="list-style-type: none"> ➤ Community Development Advisor: Welcoming Communities ➤ Multicultural Tauranga 	<ul style="list-style-type: none"> ➤ Council
	Scope hosting a 'welcoming' leadership event bringing together diverse leaders from our region	Set up action group to investigate	2 nd year	<ul style="list-style-type: none"> ➤ Welcoming Communities Coalition 	
Strengthen relationships between funders and migrant communities	Strengthened relationships between funders and migrant communities	<p>Deliver annual funding workshop for migrant community groups</p> <p>Scope partnership opportunities with funders and</p>	1 st year	<ul style="list-style-type: none"> ➤ Council ➤ Funders e.g Acorn Foundation, TECT ➤ Office of Ethnic Communities 	

		Welcoming Communities			
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1.4 There are clear roles, responsibilities and ownership within council and in the wider community for the Welcoming Communities programme.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Community Development Advisor: Welcoming Communities appointed	Community Development Advisor: Welcoming Communities will drive the Welcoming Communities programme	Works collaboratively with council and community partners to coordinate the delivery of the programme across western Bay of Plenty region	1 st year	<ul style="list-style-type: none"> ➤ Council ➤ Welcoming Communities Tactical Group 	
Welcoming Communities Tactical Group	Established to guide and shape the programme	Regularly meetings every 6 weeks	Ongoing	<ul style="list-style-type: none"> ➤ Council ➤ Priority One ➤ Multicultural Tauranga ➤ Immigration NZ 	
Welcoming Communities Coalition Established	Regular workshops are held to inform and invite participation from the wider community for the Welcoming	Provide, clear and regular communication and collaboration opportunities to encourage participation from a	Ongoing	<ul style="list-style-type: none"> ➤ Community Development Advisor: Welcoming Communities 	<ul style="list-style-type: none"> ➤ Welcoming Communities Tactical Group

	Communities programme Coalition is an information sharing, networking and collaboration platform	broad range of local community groups across the region	Ongoing	➤ Community Development Advisor: Welcoming Communities	
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1.5 Council internal and external policies, services, programmes and activities recognise and address cultural diversity.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Scope the development of a council diversity and inclusion policy	Council has an overarching strategy to be inclusive of diverse communities	Work with strategy teams at council to scope development	3 rd year	➤ Council	
Conduct policy review over the next five year cycle to include consideration of cultural diversity as applicable	Council reviews policies to look at how we can continue to be more inclusive of cultural diversity in our policies, services programmes and activities	Work with strategy teams at council to review	To be determined	➤ Council	

1.6 A range of leadership opportunities in the council and the wider community are available to and taken up by newcomers

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Refer to point 1.2					

2. Welcoming Communications

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.

2.1 The community is well informed about the local benefits of immigration and the Welcoming Communities programme including success stories.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Share stories to highlight the positive contributions of newcomers to the region	Local residents are aware of the positive contributions newcomers make in our region	Encourage local organisations to share success stories and highlight newcomer contributions	Ongoing	➤ Welcoming Communities Tactical Group	➤ Welcoming Communities Coalition
Inform local residents about the Welcoming Communities programme	Region is informed about the Welcoming Communities and associated initiatives	Engage with local community networks, sector and leadership forums about Welcoming Communities and encourage them to get involved	Ongoing	➤ Community Development Advisor: Welcoming Communities	➤ Welcoming Communities Coalition

	Develop a Welcoming Communities communication plan	Regularly facilitate coverage of welcoming initiatives in the media and council channels	1 st year	➤ Council	➤ Welcoming Communities Coalition
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2.2 The council is well informed about newcomers to their region and pro-actively seeks data about newcomers from relevant sources.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Council maintains strong partnerships with key stakeholders who provide data on who newcomers are to the region	Council is proactive in participating in local networks and partnerships	Active participant in Migrant Settlement Network Partner in International Strategy 2016 - 2019	Ongoing	➤ Council	➤ Welcoming Communities Tactical Group
Clear communication about who newcomers are to the region is shared within council	Council governance committees are supplied with information about newcomers to the region	Share publicly available data on cultural diversity and newcomers entering the region with council leadership and staff	1 st – 5 th year	➤ Community Development Advisor: Welcoming Communities	➤ Council committees

2.3 The council's engagement with all residents is two-way, culturally appropriate and fit for purpose.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Develop framework for council engagement with migrant communities	Framework developed to support engagement with local government processes	Work with the council communications team to develop	1 st – 2 nd year	➤ Council	➤ Multicultural Tauranga
	We have clear information about newcomers and migrant communities in the sub-region	Develop comprehensive database of migrant community groups	1 st year	➤ Multicultural Tauranga	➤ Council
	Staff are aware of who migrants are in the region and have resources to support effective engagement with these communities	Deliver cultural competency training for council staff: pilot with customer service, library and community development staff	2 nd year	➤ Council	
		Include information about newcomers and cultural diversity, and promote use of staff interpreters and	1 st year	➤ Council	

		<p>language line in staff inductions</p> <p>Investigate the translation of selected council documents into key languages</p>	3 rd year	➤ Council	
Create multilingual “Welcome to Tauranga/Western Bay of Plenty” new-comers web page	Newcomers have easy to access information about settling in the sub-region in key languages	<p>Work with council communications teams</p> <p>Provide newcomers with links to local information, activities and key services and translated information already produced by government, and other agencies</p>	1 st year	➤ Council	➤ Migrant Settlement Network (MSN)
Develop and promote best practice for engaging with culturally diverse communities	Resource is produced to profile our regions cultural diversity and how to engage effectively with newcomers and migrant communities	Scope development of ‘Diversity Toolkit’ which can be utilised by the wider community	1 st year	➤ Council	➤ Welcoming Communities Coalition

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.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Ensure our cultural diversity is reflected in council communications (website, banners, promotional material, reports)	Council communications reflect the cultural diversity of the region	Councils create an image bank of culturally diverse images that can be used	Ongoing	➤ Council	

3. Equitable Access

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

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.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Refer to 1.2					
Migrant Settlement Network (MSN) supports in identifying and works to address barriers for newcomers	Council and local agencies, share information and support in addressing barriers for newcomers	Identify key barriers for newcomers in in our region and identify strategies to work together to address these	Ongoing	➤ Immigration NZ	

Existing council service contracts are extended to include projects/outcomes which support newcomers	Reduce barriers, increase participation of newcomers and be inclusive of cultural diversity	Addition of key performance indicators related to newcomers during contract negotiations	1 st year	➤ Council	➤ Service contract holders
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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.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Encourage community research to include specific questions on cultural diversity and perceptions/experiences of newcomers	Community research is encouraged to have inclusion of cultural /newcomer consideration (e.g Vital Signs) Provide clear data to support the design and delivery of services in the district	Scope opportunities to develop inclusions in local research	2 nd – 5 th year	➤ Welcoming Communities Coalition	
Investigate strategies to improve coordination of services for newcomers	Coordination of services for newcomers is strengthened	To be determined	2 nd year	➤ Welcoming Communities Coalition	

Increase information and access to support services for newcomers in Te Puke and Katikati	Newcomers in these regions are able to access information and support services that support settlement	Local organisations collaboratively partner with employers (including packhouses) and migrant communities to improve access to information and support services	1 st – 2 nd year	<ul style="list-style-type: none"> ➤ Welcoming Communities Coalition ➤ Citizens Advice Bureau ➤ Multicultural Tauranga 	
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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.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Refer to 2.3					
Refer to 3.2					
Provide welcome packs to newcomers	Newcomers feel welcomed and can access local information about settling in western Bay of Plenty	<p>Review content of Katikati welcome packs and scope providing them to local packhouses</p> <p>Launch of welcome packs for international students</p>	<p>1st – 2nd year</p> <p>1st year</p>	<ul style="list-style-type: none"> ➤ Katch Katikati ➤ Education Tauranga 	<ul style="list-style-type: none"> ➤ Immigration NZ ➤ Citizens Advice Bureau ➤ Multicultural Tauranga

Tauranga Bay of Plenty Migrant Expo	Face-to-face introductions between newcomers and local organisations about services and activities available in the region	Work with organising committee to progress the initiative	1 st year	<ul style="list-style-type: none"> ➤ Citizens Advice Bureau ➤ Multicultural Tauranga Council ➤ Immigration NZ 	<ul style="list-style-type: none"> ➤ Welcoming Communities Coalition
Improve strategies to inform newcomers about activities and support that is available	Explore how libraries can support newcomers accessing information and services	Work with libraries to develop strategies to utilise newcomers use of libraries	1 st – 2 nd year	<ul style="list-style-type: none"> ➤ Multicultural Tauranga Council ➤ Citizens Advice Bureau 	<ul style="list-style-type: none"> ➤ Welcoming Communities Coalition
	Newcomers, including seasonal workers, are introduced to local services and activities offered in Te Puke	Investigate event to introduce newcomers to local services in Te Puke	2 nd year	<ul style="list-style-type: none"> ➤ Welcoming Communities Coalition 	

4. Connected and Inclusive Communities

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.

4.1 Coordinated, comprehensive and appropriate welcoming support services are available from council, other agencies and community organisations.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Continue to support, encourage and welcome individuals through provision of citizenship ceremonies	Enhanced citizenship ceremonies	Representatives of local government promotes messages of inclusion in the community life of the sub-region and local government Scope participation of schools in welcoming new citizens Explore opportunities to celebrate the cultures of new citizens at the ceremonies	1 st – 5 th year	➤ Council	➤ Citizens Advice Bureau ➤ Multicultural Tauranga
International student programme	International students are welcomed and informed about	Orientations include presentations by representatives of local organisations	Ongoing	➤ Education Tauranga ➤ Education Tauranga	➤ Welcoming Communities Coalition

	<p>the services and support available</p> <p>Education providers facilitate students knowing about the sub-region, history and culture</p> <p>App produced to welcome international students to sub-region and connect to services</p>	<p>and service providers.</p> <p>Excursions to introduce students to key activities and sites (including historical) in the region</p> <p>Deliver orientation tours for all new students to the region giving them an opportunity to understand history, visit places of cultural significance and meet students/staff from other schools/service providers</p> <p>Apply to the International Student Wellbeing Fund</p>	<p>Ongoing</p> <p>Ongoing</p> <p>2nd – 3rd year</p>	<p>member institutions</p> <ul style="list-style-type: none"> ➤ Education Tauranga ➤ Education Tauranga member institutions ➤ Education Tauranga ➤ Education Tauranga member institutions ➤ Education Tauranga 	
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Newcomers Networks provide social connection, and a sense of belonging to newcomers	Maintain and scope extending Newcomers Network activities outside Tauranga City Local residents are invited to be part of welcoming newcomers to our communities	Strengthen Newcomer Network Tauranga Investigate development of Newcomer Network activities in rural areas Encourage local residents to participate in Newcomers Network activities	1 st – 5 th year	➤ Multicultural Tauranga	
Develop a 'Get to Know Your City' orientation for newcomers	Strengthen newcomers knowledge of local government, historical and cultural sites in Tauranga city	To be determined	3 rd year	➤ Council ➤ Progress with Tangata Whenua representatives	

4.2 The receiving community is well equipped and supported to welcome and interact with newcomers.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Refer to 2.3					
Refer to 3.1					
Identify and profile local Welcoming Community	Inclusive and welcoming organisations and	Create campaign to showcase and profile champions	1 st year	➤ Community Development Advisor:	➤ Welcoming Communities Coalition

champions across the region	project leaders are celebrated and promote Welcoming Communities messages in their own districts			Welcoming Communities	
Develop initiative to encourage local residents to engage positively with newcomers in the region	Our cultural diversity is celebrated and local residents are encouraged to value and connect with newcomers in our communities	Form a working group to develop an initiative	1 st year	➤ Welcoming Communities Tactical Group	

4.3 Members of the receiving community and newcomers build relationships and are at ease with connecting and learning about and from each other.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Refer to 4.1					
Encourage and support community centres to host intercultural activities	Community centres celebrate diversity in our communities including cultural diversity	Scope incorporation of Welcoming Communities activities into existing initiatives e.g Neighbours Day	2 nd year	➤ Community Development Advisor: Welcoming Communities Multicultural Tauranga	➤ Welcoming Communities Coalition
Investigate use of libraries as spaces for social	Our libraries are welcoming spaces that can reduce	Promote using libraries to run social activities that can	2 nd – 5 th Year	➤ Council ➤ Multicultural Tauranga	➤ Community Development Advisor:

connection between local residents and newcomers across the region	isolation for newcomers	bring newcomers and local residents together			Welcoming Communities
Develop initiatives to acknowledge and be inclusive of seasonal workers in Te Puke and Katikati	Seasonal workers contributions are celebrated by the local community	Investigate multicultural community event in Katikati to acknowledge seasonal workers contributions in the district Scope activities to connect seasonal workers to local activities i.e sports activities	1 st year	<ul style="list-style-type: none"> ➤ Katch Katikati ➤ Katikati Resource Centre ➤ Welcoming Communities Coalition 	<ul style="list-style-type: none"> ➤ Council ➤ Multicultural Tauranga

4.4 Different cultures are celebrated and people are supported to express their cultural beliefs and customs, including language and religious practices.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Refer to point 1.3					
Celebrate our diverse cultures and languages	The diverse languages and cultures of our communities are	Explore expanding national language week events through libraries	2 nd – 5 th year	<ul style="list-style-type: none"> ➤ Council ➤ Schools ➤ Multicultural Tauranga 	<ul style="list-style-type: none"> ➤ Welcoming Communities Coalition

through libraries and schools	celebrated and shared	<p>Work with migrant communities to increase cultural activities hosted at libraries</p> <p>Engage schools in local intercultural events i.e Multicultural Festival</p>			
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5. Economic Development, Business and Employment

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.

5.1 Newcomers, including international students are supported to access local employment information, services and networks.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Newcomers have opportunities to learn how to successfully be part of the local community and workforce	New Kiwis Career Success courses	Courses are delivered locally	Ongoing	➤ Chamber of Commerce	
	Work Talk sessions supports	Regular courses delivered to support newcomers in finding	Ongoing	➤ English Language Partners	

	newcomers in the workplace	and maintaining employment			
	English for Employees programme	Hold regular courses to teach workplace English language classes for employees	Ongoing	<ul style="list-style-type: none"> ➤ English Language Partners 	
	Aftercare programme in place for investor migrants	Partner with Immigration NZ to develop and implement aftercare programme	Ongoing	<ul style="list-style-type: none"> ➤ Priority One 	
International students are provided with information and support on accessing employment	International students are well supported to engage in successful employment	Investigate opportunities to increase support	To be determined	<ul style="list-style-type: none"> ➤ Education Tauranga Member Institutions ➤ Immigration NZ 	

5.2 Newcomers, including international students, are supported with local knowledge and skills to ensure they can operate successfully in the New Zealand work environment, either as a business owner or an employee.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Promote support services, networking opportunities and events to newcomer	Newcomer business owners and entrepreneurs are able to access opportunities in the region that can	Develop strategies to improve delivery of information to newcomers	2 nd – 5 th year	<ul style="list-style-type: none"> ➤ Chamber of Commerce ➤ Multicultural Tauranga 	

business owners and entrepreneurs	support them and develop their networks				
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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 economic benefits.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Promote positive media stories highlighting the benefits of cultural diversity in the workplace	Local residents are aware of the contributions newcomers make to the local economy and workplaces	Use existing business publications to share success stories with local employers	1 st – 5 th year	<ul style="list-style-type: none"> ➤ Chamber of Commerce ➤ Immigration NZ 	<ul style="list-style-type: none"> ➤ Welcoming Communities Coalition
Investigate establishing a 'diversity' category at local business awards	Employers who are successfully modelling diversity and inclusion in the workplace are showcased	To be determined	2 nd year	<ul style="list-style-type: none"> ➤ Chamber of Commerce ➤ Community Development Advisor: Welcoming Communities 	
Facilitate business leaders to speak on diversity and inclusion at appropriate events	As above	E.g Project Tauranga partner functions	1 st – 5 th year	<ul style="list-style-type: none"> ➤ Council ➤ Chamber of Commerce 	

5.4 Local employers and workforces develop their intercultural competency.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Diversity and Inclusion training opportunities are available for local workforces	Share ways that workplaces can create an inclusive culture Local workforces develop cultural competency to support engagement with and inclusion of culturally diverse communities	E.g “The Workplace of the Future” – Diversity Roadshow Diversity Works delivers training locally for businesses on how to successfully manage diversity in the workplace	2 nd – 5 th year	<ul style="list-style-type: none"> ➤ Chamber of Commerce ➤ Diversity Works ➤ Chamber of Commerce 	

5.5 Mutually beneficial connections and initiatives are set up with migrant business people by the local business community and professional networks.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Investigate opportunities for local businesses to intern or give work experience to international students based on their strengths i.e	If feasible, create and implement an interning initiative	Set up at a working group to scope the project	3 rd year	To be determined	

partner with export industries					
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6. Civic Engagement and participation

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

6.1 *The council's elected members and staff effectively communicate with newcomers to promote their engagement in local government processes.*

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Refer to 4.1					
Refer to 6.2					

6.2 *Newcomers are encouraged and enabled to get involved in local government and civil society.*

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Increase the number of newcomers participating in volunteering in the region	Newcomers are aware of volunteering opportunities and the benefits of volunteering	Explore diversity and inclusion training for volunteer member organisations Share success stories and promote the benefits of volunteering and how	2 nd – 3 rd year 2 nd – 5 th year	➤ Volunteering Bay of Plenty ➤ Volunteering Bay of Plenty	

		to find volunteer roles amongst newcomers Support volunteering opportunities for Guardian visa holders	2 nd year	➤ Volunteering Bay of Plenty	➤ Education Tauranga
Increase newcomers knowledge about local government and how they can be involved	Newcomers know about the role of local government and are supported to participate in council processes Refer to 1.2	Orientation to local government to be included in 'Get to Know Your City' orientations Participation in local government encouraged at citizenship ceremonies	2 nd year 1 st year	➤ Council	

6.3 Newcomers efforts and achievement in civic participation and community life are acknowledged and celebrated.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Initiatives to recognise the contributions of	Newcomer volunteer contributions are	Scope opportunities to develop an initiative or	3 rd year	➤ Welcoming Communities Coalition	

newcomers to our region	recognised in the community	enhance an existing initiative			
Refer to 4.3					

7. Welcoming Public Spaces

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

7.1 The design and operation of public spaces and facilities are culturally appropriate and reflect the diversity of the community.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Investigate showcasing the regions cultural diversity through the public art, including in public buildings	Public art better reflects the cultural diversity of our region	Explore opportunities e.g through Tauranga Paradox Street Art Festival, Open Air Art Katikati	2 nd – 5 th year	➤ Council	➤ Welcoming Communities Coalition
	Public buildings better reflect the cultural diversity of our region	Encourage culturally diverse art and images within public buildings	3 rd – 5 th year	➤ Council	➤ Welcoming Communities Coalition
Develop multilingual welcoming resources/posters for key	Newcomers feel welcomed to key places that support their wellbeing and inclusion	Identify key languages in the sub-region	1 st year	➤ Council	➤ Welcoming Communities Coalition

community focus points such as community centres and libraries	Encourage the wider community to also provide multilingual welcoming signage				
Develop opportunities for newcomers to learn how to use public transport	Newcomers feel confident in knowing how to use public transport facilities	<p>Include newcomers in 'Have a Go' day – bus orientation in Tauranga City</p> <p>Explore similar initiative in western Bay of Plenty districts</p>	2 nd year	➤ Council	➤ Welcoming Communities Coalition
Develop water safety initiatives for newcomers	<p>Newcomers can access water safety information</p> <p>Newcomers have water safety skills that support them to use our public spaces safely (beaches/lakes/rivers)</p>	<p>Investigate multilingual signage at beaches/lakes</p> <p>Translated water safety information is easily accessible</p> <p>Develop and implement initiatives to increase the water safety skills of newcomers</p>	1 st – 5 th year	<p>➤ Safer Communities</p> <p>➤ Welcoming Communities Coalition</p>	

7.2 Welcoming public spaces provide opportunities to build trust and relationships between newcomers and members of the receiving community.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Local residents and newcomers connect through sporting activities	Sports initiatives are developed which bring together newcomers and local residents	Set up action group to investigate and scope options for possible implementation	2 nd – 5 th year	<ul style="list-style-type: none"> ➤ Multicultural Tauranga ➤ Sport Bay of Plenty 	<ul style="list-style-type: none"> ➤ Welcoming Communities Coalition
	Investigate strategies to introduce newcomers to sports activities and facilities in the region	Scope opportunities to strengthen newcomers engagement	2 nd – 5 th year	<ul style="list-style-type: none"> ➤ Sport Bay of Plenty 	
		Deliver a football-related activity for newcomers	1 st – 2 nd year	<ul style="list-style-type: none"> ➤ New Zealand Football 	

7.3 Public spaces and buildings create a sense of community ownership and inclusion for all, including newcomers.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Refer to 7.1					

Culture and Identity

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 other members of the community. There are opportunities to learn about each other's culture.

8.1 Receiving communities and newcomers share and celebrate their cultures with each other, facilitated by the council and others in the community.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Refer to 4.3					
Education providers celebrate the cultural diversity of their students	Intercultural events and activities to bring together students to celebrate cultural diversity of student body	Example: International Day	Ongoing	<ul style="list-style-type: none"> ➤ Education Tauranga ➤ Education Tauranga member institutions 	
Scope 'Cultural Diversity Week '	Week long awareness/activities in the region to showcase and celebrate the range of cultural groups in the region	Form working group to develop initiative and scope funding opportunities for 2020	2 nd – 5 th Year	<ul style="list-style-type: none"> ➤ Council ➤ Multicultural Tauranga 	<ul style="list-style-type: none"> ➤ Libraries ➤ Schools ➤ Welcoming Communities Coalition
Tauranga Multicultural Festival	Continue to hold the Tauranga Multicultural Festival	Scope opportunities to support expanding activities in the event e.g engagement with schools	Ongoing	<ul style="list-style-type: none"> ➤ Multicultural Tauranga 	<ul style="list-style-type: none"> ➤ Council

Council supports migrant communities to run cultural events in the region	Increase the number of cultural events run in the sub-region Support communities to host events the wider community can attend	Council guides communities through processes and to funding opportunities that can support cultural events for the wider community to enjoy	1 st – 5 th year	➤ Council	➤ Welcoming Communities Coalition
Create an online calendar of significant religious and cultural events	Local residents have increased awareness of significant cultural events in the region	Include links to existing event calendars including those published on INZ website	1 st year	To be determined	➤ Interfaith agencies ➤ Welcoming Communities Coalition

8.2 Newcomers and the receiving community understand what values they each hold dear.

Name and description of activity	Deliverables	Actions (or Steps/Tasks)	Timeframes	Lead	Support
Support communities to develop cultural information boards they can display at their events	Information boards support local residents to have more knowledge of different cultures in our communities	Identify key community groups and work with them to develop	1 st year	➤ Western Bay of Plenty District Council	
Increase resources available for	Newcomers have an increased	Share existing resources through	2 nd – 5 th year	➤ Progress with Tangata	

<p>newcomers to learn about Māori culture, local history and Kiwi culture</p>	<p>understanding of local history and culture</p>	<p>newcomers' webpage</p> <p>Investigate sourcing multilingual resources for libraries</p>		<p>Whenua representatives</p>	
<p>Encourage both local residents and newcomers to participate in and attend community events</p>	<p>Local residents and newcomers connect and learn about each other through local community events</p> <p>Develop strategies to increase attendance of local residents at existing cultural events e.g 'Living in Harmony' evenings</p>	<p>Promote local events to newcomers and migrant communities</p> <p>Migrant communities are encouraged to invite the wider community to their cultural events to build shared understanding</p> <p>Encourage community groups to promote cultural events on existing community events calendars i.e mytauranga.co.nz</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> ➤ Welcoming Communities Coalition ➤ Council ➤ Multicultural Tauranga ➤ Multicultural Tauranga ➤ Council 	<ul style="list-style-type: none"> ➤ Multicultural Tauranga

