Multicultural Subcommittee
AGENDA

Notice of Meeting:
An ordinary meeting of the Multicultural Subcommittee will be held on:

Date: Friday 7 June 2019
Time: 9am
Venue: Committee Room 2, Level 2, Civic Offices, 53 Hereford Street, Christchurch

Membership
Chairperson Councillor Jimmy Chen
Members Councillor Anne Galloway
Councillor Glenn Livingstone

31 May 2019
Claire Phillips
Principal Advisor
Tel: 941 5408
Liz Ryley
Committee Advisor
941 8153
liz.ryley@ccc.govt.nz
www.ccc.govt.nz

Note: The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. If you require further information relating to any reports, please contact the person named on the report.

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Strategic Framework
The Council’s Vision – Christchurch is a city of opportunity for all.
Open to new ideas, new people and new ways of doing things – a city where anything is possible.

Whiria ngā whenu o ngā papa
Honoa ki te maurua tāukiuki
Bind together the strands of each mat
And join together with the seams of respect
and reciprocity.

The partnership with Papatipu Rūnanga
reflects mutual understanding and respect,
and a goal of improving the economic,
cultural, environmental and social
wellbeing for all.

Overarching Principle
Partnership – Our
people are our taonga
– to be treasured and
encouraged. By working
together we can create
a city that uses their
skill and talent, where
we can all participate,
and be valued.

Supporting Principles
Accountability
Affordability
Agility
Equity
Innovation

Community Outcomes
What we want to achieve together as our city evolves

Strong communities
Strong sense of
community
Active participation in
civic life
Safe and healthy
communities
Celebration of our
identity through arts,
culture, heritage and
sport
Valuing the voices of
children and young
people

Liveable city
Vibrant and thriving
central city, suburban
and rural centres
A well connected and
accessible city
Sufficient supply of, and
access to, a range of
housing
21st century garden city
we are proud to live in

Healthy environment
Healthy waterways
High quality drinking
water
Unique landscapes and
indigenous biodiversity
are valued
Sustainable use of
resources

Prosperous economy
Great place for people,
business and investment
An inclusive, equitable
economy with broad-
based prosperity for all
A productive, adaptive
and resilient economic
base
Modern and robust
city infrastructure and
community facilities

Strategic Priorities
Our focus for improvement over the next three years and beyond

Enabling active citizenship and connected
communities

Maximising opportunities to develop a vibrant,
prosperous and sustainable 21st century city

Climate change
leadership

Informed and proactive
approaches to natural
hazard risks

Increasing active, public
and shared transport
opportunities and use

Safe and sustainable
water supply and
improved waterways
**Multicultural Subcommittee**  
07 June 2019

**MULTICULTURAL SUBCOMMITTEE - TERMS OF REFERENCE**

<table>
<thead>
<tr>
<th>Chair</th>
<th>Councillor Chen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership</td>
<td>Councillor Galloway, Councillor Livingstone</td>
</tr>
<tr>
<td>Quorum</td>
<td>Half of the members if the number of members (including vacancies) is even, or a majority of members if the number of members (including vacancies) is odd.</td>
</tr>
<tr>
<td>Meeting Cycle</td>
<td>Bimonthly</td>
</tr>
<tr>
<td>Reports To</td>
<td>Social, Community Development and Housing Committee</td>
</tr>
</tbody>
</table>

**Responsibilities**

The Multicultural Subcommittee is responsible for:

- Overseeing the implementation of the Christchurch Multicultural Strategy – Our Future together
- Overseeing issues related to diverse communities throughout the city
- Considering matters related to multicultural communities and sector providers
- Receiving regular updates from existing mandated community networks/forums via nominated representatives including:
  - The Multicultural Council – Nominated Representative
  - INFORM Network – Nominated Representative
  - CLING (Community Languages and Information Network Group) – Nominated Representative
  - Ethnic Leaders Forum - Nominated Representative
  - Multicultural Strategy Implementation Committee – Staff
- Receiving deputations from individuals and ethnic communities (as and when appropriate via invitation or deputation), i.e. Muslim Building Bridges Group, Chinese New Year Committee, Indian Students’ Association etc.
- Supporting the activities of the Canterbury Regional Economic development - Newcomer work strand
  Championing ethnic and cultural diversity across Council
Part A  Matters Requiring a Council Decision
Part B  Reports for Information
Part C  Decisions Under Delegation

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STAFF REPORTS
C   7. Multicultural Report ............................................. 11
1. **Apologies**
   At the close of the agenda no apologies had been received.

2. **Declarations of Interest**
   Members are reminded of the need to be vigilant and to stand aside from decision making when a conflict arises between their role as an elected representative and any private or other external interest they might have.

3. **Confirmation of Previous Minutes**
   That the minutes of the Multicultural Subcommittee meeting held on Monday, 8 April 2019 be confirmed (refer page 6).

4. **Public Forum**
   A period of up to 30 minutes may be available for people to speak for up to five minutes on any issue that is not the subject of a separate hearings process. It is intended that the public forum session will be held at approximately 9am.

5. **Deputations by Appointment**
   There were no deputations by appointment at the time the agenda was prepared.

6. **Updates from Mandated Groups**
   6.1 **Muslim Association of Canterbury Update**
       Jamal Tony Green will update the Subcommittee about the Muslim Association of Canterbury.
Multicultural Subcommittee

OPEN MINUTES

Date: Monday 8 April 2019
Time: 10.33am
Venue: Committee Room 2, Level 2, Civic Offices,
53 Hereford Street, Christchurch

Present
Chairperson: Councillor Jimmy Chen
Members: Councillor Glenn Livingstone
In Attendance: Councillor Phil Clearwater

8 April 2019
Claire Phillips
Principal Advisor
Tel: 941 5408

Liz Ryley
Committee Advisor
941 8153
liz.ryley@ccc.govt.nz
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The agenda was dealt with in the following order.

Councillor Chen warmly welcomed members to the Multicultural Subcommittee meeting and took the opportunity to acknowledge the 15 March 2019 Christchurch terror attack. He invited Claire Phillips to update the Subcommittee on pertinent matters from this event that related to the multicultural community.

Claire Phillips outlined the whole of Government approach being undertaken to provide support services to those affected by the terror attack, and the wider community, following the closure of the welfare centre. The 0800 number for concerned community members to contact support services is 0800 779 997. A Case Management approach is being worked on for those most affected, and Claire noted that no person struggling will be left out of the process.

The Christchurch City Council will continue working with citizens and communities to help co-ordinate a community led response and Claire advised she was seconded into this role to work with others, particularly the Muslim community, to develop a community plan and work on the further implementation of the Multicultural Strategy.

Councillor Chen thanked Claire for the update and also thanked all the Council staff who have built on the existing relationships with our local communities and partner agencies to ensure a well co-ordinated response with the community at the heart of all we do, and for their absolute commitment to ensuring our communities jointly lead the recovery process.

We honour the Muslim Community Leadership Group for their dedication and thank all those that have provided cultural advice and ensured decision-making has had the community at its heart.

We affirm our commitment to Ōtautahi Christchurch being a city of peace and a city that honours human rights, by truly living up to being a city of inclusion that embraces diversity, as declared in the Christchurch Multicultural Strategy Te Raūtaki Mātawaka Rau Our Future Together.

Note: From this update, Subcommittee members agreed to request staff to work with the Mayor’s Office about providing a briefing to the Councillors on the work of the Muslim Leadership Group.

### 1. Apologies

**Part C**

**Committee Resolved MCSC/2019/00003**

That the apology from Councillor Galloway be accepted.

Councillor Chen/Councillor Livingstone  

Carried
2. **Declarations of Interest**
   Part B
   There were no declarations of interest recorded.

3. **Confirmation of Previous Minutes**
   Part C
   Committee Resolved MCSC/2019/00004
   That the minutes of the Multicultural Subcommittee meeting held on Friday, 1 February 2019 be confirmed.
   Councillor Livingstone/Councillor Chen  
   Carried

4. **Public Forum**
   Part B
   There were no public forum presentations.

5. **Deputations by Appointment**
   Part B
   There were no deputations by appointment.

6. **Updates from Mandated Groups**
   6.1 Due to the meeting being rescheduled, Mrs Jinky Knowler was unable to attend the meeting, and will be invited to a future meeting of the Subcommittee.

   6.2 **Nigerian Community Update**
   Due to the meeting being rescheduled, Sheun Fasheun of the Nigerian Canterbury Association was unable to attend the meeting, and will be invited to a future meeting of the Subcommittee.

7. **Multicultural Report-8 April 2019**
   **Committee Comment**
   1. Claire Phillips updated the Subcommittee on the following matters:
      a. Civic Participation Forums – Due to the 15 March 2019 event in Christchurch, this Forum has been postponed and will be rescheduled in due course.
      b. Refugee Quota Arrivals – There have been 22 refugees arrived on 1 March well supported by the Red Cross programme with another 20 refugees to arrive shortly.
      c. Mandated groups – speaker schedule for 2019 – Claire advised that further work will be carried out on this schedule to align with the Multicultural Strategy.
d. Council bi-lingual/multi-lingual signage – Work is being carried out by the Council’s Design team for welcoming signage at the Civic Office and ensuring the correct language is used. This matter will be reported to Subcommittee members when further information is available.

e. Access and Inclusion Report – Work is being carried out and draft indicators prepared, on access and inclusion. Datasets that give information on diversity are being considered. The first Access and Inclusion Report will be a benchmark for the future.

f. Multicultural Strategy Implementation Plan – Discussion was held about holding a workshop on the Implementation Plan, and about whether this could include a possible review of the Subcommittee’s Terms of Reference and membership in response to the recent Christchurch terror attack. Considering the upcoming elections, it was discussed that it may be more appropriate to review the Terms of Reference and membership at the commencement of the new term.

Committee Resolved MCSC/2019/00005

Part C

That the Multicultural Subcommittee:

1. Receive the verbal update by staff summarised in section 3 of this report on Multicultural activities.

2. Request staff to arrange a briefing to the Social, Community Development and Housing Committee, other interested Councillors, and the Muslim Leadership Group, on the steps to further implement the Multicultural Strategy, post the Christchurch terror attack on 15 March 2019.

Councillor Chen/Councillor Livingstone  Carried

Meeting concluded at 11.35am.

CONFIRMED THIS 7TH DAY OF JUNE 2019

COUNCILLOR JIMMY CHEN
CHAIRPERSON
7. Multicultural Report

Reference: 19/551836

Presenter(s): Claire Phillips, Principal Adviser Community Planning and Partnerships

1. Purpose of Report

1.1 The purpose of this report is for the Multicultural Subcommittee to be provided with an update about activities related to the Implementation of the Multicultural Strategy and the terror attacks of the 15 March 2019.

2. Staff Recommendations

That the Multicultural Subcommittee:

1. Receive the update by staff on Multicultural activities summarised in section 3 of this report.

3. Key Points

3.1 Multicultural Strategy Implementation Plan- Priorities to 2021. Staff will discuss and update the Subcommittee regarding the updated Implementation Plan, report achievements to date and highlight planned (budgeted) activities across Council.

- The draft Multicultural Strategy Implementation Plan –Priorities to 2021 (that was recently presented to the Multicultural subcommittee members) is currently with Council’s design team. Previous elected member feedback has been taken into consideration, including additional actions from Council units. Once complete, the plan will be presented to the Social, Community Development and Housing Committee for endorsement on 3 July 2019.

- The draft document is attached to this report as Attachment A.

3.3 Refugee Resettlement. Staff will update the Subcommittee about the arrival of 22 UNHCR quota refugees due to arrive in Christchurch on 21 June 2019.

- This is the second intake of five scheduled for 2019.

3.2 Council welcoming signage project update. Council’s Wayfinding Strategy has planned multi-lingual welcoming signage for the public spaces at Civic Offices, 53 Hereford Street.

- Staff will present a design brief to the Subcommittee for their information.

3.3 March 15. Staff will update the Subcommittee on aspects of the community response post the terror attacks of 15 March 2019.

Attachments

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<tr>
<th>No.</th>
<th>Title</th>
<th>Page</th>
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<tbody>
<tr>
<td>A</td>
<td>Christchurch Multicultural Strategy Implementation Plan - Priorities to 2021</td>
<td>13</td>
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</table>

Confirmation of Statutory Compliance

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).
(a) This report contains:
   (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
   (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council’s significance and engagement policy.

### Signatories

<table>
<thead>
<tr>
<th><strong>Author</strong></th>
<th>Claire Phillips - Principal Strengthening Communities Advisor</th>
</tr>
</thead>
</table>
| **Approved By** | John Filsell - Head of Community Support, Governance and Partnerships  
Mary Richardson - General Manager Citizen and Community |
Attachment A

Item 7

Christchurch Multicultural Strategy

Priorities to 2021
Multicultural Subcommittee
07 June 2019

Community Support, Governance and Partnerships Unit
Christchurch City Council
53 Hereford Street
Christchurch Central 8013

For more information
multicultural@ccc.govt.nz
03 941 8999

Ngai Tahu have resided on these lands for more than 800 years, and since 1830 have welcomed all people to our lands and held true to the values instilled in the proverb, “kia atawhai kit e iwi” / Care for the people” expressed by Pita Te Hori, Upoko of ngai Tu Ahuriri. Today we continue to uphold these values when welcoming all those who now call Otautahi/Christchurch home- no matter where you’ve come from.

May for feel safe, under the guidance and support of Ngai Tahu and Christchurch City Council

Welcome!

Reference to the events of 15 May in an introduction from Mayor and CR Chen
Christchurch Multicultural Strategy 2017-2021
Te Rautaki Matawaka Rau
Our Future Together Te Kohao Pounamu

Priorities to 2021

The purpose of this document is to outline the identified priorities for the implementation of the Christchurch Multicultural Strategy through to 2021.

Otautahi/Christchurch is a multicultural city and the Christchurch City Council wants to lead the city in the benefits of a multicultural society and becoming a place where everybody is respected and accepted.

This Strategy is a commitment by Christchurch City Council to support and embrace the diversity of the people in Otautahi/Christchurch.

PHOTO

The vision for Christchurch’s Multicultural Strategy is:

Christchurch/Otautahi is an inclusive multicultural and multi-lingual city that honours Te Tiriti o Waitangi and values our environment- a city where all people belong.
The Christchurch Multicultural Strategy

This Strategy was created in partnership with leaders from the wider community. A Multicultural Working Group was established in mid-2015 with a membership made up of elected members and community representatives. Their role was to develop a framework for a strategy that harnessed the benefits of a richly diverse multicultural community with a strong bi-cultural framework. A draft Strategy, presented to community for consultation in July 2016 was officially adopted in 2017.

The Strategy has four main goals:

- Christchurch City Council is an inclusive and diverse organisation
- All communities have equitable access to Council services and resources
- All residents are able to participate in Council decision-making
- Christchurch is a City of cultural vibrancy, diversity, inclusion and connection

The Strategy has been implemented through a wide range of activities and initiatives since its adoption and highlighted at a public one-year anniversary event in 2018.

Future outcomes reporting will be provided by way of an annual Access and Inclusion Report - This is due in October 2019.

Otautahi/Christchurch has a strong, connected and active Multicultural Sector. This Strategy aims to leverage these relationships and expertise to create a city – one where everyone belongs - Our Future Together.
How do we get there?

Council will prioritise the following initiatives through to 2021. (Pages 22-24). These actions have gained support from the community and endorsement by the Christchurch City Council’s Multicultural Subcommittee and relevant staff units. Many activities are underway or ongoing across Council and the community.

We will deliver on agreed outcomes by working together in a spirit of cooperation, collaboration and partnership with the diverse communities of Christchurch at the forefront of service design and delivery.

Drivers for success include

- **Planning and Performance** – The Council integrates the strategy goals in all its planning processes through the planning and policy cycle. Accountability in and out of the organisation is an imperative.

- **Data and Evidence** – Council planning and services are informed by relevant and up-to-date data, gathered via traditional data sets or through community networks and active relationships.

- **Communication and relationships** – A nothing about us with us way of working to create and maintain resilient and liveable communities. Through robust and authentic relationships Council will better understating community needs and viewpoints Council will can better understand expectations.

- **Leadership** – Council will show leadership in a spirit of equity and inclusion. We will steward public resources for communities to be able to thrive and prosper.
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

Priority area

- Highlight, promote and grow diversity and inclusion in Council
- The Council builds and maintains relationships with all communities and their organisations

Photo
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

Priority Action: Highlight, promote and grow diversity and inclusion in Council

Objective

We will work across Council and community to promote and develop a culture of diversity and inclusion. We are committed to being an organisation that reflects and supports diversity at all levels.

Planned results

We will:

- Identify organisational champions and provide them with cultural competency training — in-turn developing a community of practice.
- Work with Council’s People and Culture Committee on projects and events that increase intercultural awareness and dialogue including staff awards and recognition.
- Ensure that the workforce is reflective of the city’s diversity by positively promoting Local Government as a career to diverse communities, supporting internships and work experience.
- We will ensure that cultural competency becomes a standard question in recruitment procedures.
- Encourage mainstream services to better capture ethnicity data for planning and funding.

Priority Action: The Council builds and maintains relationships with all communities and their organisations

Objective

We will work across Council and community to promote and develop a culture of diversity and inclusion. Build and maintain an inclusive network of leaders in the wider community form diverse backgrounds to strengthen the connections between all communities and the Council.

Planned results

We will:

- Regularly convene the Interagency Network for Refugees and Migrants - INFORM
- Complete a comprehensive response database of all ethnic communities,
- Support the capability and capacity of multicultural communities to provide activities that reduce social isolation, promote multiculturalism, integration and participation.
All communities and have equitable access to Council services and resources

GOAL 2

Priority Areas

- Identify and remove barriers to accessing Council facilities, events, services and processes experienced by people because of their identity, cultural or linguistic backgrounds
Goal 2: All communities and have equitable access to Council services and resources

Priority Action: Identify and remove barriers to accessing Council facilities, events, services and processes experienced by people because of their identity, cultural or linguistic backgrounds

Planned results

We will:

- Capture ethnicity data in a consistent way across Council to better understand community needs and participation rates
- Use Residents Surveys, Life in Christchurch, Quality of Life Survey’s to gauge citizen satisfaction to inform actions and improve
- Tailor our messaging and communication to the audience by ensuring a wide range of key information is available in a range of formats services.
- Support all front line staff to train in the use of phone or face to interpreters – and Council promotes this service more actively.
- Work across Council and community to improve data collection by working towards using common and consistent ethnicity categorisations to gain a better understanding of the community demographics.
All residents are able to participate in Council decision-making

**GOAL 3**

- Enable and promote participation in civic life and public decision making by people from all communities
Goal 3: All residents are able to participate in Council decision-making

Priority Action: Enable and promote participation in civic life and public decision making by people from all communities

Planned results

We will:

- Ensure strategy goals and principles are reflected in Community Board Plans
- Hold civic participation workshops
- Work in partnership with ethnic community leaders to encourage greater participation in civic and community life
- Translate the “How to Engage with Community Boards” pamphlet in key languages
- Continue to work with communities to inform them of the role of Council and the services available to them. Work across Council and community to ensure that Council Community Board plans include actions that align with the Multicultural Strategy.
- Provide translated information on key Council documents and messages
- Encourage Council staff across the organisation to use interpreters when required
Otautahi/Christchurch is a city of Cultural vibrancy, diversity, inclusion and connection

GOAL 4

Priority Areas

- Celebrate and foster linguistic diversity of all Christchurch peoples
- Inform the wider community about the value of diversity in Christchurch
- Strengthen and connect all Christchurch people and communities
- Leadership
Goal 4: Otautahi/Christchurch is a city of Cultural vibrancy, diversity, inclusion and connection

Priority Action: Celebrate and foster linguistic diversity of all Christchurch peoples

Planned results

We will:

- Strengthen voices into Council by promoting engagement opportunities directly via multicultural networks
- Encourage community ownership of the Strategy and support their actions
- Build capacity and capability of ethnic and cultural groups
- Building and public spaces reflect Maori and other cultures and ethnicities in signage, building names, art works

Priority Action: Inform the wider community about the value of diversity in Christchurch

Planned results

We will:

- Promote Multicultural Christchurch to enhance long term sustainability of the Strategy goals through existing communications and marketing channels
- Produce the first annual Access and Inclusion Report completed by October 2019.
- Align with other strategies/plans across Council/City
- Work across Council and in partnership with community to further promote diversity in all aspects of work and play.

Priority Action: Strengthen and Connect all Christchurch people and communities

Planned results

We will:

- Build on local community connections using community development principles
- Funding Support events and initiatives

Priority Action: Leadership

Planned results

We will:

- Lead discussions at a civic level about racism, inclusion and diversity
- Convene the Interagency Network for Refugees and Migrants every 6 weeks
- Promote stories of success via online channels and other media
- Ensure public engagements and consultations are relevant, accessible and appropriate to the needs of communities
- Provide Strategic governance assistance to Council's 2 monthly Multicultural Subcommittee meetings
- Support International Relations Team to deliver on their levels of Service where appropriate to leverage local relationships with Sister City partners
- Build regional capacity by working alongside other Territorial Local Authorities
- We will advocate through local, regional and national networks for the needs of diverse communities
## Action Plan 2019-2021

**Priority Action: Highlight, promote and grow diversity and inclusion in Council – Goal 1**

<table>
<thead>
<tr>
<th>We plan to</th>
<th>Strategy Outcome area</th>
<th>What we’ll report on</th>
<th>Who we’ll work with</th>
<th>By when?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify organisational champions and provide them with cultural competency training — in-turn developing a community of practice</td>
<td><strong>Cultural and linguistic competence</strong></td>
<td>50% Council units have one or more champions # attending training</td>
<td>Whole of Council HR</td>
<td>By October 2019</td>
</tr>
<tr>
<td>Work with Council’s People and Culture Committee on projects and events that increase intercultural awareness and dialogue including staff awards and recognition</td>
<td><strong>Staff development and support</strong></td>
<td>1 project per year Diversity excellence category included in STAR and other Council staff recognition awards</td>
<td>Whole of Council</td>
<td>Underway - by end 2019</td>
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<tr>
<td>Ensure that the workforce is reflective of the city’s diversity by positively promoting Local Government as a career to diverse communities, supporting internships and work experience. Hr Strategy development.</td>
<td><strong>Harnessing knowledge and expertise</strong></td>
<td>Annual diversity stock-take across Council Council’s recruitment selection policy to build a workforce that reflects the community it serves.</td>
<td>CSGP Unit HR Research and Monitoring Team</td>
<td>End of 2019/20 End of 2020/21</td>
</tr>
<tr>
<td>Revised policies make explicit the Councils standpoint on expected employee behaviours/activities including a review of the organisations behavioural competencies</td>
<td><strong>Workforce development and recruitment</strong></td>
<td>Case studies displaying best practice. Te Reo 101, Maori 101 and Ngai Tahu 101 curse open to all staff. Unconscious bias training. Introduction of the function of Bullying and Harassment Prevention Coordinators</td>
<td>HR</td>
<td>2019/20</td>
</tr>
<tr>
<td><strong>Review of Council’s Diversity Policy</strong></td>
<td><strong>Workforce development and recruitment</strong></td>
<td>Provides an opportunity to incorporate multicultural considerations</td>
<td>HR</td>
<td>2020/21</td>
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<tr>
<td>Bi-cultural language and education in addition to usual Traty of Waintangi course provided</td>
<td><strong>Cultural and linguistic competence</strong></td>
<td></td>
<td></td>
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<tr>
<td>Encourage mainstream services to better capture ethnicity data for planning and funding</td>
<td><strong>Strategic use of funding</strong></td>
<td># groups targeted and responsive</td>
<td>NGO sector</td>
<td>2021</td>
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Priority Action: The Council builds and maintains relationships with all communities and their organisations - Goal 1

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<thead>
<tr>
<th>We plan to</th>
<th>Strategy outcome area</th>
<th>What we’ll report on</th>
<th>Who we’ll work with</th>
<th>By when?</th>
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<tbody>
<tr>
<td>Convene the Interagency Network for Refugees and Migrants</td>
<td>Supporting settlement and integration</td>
<td>6 times per year</td>
<td>Office of Ethnic Communities</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Support community-led initiatives aimed at increasing intercultural understanding</td>
<td>Intercultural dialogues</td>
<td># of activities across the city supported</td>
<td>Mana Whenua Multicultural communities Ethnic leaders</td>
<td>As required</td>
</tr>
<tr>
<td>Involve key service providers, organisations and/or representatives of culturally and linguistically diverse communities in local emergency welfare planning.</td>
<td>Responsive and accessible services and information</td>
<td>Multicultural EM initiatives</td>
<td>Civil Defence CSGPU</td>
<td>Feb 2020</td>
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Priority Action: Identify and remove barriers to accessing Council facilities, events, services and processes experienced by people because of their identity, cultural or linguistic backgrounds- Goal 2

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<thead>
<tr>
<th>We plan to</th>
<th>Strategy outcome area</th>
<th>What we’ll report on</th>
<th>Who we’ll work with</th>
<th>By when?</th>
</tr>
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<tbody>
<tr>
<td>Capture ethnicity data in a consistent way across Council to better understand community needs and participation rates.</td>
<td>Planning and performance</td>
<td>Relevant participation rates by ethnicity as a benchmark</td>
<td>Libraries, sport and recreation facilities, community facilities, Engagement Team Events, Sport and Recreation Teams</td>
<td>2021</td>
</tr>
<tr>
<td>Use Residents Surveys, Life in Christchurch, Quality of Life Survey’s to gauge citizen satisfaction to inform actions and improve services and report outcomes to elected members, staff and community.</td>
<td>Planning and performance</td>
<td>Annual access and inclusion report will provide a benchmark citizen satisfaction.</td>
<td>CSGPU All Units</td>
<td>October 2019 Ongoing as results are made available</td>
</tr>
<tr>
<td>Encourage all Units of Council to tailor messaging and communication to the audience to ensuring a wide range of key information is</td>
<td>Responsive and accessible services/information Targeted assistance and services</td>
<td># of translated information across the organisation</td>
<td>CE’s office Monitoring and Evaluation Marketing and Communications</td>
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Priority Action: Enable and promote participation in civic life and public decision making by people from all communities - Goal 3

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<th>We plan to</th>
<th>Strategy outcome area</th>
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<th>By when?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure that strategy goals and principles are reflected in Community Board Plans.</td>
<td>Planning and performance</td>
<td>All Community Board plans reference the Strategy and identify specific actions at a local level</td>
<td>Community Governance Teams/Elected members</td>
<td>CBP’s completed by 2020</td>
</tr>
<tr>
<td>Hold Civic participation workshops.</td>
<td>Navigating the civic space</td>
<td># people in attendance_VM_volunteering by ethnicity/stats_Anecdotal feedback from participants</td>
<td>Volunteering Canterbury OEC/Elections NZ</td>
<td>April 2019</td>
</tr>
<tr>
<td>Work in partnership with ethnic community leaders to encourage greater participation</td>
<td>Equipping people to engage</td>
<td>Evidence increased diversity in decision-making</td>
<td>All communities And relevant sector organisations</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Translate the “How to engage with Community Boards” pamphlet in key languages</td>
<td>Equipping people to engage</td>
<td>If there is an increase in diversity in attendance at community board level</td>
<td>Community Governance teams</td>
<td>June 2021</td>
</tr>
</tbody>
</table>

Priority Action: Celebrate and foster linguistic diversity of all Christchurch peoples - Goal 4

<table>
<thead>
<tr>
<th>We plan to</th>
<th>Strategy outcome area</th>
<th>What we'll report on</th>
<th>Who we'll work with</th>
<th>By when?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strengthen voices into Council by promoting engagement opportunities directly via multicultural networks</td>
<td>Equipping people to engage_Navigating the civic space</td>
<td>Development of a strategy implementation advisory group Comprehensive database of communities and key contacts maintained.</td>
<td>Libraries (CINCH) CSGPU CE’s office Mayors Office</td>
<td>2020</td>
</tr>
<tr>
<td>Encourage community ownership of the Multicultural Strategy and support their actions</td>
<td>Celebrating cultures Supporting settlement and integration</td>
<td>Community led initiatives highlighted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Build capacity and capability of ethnic and cultural groups</td>
<td>Strategic use of funding</td>
<td>Initiatives provided to support communities to</td>
<td>Multicultural Council INFORM network</td>
<td></td>
</tr>
</tbody>
</table>
Priority Action: Inform the wider community about the value of diversity in Christchurch – Goal 4

<table>
<thead>
<tr>
<th>We plan to</th>
<th>Strategy outcome area</th>
<th>What we’ll report on</th>
<th>Who we’ll work with</th>
<th>By when?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promote Multicultural Christchurch to enhance long term sustainability of the Strategy goals through existing communications and marketing channels</td>
<td>Celebrating cultures</td>
<td>Publications and communications are accessible and reflective of Christchurch’s diversity.</td>
<td>Comms and marketing</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Produce the first annual Access and Inclusion Report completed by October 2019.</td>
<td>Celebrating cultures</td>
<td>All goals and actions identified in implementation plan</td>
<td>Research and Monitoring Policy Team HR CSGPU</td>
<td>Due October 2019</td>
</tr>
</tbody>
</table>

Priority Action: Strengthen and Connect all Christchurch people and communities – Goal 4

<table>
<thead>
<tr>
<th>We plan to</th>
<th>Strategy outcome area/s</th>
<th>What we’ll report on</th>
<th>Who we’ll work with</th>
<th>By when?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Build on local community connections using community development principles</td>
<td>Supporting settlement and integration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Encouraging intercultural dialogues</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fund a broad range of events and initiatives that promote the goals of this strategy</td>
<td>Strategic use of funding</td>
<td>Initiatives funded with case studies</td>
<td>Funding Team</td>
<td>2021</td>
</tr>
</tbody>
</table>

Priority Action: Leadership – Goal 4

<table>
<thead>
<tr>
<th>We plan to</th>
<th>Strategy Outcome Area</th>
<th>What we’ll report on</th>
<th>Who we’ll work with</th>
<th>By when?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead discussions at a civic level about racism, inclusion and diversity</td>
<td>Encouraging intercultural dialogues</td>
<td>Community insights and feelings</td>
<td>Mayors office</td>
<td></td>
</tr>
<tr>
<td>Convene the Interagency Network for Refugees and Migrants every 6 weeks</td>
<td>Harnessing knowledge and sharing expertise</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Item No.</td>
<td>Description</td>
<td>Action Plan</td>
<td>Responsible Team</td>
<td>Status</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------</td>
<td>-----------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>7</td>
<td>Promote stories of success via online channels and other media</td>
<td>Celebrate Culture</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ensure public engagements and consultations are relevant, accessible and appropriate to the needs of communities</td>
<td>Responsive and accessible services and information</td>
<td>Mainstream or bespoke engagement opportunities and participation rates</td>
<td>Engagement Team</td>
</tr>
<tr>
<td></td>
<td>Provide strategic governance assistance to Council's 2 x monthly Multicultural Subcommittee meetings</td>
<td>Planning and Performance</td>
<td>Issues raised Resolutions achieved throughout the year</td>
<td>CSGPU</td>
</tr>
<tr>
<td></td>
<td>Support International Relations Team to deliver on their levels of Service where appropriate to leverage local relationships with Sister City partners</td>
<td>Planning and Performance Harnessing knowledge and expertise</td>
<td>Citizenships ceremonies Civic welcomes where appropriate</td>
<td>International Relations Team</td>
</tr>
<tr>
<td></td>
<td>Build regional capacity by working alongside other Territorial Local Authorities</td>
<td>Supporting settlement and integration</td>
<td>Ashburton Selwyn District Council Waimakariri District Council</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Advocate through local, regional and national networks for the needs of diverse communities</td>
<td>Leadership</td>
<td>Regional and national strategy alignments and outcomes</td>
<td>All Mayor's office</td>
</tr>
<tr>
<td></td>
<td>Post mosque shootings ongoing leadership and coordination and community support provided</td>
<td>Targeted assistance and services Leadership</td>
<td></td>
<td>ongoing</td>
</tr>
</tbody>
</table>

Table: Action Item 7

| Item No.: 7 | Page 32 |