



2025

# Welcoming Plan

**Welcoming Communities - Hamilton**  
**Te Waharoa Ki Ngaa Hapori - Kirikiriroa**



**Hamilton  
City Council**  
Te kaunihera o Kirikiriroa

# 2025 Welcoming Plan

## Welcoming Communities - Hamilton Te Waharoa Ki Ngaa Hapori - Kirikiriroa

***This is Hamilton City Council's commitment to partner with mana whenua and community organisations to develop a Welcoming Plan ensures that Hamilton Kirikiriroa feels like home for anyone who chooses to live here. The development of this plan follows the international Welcoming Communities Standard that has been adapted for New Zealand, to continue building on the initiatives and actions delivered from 2022-2025.***

Welcoming Communities - Te Waharoa ki ngaa Hapori Programme is an initiative of Immigration New Zealand (INZ) in collaboration with the Ministry for Ethnic Communities, Department of Internal Affairs, and the Human Rights Commission. It's a settlement programme that supports councils and their communities to create welcoming and inclusive environments for newcomers – recent migrants, former refugees, international students and anyone new to the city. It involves community groups in developing, delivering and participating in welcoming activities, which generates economic, social, civic, and cultural benefits for the community.

In 2021, we began our Welcoming Communities journey, working our way from being a committed welcoming

community to an established welcoming community. Although Council led the initiative, it was thanks to the partnership of mana whenua and the initiatives of the community and other organisations that we were able to submit stories of impact that led to our Level 2 – Established accreditation.

Hamilton Kirikiriroa is now part of an international network of Welcoming cities which includes 30 councils and five local boards across New Zealand.

This plan has been co-created with our community partners who will support the delivery of these outcomes. The plan will also keep us and our partners accountable as key players in creating a more welcoming Hamilton. By working collaboratively on this plan, we are confident in our ability to deliver successful and innovative welcoming activities that will help us reach the 'Advanced' level of accreditation by 2028. We're always on the lookout for more organisations to collaborate with. If your organisation would like to know more about Welcoming Hamilton, see [Hamilton.govt.nz/welcomingcommunities](https://hamilton.govt.nz/welcomingcommunities), or contact [welcominghamilton@hcc.govt.nz](mailto:welcominghamilton@hcc.govt.nz).

***Cover photo: St John's College kapa haka group during the International Student Welcome at The Paa.***





## Word from the Mayor

Hamilton Kirikiriroa is a proudly diverse and welcoming city. We are committed to ensuring all people feel welcome, valued and can thrive in Hamilton.

As the fastest growing city in New Zealand, we are home to over 170 ethnic communities, with more than 27% of our population born overseas, and that includes me. Our rich cultural diversity will only continue to grow.

Each of Hamilton's communities, whether long-established or newly arrived, enrich our city with diverse perspectives and contribute to our city's vibrancy, prosperity, and identity. Through the sharing of culture, language, fabulous food, and traditions, we learn from one another and build connections and social cohesion.

Since the launch of our Welcoming Plan in 2022, we have made positive progress toward becoming a more inclusive and welcoming city. Our 2024 accreditation as an 'Established' Welcoming City – Level 2 of the national Welcoming Communities programme demonstrates this. It recognises the commitment, passion,

and partnership between Council, mana whenua, community organisations, and residents, to welcome newcomers with open arms. I thank all of those working with us on this important work.

It is heartwarming to see how far we have come by working together. However, there's always more to do. This updated plan sets out the next stage of our plan to strengthen our goal of a city where all people thrive.

I encourage individuals, groups, and organisations to join us in this important work. Together we can make greater progress. Hamilton Kirikiriroa is a better place to live when everyone feels a strong sense of belonging and wellbeing in our wonderful city.

Nga mihi

*Mayor Paula  
Southgate*





## Message from mana whenua

On behalf of Te Ha o Te Whenua ki Kirikiriroa, we the mana whenua would like to continue to welcome all migrants, former refugees, international students and newcomers to Kirikiriroa Hamilton, which is built on our ancestral lands.

Over the last three years we have partnered with Hamilton City Council on the Welcoming Communities (Te waharoa ki ngaa hapori) programme ensuring that our Maaori cultural customs are enhanced and enriched into supporting and welcoming new people and their cultures.

A wide range of cultural experience and activities including poowhiri/whakatau (Maaori welcome), waananga (cultural exchange), poukai (ceremonial gathering supporting the Kiingitanga), kapa haka, regatta, marae visit and kai (food) have been organised as part of this partnership. It has been very rewarding to learn and respect each other's culture.

We believe as kaitiaki (guardians) to our lands that we have a responsibility to care for our taonga and people through manaakitanga (hospitality and welcome) and aroha (love).

On behalf of nga rima hapu o Kirikiriroa

Ngaati Maahanga, Ngaati Tamainupo, Ngaati Wairere, Ngaati Koroki Kahukura, and Ngaati Haua.





## Word from Councillor Kesh Naidoo-Rauf

As Chair of the Community and Natural Environment Committee, I've had the privilege of seeing first-hand how diversity and inclusion strengthen the heart of our city. Hamilton Kirikiriroa is now home to more than 170 ethnicities, has the youngest median age in Aotearoa, and is one of the fastest-growing cities in the country. We are youthful, vibrant, and full of potential.

This Welcoming Plan reflects our shared commitment to ensure everyone who calls this city home, whether recently arrived or born here, feels a deep sense of belonging. The success we are seeing is no accident. It comes from intentional conversations, community-led action, and a collective belief that we are stronger together.

Having moved to New Zealand from South Africa, I know the challenges and hopes that come with starting over. That lived experience continues to guide my work and deepen my understanding of what a truly welcoming city looks like.

Let's keep going. Let's build a city where identity is embraced, contribution is celebrated, and every person, no matter their journey, can say, "I belong here."

*Kesh Naidoo-Rauf*

Hamilton City Councillor

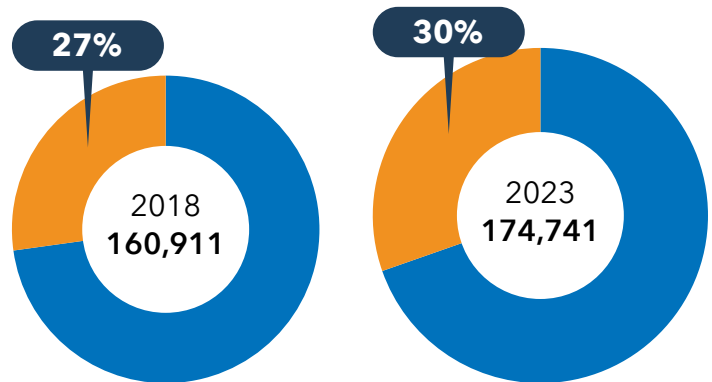


# Our people

Hamilton Kirikiriroa is currently the fastest growing city in New Zealand. It has a young population with an average age of 33 and is incredibly diverse with Hamiltonians now representing 170 ethnicities.

## Birthplace by census year

● New Zealand ● Overseas



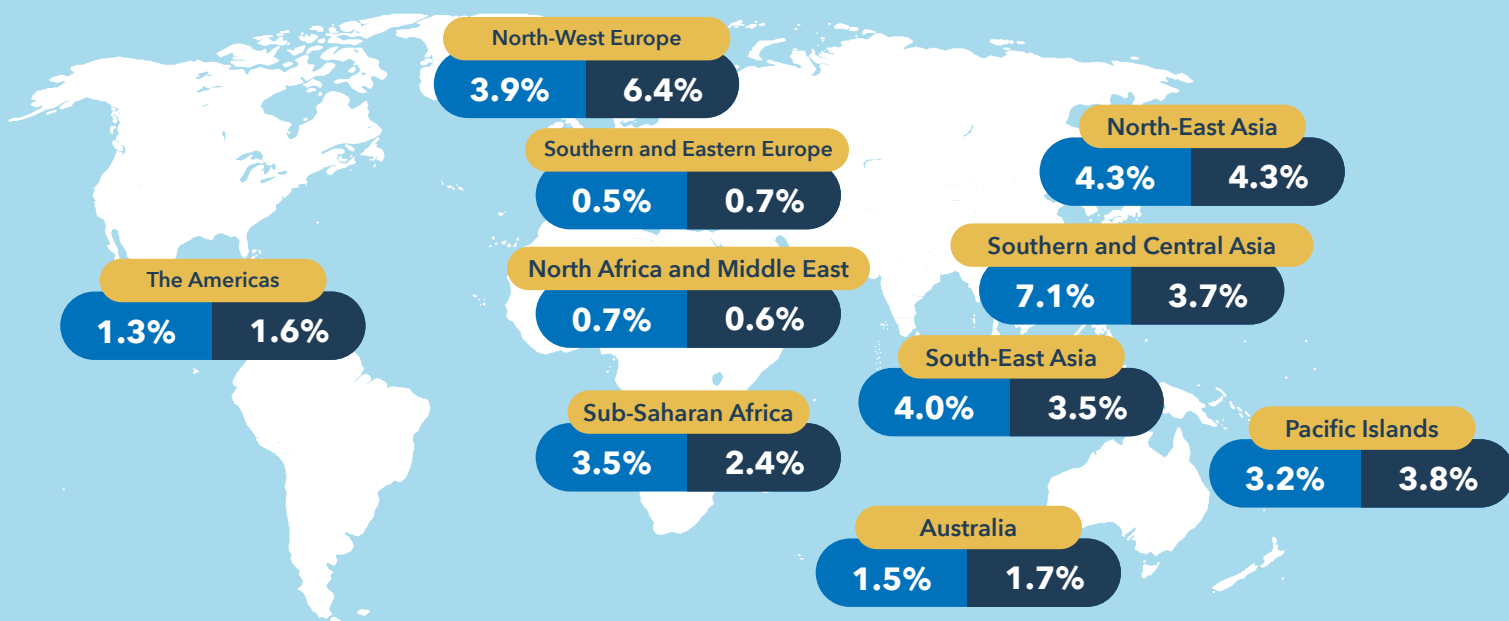
## Birthplace

The 2023 Census tells us more than 30% of all Hamiltonians in that year were born overseas, compared to 27% in 2018. (NZ Stats 2023).

## Country of birth, 2023 census

**30%** of Hamiltonians were born overseas in these places

● Hamilton ● New Zealand





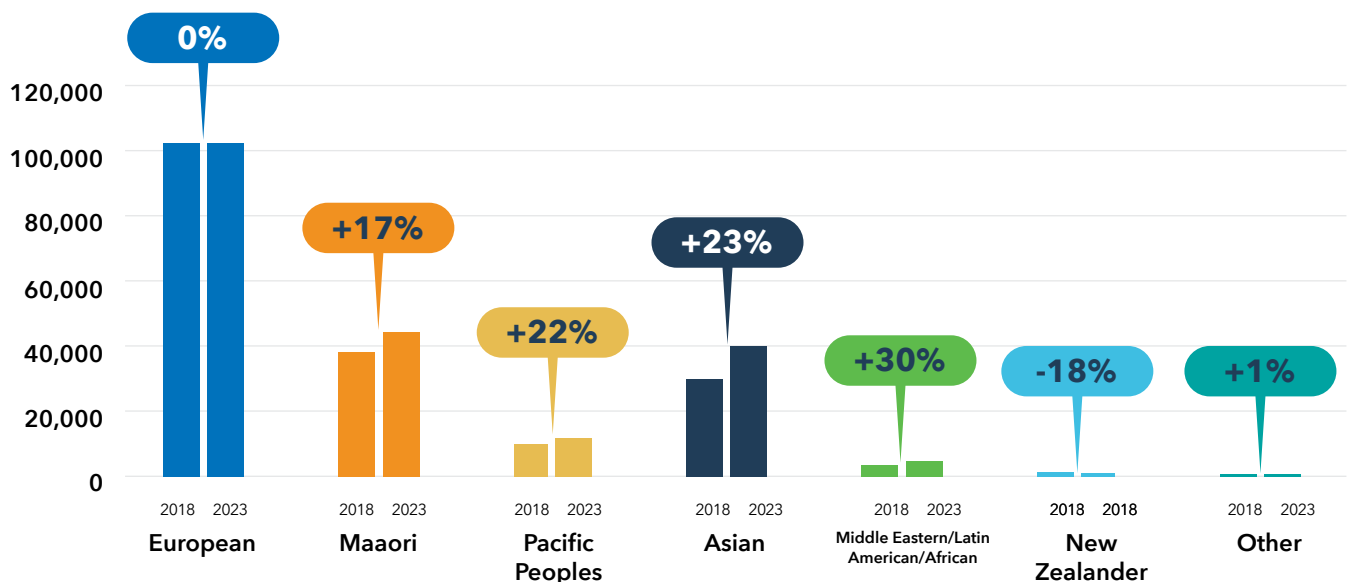


## Ethnicity

Hamilton's 10 largest ethnic groups are NZ European, Maaori, Indian, Chinese, Filipino, Samoan, Cook Island Maaori, Tongan, South African European and English (StatsNZ).

In the last five years, our ethnic population has seen the following changes ([source](#)):

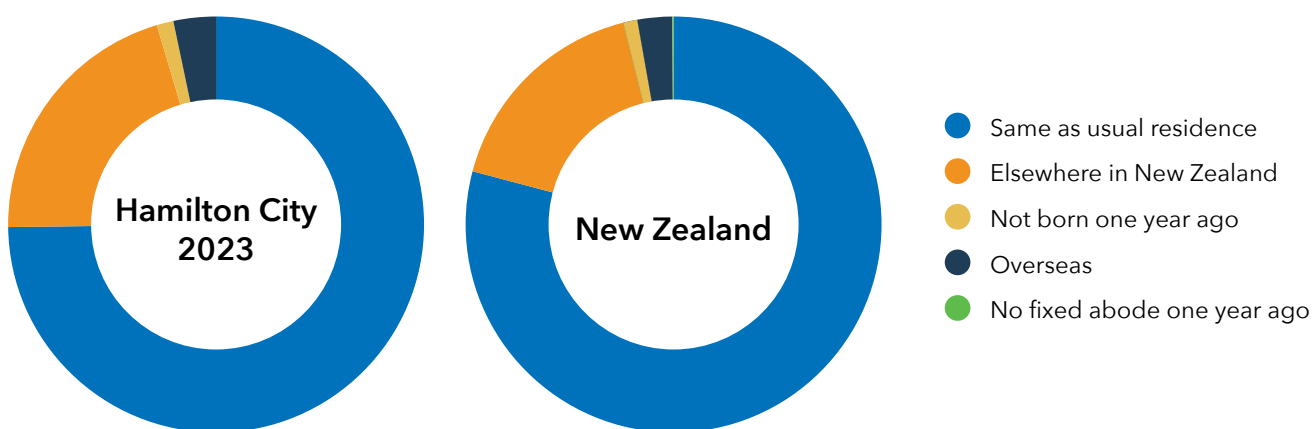
### Ethnic group changes in Hamilton from 2018-2023



## Residence one year ago

### Usual residence one year ago for people in Hamilton and New Zealand

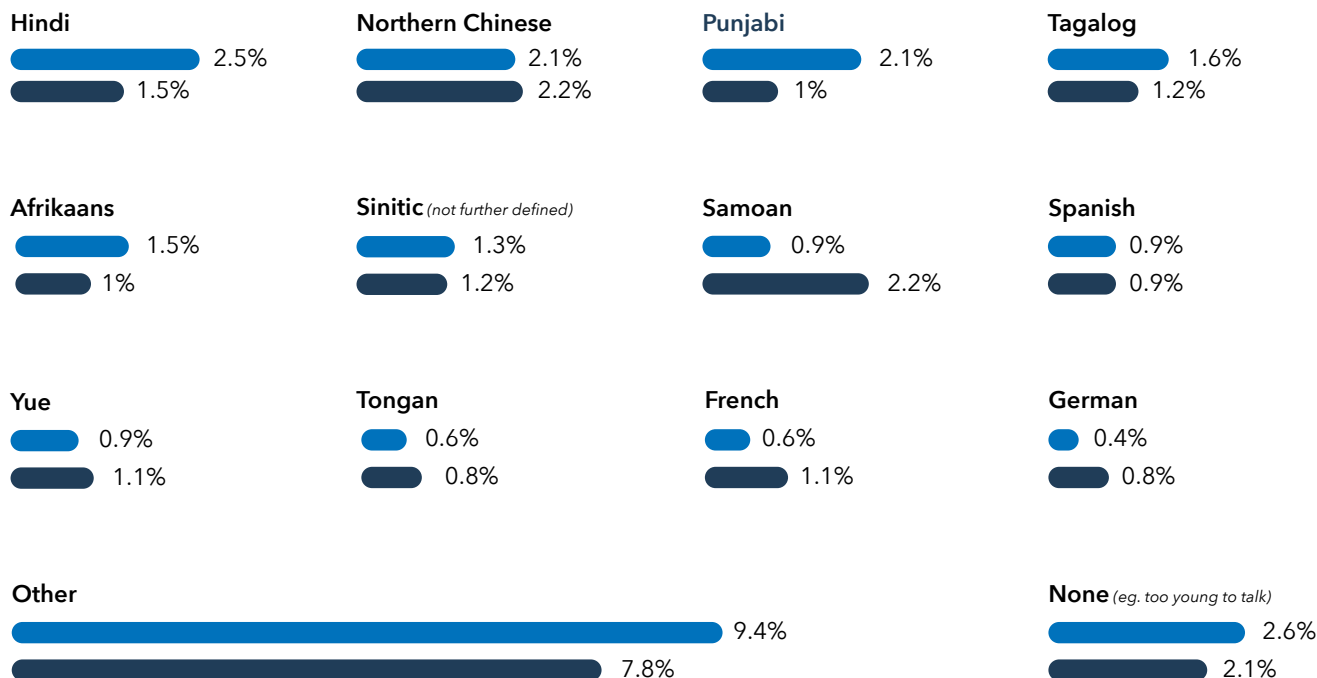
(StatsNZ)



## Other languages spoken aside from the official languages

### Languages spoken by people in Hamilton and New Zealand, 2023 Census

● Hamilton ● New Zealand

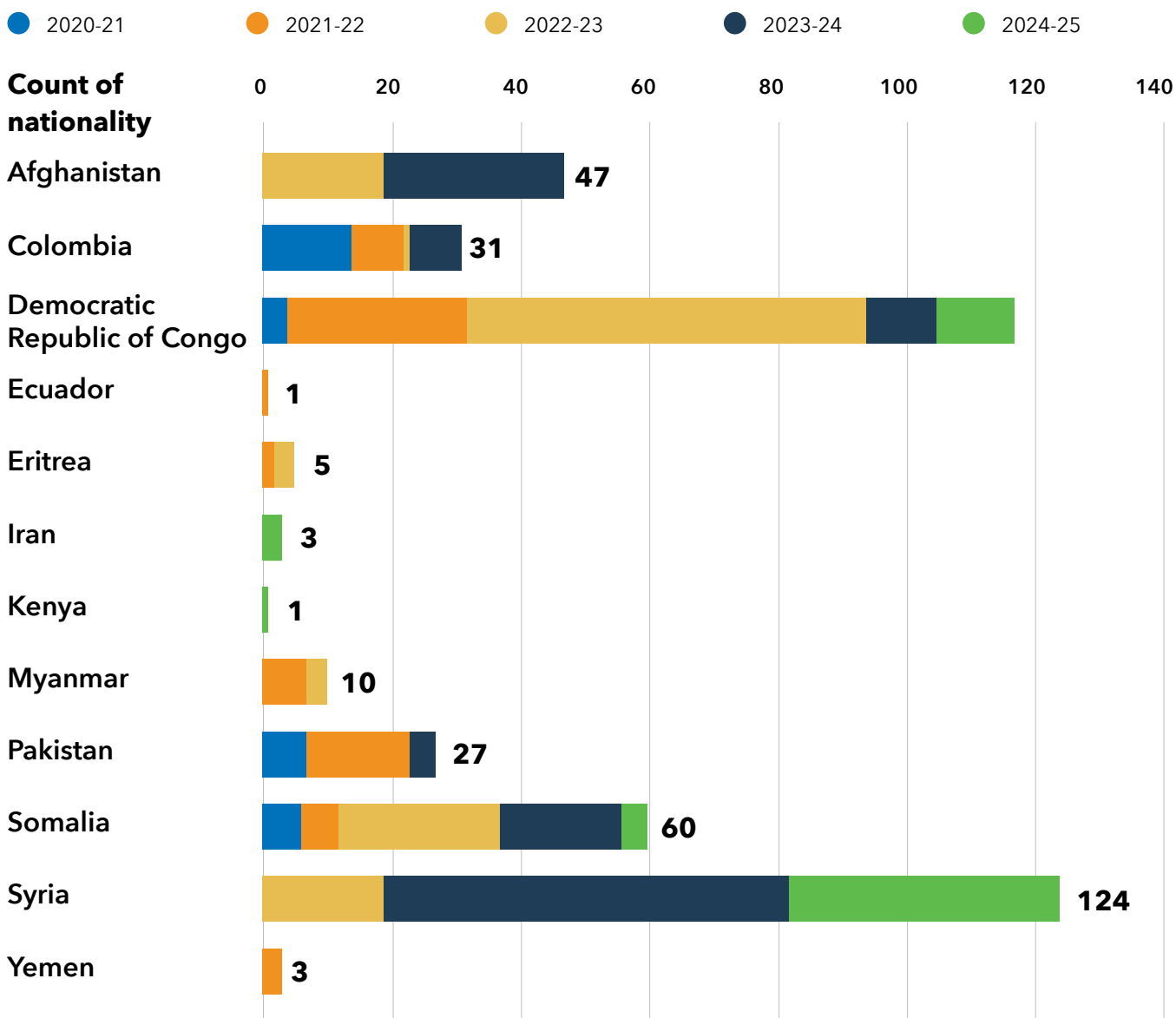


[Source](#)



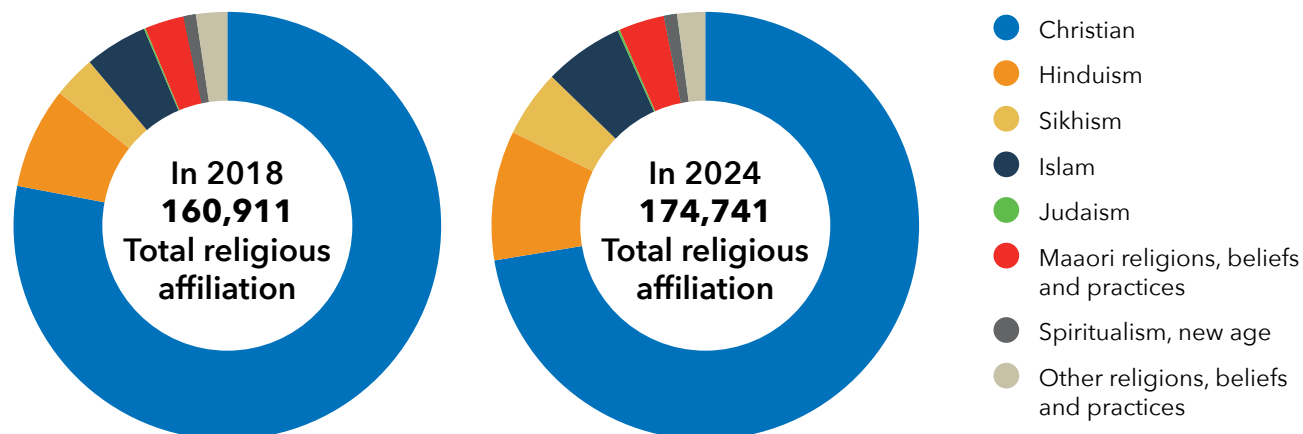
## Number of former refugees settled each year

Source: MBIE – Immigration New Zealand



## Religions affiliations in Hamilton

Source: StatsNZ



# Underpinning our Plan

## He Pou Manawa Ora Pillars of Wellbeing

This key Hamilton City Council Strategy aims to build a proud, inclusive city and ensures everyone has a voice in developing its future. He Pou Manawa Ora uses four pou (pillars) to guide how Council will do that.

These pou also underpin Hamilton's approach to the Welcoming Plan and align with the eight outcomes of the Welcoming Communities Standard.



**He Pou  
Manawa  
Koorero**

Pillar of  
History



**He Pou  
Toorangapuu  
Maaori**

Pillar of  
Unity



**He Pou  
Manawa  
Taurikura**

Pillar of  
Prosperity



**He Pou  
Manawa  
Taiao**

Pillar of  
Restoration



# The Welcoming Communities Standard

At the heart of the programme is the **Welcoming Communities Standard** which provides **Councils and communities with a benchmark for what a successful Welcoming Community looks like.**

The outcomes-based standard is made up of eight outcome areas important to creating a welcoming and inclusive environment.

The standard enables the participating councils to:

- benchmark their policies, services, programmes and activities
- identify where and how further efforts could be directed through their Welcoming Plan activities
- assess progress over time
- seek accreditation as a 'Welcoming Community'.

The eight elements of the standard and their outcomes are:



## 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.



## 2. Welcoming communications

People of all cultures and backgrounds feel included, listened to and well informed through a range of ways that consider their different communication needs.



## 3. Equitable access

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



## 4. Connected and inclusive communities

People feel safe in their identity, 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.



## 5. Economic development, business and employment

Communities maximise and harness the economic development opportunities that newcomers can offer. Councils work with business associations to promote the contribution that newcomer business owners and skilled migrants make to the region's economy.



## 6. Civic engagement and participation

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



## 7. Welcoming public spaces

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



## 8. 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 cultures.



We can continue working together, learn from each other and not allow ignorance and fear to define who belongs in our neighbourhoods, schools, public spaces and our wider city. We can continue creating welcoming spaces for everyone, upholding the values of *manaakitanga* (aroha, hospitality, mutual respect), and *whanaungatanga* (relationship, kinship, a sense of family connection).

12



# In summary

## *Outcome 1* **Inclusive leadership**



Six sub-outcomes

17 Actions

Page  
**14**

## *Outcome 2* **Welcoming communications**



Four sub-outcomes

10 Actions

Page  
**17**

## *Outcome 3* **Equitable access**



Three sub-outcomes

13 Actions

Page  
**20**

## *Outcome 4* **Connected and inclusive communities**



Four sub-outcomes

10 Actions

Page  
**23**

## *Outcome 5* **Economic development, business and employment**



Five sub-outcomes

10 Actions

Page  
**26**

## *Outcome 6* **Civic engagement and participation**



Three sub-outcomes

6 Actions

Page  
**29**

## *Outcome 7* **Welcoming public spaces**



Three sub-outcomes

4 Actions

Page  
**31**

## *Outcome 8* **Culture and identity**



Two sub-outcomes

6 Actions

Page  
**33**

Sub-outcomes

What we have done

What we plan to do



## Outcome 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.

## What we have done

✓	Developed He Pouo Manawa Ora, a strategy focussed on building a proud, inclusive city for the wellbeing of its people.
✓	Partnered with Te Haa o te Whenua o Kirikiriroa (THAWK) and community organisations to implement initiatives that reflect the principles of manaakitanga (the expression of aroha, hospitality, generosity, and mutual respect) and whanaungatanga (relationship, kinship, a sense of family connection between people).
✓	Developed a Diversity Equity and Inclusion Strategy for Hamilton City Council.
✓	Expanded Council's Amorangi Maaori team from one to four members to implement and activate He Pou Manawa Ora (Pillars of Wellbeing).
✓	Council Elected Members voted to retain the Kirikiriroa Maaori Ward and hold a binding poll on the issue alongside the 2025 local body election.
✓	In 2024, launched the 'He Pou Koorero' app to support kaimahi (workers/ employees) in their Te Ao Maaori journey.
✓	Waikato Interfaith Council (WIFCO) opened Council Community and Natural Environment Committee meetings with interfaith prayers and messages.



# What we will do

**As the indigenous people of Aotearoa New Zealand, Maaori - represented by tangata whenua, mana whenua, iwi and hapu and/or other hapori Maaori - have a prominent role in the Welcoming Plan activities.**

Action	Responsibility
<b>1</b> Council to continue partnership with Mana Whenua in the implementation and delivery of the Welcoming Plan.	Hamilton City Council and mana whenua
<b>2</b> Council to continue working with other hapori Maaori to deliver on the Welcoming Plan.	Hamilton City Council, Kirikiriroa Marae and Te Runanga o Kirikiriroa

**Leaders - both designated and unofficial - reflect the diversity in the local community, as does the Council workforce.**

<b>3</b> Council to create a talent management framework and workforce plan to enable diversity of leaders at all levels including Maaori, women, Rainbow, Pasifika, disability, and ethnic minorities. <sup>1</sup>	Hamilton City Council
<b>4</b> Council to collect staff ethnicity data <sup>2</sup> and commit to increasing the diversity of its staff.	Hamilton City Council
<b>5</b> Community organisations to be supported in developing more diverse governance groups and improve the diversity of its staff.	Community Waikato, Hamilton City Council, ethnic and other community organisations
<b>6</b> Council to maintain its commitment to a 'diverse and inclusive workplace' where all staff feel valued and have equal opportunities for advancement, helping to improve Council's reputation as employer of choice. <sup>2</sup>	Hamilton City Council
<b>7</b> Council to continue promoting opportunities for ethnic community representatives to stand for local office.	Hamilton City Council

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

<b>8</b> Elected Members are required to attend Diversity Equity and Inclusion (DEI) trainings.	Hamilton City Council
<b>9</b> Council staff in leadership play an active role in DEI initiatives and actively encourage staff participation. <sup>2</sup>	Hamilton City Council
<b>10</b> Schools to encourage and promote strong ethnic community participation in its boards.	Ministry of Education and school boards

1. <https://hamilton.govt.nz/strategies-plans-and-projects/strategies/he-pou-manawa-ora>

2. Hamilton City Council's Diversity, Equity, and Inclusion Strategy

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

Action	Responsibility
<b>11</b> Council to continue partnering and collaborating with community groups and organisations in delivering on this Welcoming Plan.	Hamilton City Council
<b>12</b> Settlement sector and ethnic community organisations continue to support and commit to a more welcoming city.	Settlement network and Welcoming Communities

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

<b>13</b>	Develop youth ethnic leaders through Ministry of Education Emerging Leadership Programme.	Ministry of Education
<b>14</b>	Council to actively promote diverse leadership opportunities in Council.	Hamilton City Council
<b>15</b>	Continue Flourish, the leadership programme for ethnic women.	Hamilton Multicultural Services Trust
<b>16</b>	Continue supporting collaborative ethnic youth leadership programmes.	Hamilton City Council and youth organisations
<b>17</b>	Continue the first-year scholarship programme for former refugee or migrant background students.	University of Waikato and Hamilton Multicultural Services Trust



## Outcome 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.

## What we have done

- ✓ Translated the Welcoming Plan in ten major migrant and refugee languages.
- ✓ Promoted the Long-Term Plan consultation documents in key languages.
- ✓ Council refreshed the Ethnic Development Community events and information with Welcoming Communities branding.
- ✓ Council established a Welcoming Communities landing page on its website with information and resources about our diverse city.



# What we will do

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

Action	Responsibility
<b>1</b> Council and other local organisations help promote positive messages featuring the city's diverse communities and the success stories of migrants, former refugees and international students.	Hamilton City Council, Wintec, Citizens Advice Bureau and ethnic community organisations
<b>2</b> Community and service organisations highlight stories of successful welcoming initiatives and successful settlement.	Settlement sector and ethnic community organisations
<b>3</b> Council website to include links with welcoming partner organisations to support easy access to information and support.	Hamilton City Council
<b>4</b> Council to continue promoting Welcoming Communities initiatives through its social media platforms and the fortnightly Community Information and Events newsletter.	Hamilton City Council

**Council is well-informed about newcomers to their region and proactively seeks data about newcomers from relevant sources.**

<b>5</b> Council to continue seeking demographic and other data about newcomers from Immigration New Zealand, Ministry of Ethnic Communities, StatsNZ and other sources to better understand diversity in the city.	Hamilton City Council
<b>6</b> Council to increase its database of images for Council communications so it better reflects our diverse communities.	Hamilton City Council

**Council's engagement with all residents is two-way, culturally appropriate and fit for purpose.**

<b>7</b> Council to update its 'Multilingual collateral production guide' to support Council staff in producing accessible communication.	Hamilton City Council, Decypher Interpreting and Translating
<b>8</b> Council to continue seeking appropriate cultural advice when engaging with newcomer communities using connectors, cultural advisors, interpreters or translators.	Hamilton City Council, Ethnic communities, Decypher Interpreting and Translating

**Council communication materials and messages are inclusive and reflect the diversity of the local community. Council encourages other agencies, business and organisations to follow this model.**

Action	Responsibility
9 Council to support welcoming initiatives of community organisations through the Welcoming Communities Fund.	Hamilton City Council
10 Council commits to ensuring communications and messages are inclusive and reflect the diversity of Hamilton.	Hamilton City Council







## Outcome 3 Equitable access

Community services and activities are available for all to participate in, including newcomers.

### What we have done

- ✓ Council supported the development and opening of the K'aute Pasifika Village Fale.
- ✓ Through the allocation of the [Multi-Year Community Grant](#) nine community houses across the city were funded collectively by the Council \$380,000 per annum for 2021/22-2023/24.
- ✓ Diversity Counselling New Zealand launched Thrive 'to help ethnic communities in Aotearoa NZ have easier access to mental wellbeing tools and resources'.
- ✓ Refugee Orientation Centre (ROC) Trust conducted research on 'former refugees' perspectives and aspirations on economic integration' to support the ROC Incubator Programme.
- ✓ Council distributed 4,500 Your Guide to Hamilton booklets for community centres, employers, and schools for newcomers.



# What we will do

**Council partners with local business, organisations and sectors to identify and address barriers for newcomers to accessing services and participating in the community.**

Action	Responsibility
<b>1</b> Build the capacity of community groups to empower their members to lead and participate in civic life.	Hamilton City Council and Community Waikato
<b>2</b> Council to continue working with community centres and interagency groups to capture and address challenges for ethnic people and connect newcomers to information and services.	Hamilton City Council, Hamilton Multicultural Services Trust and community organisations
<b>3</b> Council and other funding organisations to continue supporting diversity, equity and inclusion initiatives of community organisations.	Hamilton City Council, Trust Waikato, Wel Energy Trust, DV Bryant, Ministry of Ethnic Communities, Department of Internal Affairs, and other funders
<b>4</b> Organise a collaborative health and wellbeing expo and introduce new migrants to available health-related services.	The Asian Network Inc., Te Whatu Ora, Citizens Advice Bureau, Red Cross, and Diversity Counselling New Zealand

**Council and other organisations in the community, research, design and deliver services that take account of the different circumstances and cultural backgrounds of all service users, including newcomers.**

<b>5</b> Council partners with relevant settlement organisations to set up a central portal with robust information about organisations that support newcomers.	Hamilton City Council, Settlement Centre Waikato, Wintec, and University of Waikato
<b>6</b> Provide cultural information and training for organisations to ensure appropriate and accessible service delivery.	Settlement Centre Waikato, Shama Ethnic Women's Trust, Diversity Counselling New Zealand, and AfroConnect
<b>7</b> Council to continue supporting organisations through the Community Grants Policy, including Partnership, Services and Initiatives Fund, as well as the Welcoming Communities Fund.	Hamilton City Council

Action	Responsibility
<b>8</b> Council and other service organisations to continue using Decypher Interpreting and Translating or other established interpreting/translating services to ensure accurate communication is distributed.	Hamilton City Council
<b>9</b> Council to continue working with Pacific providers to implement the Waikato Pasifika Action Plan that will enhance the delivery of services to the Pacific community. <sup>3</sup>	K'aute Pasifika Trust, Waikato Pacific Business Network, Manu Moana and Kaliaroa

**All community members are well informed about the services available in the community. Newcomers are made aware of and are using these services.**

<b>10</b> Council Aquatic facilities will promote inclusion, seek partnerships with and deliver outcomes for our diverse ethnic communities <sup>4</sup>	Hamilton City Council
<b>11</b> Settlement organisations and ethnic groups include Council services in their newcomer orientations.	Settlement Centre Waikato, Hamilton Multicultural Services Trust, Shama Ethnic Women's Trust and Refugee Orientation Centre Trust
<b>12</b> Schools to utilise settlement and other ethnic support services for new migrant and refugee families.	Ministry of Education, Settlement Centre Waikato and Diversity Counselling New Zealand
<b>13</b> Explore opportunities for Council to set up a community and celebrations events calendar on the Welcoming Communities landing page.	Hamilton City Council

<sup>3</sup> Waikato Pasifika Action Plan

<sup>4</sup> Aquatics Strategy



## Outcome 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.

## What we have done

- ✓ Through the establishment of the Welcoming Communities fund, supported community groups with \$275,000 from 2022 to 2025.
- ✓ Collaborated with mana whenua and other organisations in annually celebrating Welcoming Week.
- ✓ Supported refugees and migrants at Hamilton Boys' High School Multicultural Manaaki Centre.
- ✓ Council supported the collaborative annual celebration of World Refugee Day in June.



# What we will do

**Coordinated, comprehensive and appropriate initial welcoming support services are available from Council, other agencies and community organisations.**

Action	Responsibility
<b>1</b> Develop a 'Welcome to Hamilton' pack for newcomers to be made available at the libraries, schools, and the Settlement Centre.	Hamilton City Council, Hamilton Multicultural Services Trust and settlement network
<b>2</b> Council to continue partnering with mana whenua and other community organisations in celebrating Welcoming Week.	Mana whenua, settlement sector and ethnic organisations
<b>3</b> Council to continue providing inclusive and welcoming services across its facilities and visitor destinations.	Hamilton City Council

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

<b>4</b> Council, government and other philanthropic funders support and promote the welcoming initiatives of service providers and community organisations.	Hamilton City Council and Hamilton Funders
<b>5</b> Promote better understanding of New Zealand history and its founding document with Treaty of Waitangi training for newcomers and their communities.	Mana whenua and Tangata Tiriti – Treaty People
<b>6</b> Set up small learning community hubs for families and their communities.	Ministry of Education and ethnic community groups

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

<b>7</b> Ethnic community groups invite and share their celebrations with other community groups.	Ethnic community organisations
<b>8</b> Council to continue hosting regular meetings with communities to strengthen connections and open opportunities to work collaboratively.	Hamilton City Council and ethnic community organisation

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

Action	Responsibility
<b>9</b> Support and encourage the social and open celebration of culture, language and identity of Hamilton's diverse communities.	Hamilton City Council, Refugee Orientation Centre Trust, Shama Ethnic Women's Trust, Hamilton Multicultural Services Trust, Waikato Multicultural Council, Waikato Arab Social Club and Waikato Muslim Association
<b>10</b> Promote and support participation of former refugee youth to the Migrant Refugee Facilitator Project.	Ministry of Education, Waikato Refugee Forum and Refugee Orientation Centre Trust
<b>11</b> Ethnic older person groups to continue welcoming new members for support and social connection.	Waikato Senior Indian Citizens Association, Hamilton Chinese Golden Age Society, and Age Friendly Steering Group







## Outcome 5

# Economic development, business and employment

Communities maximise and harness the economic development opportunities that newcomers can offer. Councils work with business associations to promote the contribution that newcomer business owners and skilled migrants make to the region's economy.

## What we have done

- ✓ Council's Economic Development Team worked with employers to help create employment opportunities in our city.
- ✓ Red Cross worked with employers and supported former refugees to gain employment.
- ✓ Refugee Orientation Centre Trust offered volunteering and internship opportunities for international students.
- ✓ Council partnered with Wintec, University of Waikato and schools to welcome international students.



# What we will do

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

Action	Responsibility
<b>1</b> Council and other organisations to create volunteer opportunities, internships, and training for newcomers.	Hamilton City Council, Volunteering Waikato, and business owners
<b>2</b> Employers and migrant business owners to offer apprenticeships and opportunities for suitable and skilled ethnic candidates.	Ministry of Social Development, Refugee Orientation Centre Trust, and business owners
<b>3</b> Include 'here2helpu' in newcomer orientation, and make the information readily accessible, to support newcomers in accessing assistance.	Wise Group, Ministry of Social Development, Red Cross, Wintec, Ministry of Education, and The Asian Network Inc

**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.**

<b>4</b> Schools to provide orientation/welcome packs for new international students including information on employment.	Wintec, Refugee Orientation Centre Trust, education providers, and Hamilton Multicultural Services Trust
<b>5</b> Continue distributing 'Your Guide to Hamilton' to international students and other newcomers.	Hamilton City Council, University of Waikato, Wintec and settlement service providers

**The receiving community recognises the value of diversity in the workplace, of newcomers' contribution to the region's growth and of the resulting wider economic benefits.**

<b>6</b> Council will work to promote Hamilton's value proposition for new businesses as well as local and international migrants, positioning the city as a location of choice.	Hamilton City Council
<b>7</b> Council maintains its relationship with existing businesses and positions itself as a trusted partner to attract employees, promote opportunities and deepen the connection that businesses have to our community.	Hamilton City Council

## Action

## Responsibility

- 8** Council to advocate for a Waikato Chamber of Commerce award for diversity in the workplace.

Hamilton City Council,  
Waikato Chamber  
of Commerce and  
businesses

## Local employers and workforces develop their intercultural competency.

- 9** Local employers are encouraged and supported to develop their cultural understanding and provide intercultural training for their staff.

Hamilton City Council,  
Settlement Centre  
Waikato, and Shama  
Ethnic Women's Trust

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

- 10** Waikato Pacific Business network to continue supporting the development and promotion of Pasifika-owned businesses.

Waikato Pacific Business  
Network







## Outcome 6

# Civic engagement and participation



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

## What we have done

- ✓ Council provided opportunities for our communities to participate in civic life.
- ✓ Council promoted civic education in schools.
- ✓ Council worked with communities to increase participation in local body elections.
- ✓ Council acknowledged and celebrated civic involvement and participation of community members and organisations through the Civic Awards. In 2024, a refugee-led organisation, Refugee Orientation Centre Trust was a recipient of the award.



# What we will do

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

Action	Responsibility
<b>1</b> Provide opportunities to raise migrant and former refugee awareness and understanding of local Council services and processes.	Hamilton City Council, Hamilton Multicultural Services Trust and settlement network
<b>2</b> Run workshops with community groups to inform them about democracy and civic participation.	Hamilton City Council and English Language Partners

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

<b>3</b> Continue promoting opportunities for ethnic community representatives to stand for local office.	Hamilton City Council
<b>4</b> Empower young people to participate and share their voice in Council consultations and other civic engagement opportunities.	Mana whenua, Tangata Tiriti - Treaty People, and other Treaty training providers

**Newcomers' efforts and achievements in civic participation and community life are acknowledged and celebrated.**

<b>5</b> Council to continue recognising the contributions and achievements of individuals and community groups through the Annual Civic Awards.	Hamilton City Council
<b>6</b> Acknowledge and celebrate achievements of individuals within migrant and refugee communities.	Hamilton City Council and ethnic community organisations



## Outcome 7

# Welcoming public spaces



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

## What we have done

- ✓ In consultation with mana whenua and communities in the area, Te Kete Aronui was developed, providing a welcoming community space in Rototuna North.
- ✓ Council and funders supported the redevelopment of the Settlement Centre Waikato, the first purpose-built centre service the diverse ethnic communities in Hamilton Kirikiriroa.

## What we will do

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

Action	Responsibility
1 Council libraries to continue being a fun, inclusive, engaging and welcoming spaces that people want to visit. <sup>5</sup>	Hamilton City Council

5 Hamilton City Libraries



## Action

## Responsibility

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

- |   |   |                       |
|---|---|-----------------------|
| 2 | Council to continue providing aquatic facilities and services that are welcoming and accessible to everyone. <sup>6</sup> | Hamilton City Council |
|---|---|-----------------------|

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

- |   |  |   |
|---|--|---|
| 3 | Settlement Centre Waikato to complete stage two of the building project incorporating co-location of community organisations and the addition of community spaces. | Hamilton Multicultural Services Trust             |
| 4 | Organise and deliver welcoming tours for new community members to learn more about Council and the history of Hamilton Kirikiriroa.                                | Shama Ethnic Women's Trust and ethnic communities |







## Outcome 8

# 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 cultures.

## What we have done

- ✓ Council supported the unified Diwali celebrations among Indian organisations.
- ✓ Council supported the first K-Festival, a celebration of Korean culture.

## What we will do

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

Action	Responsibility
1 Council libraries to continue being a fun, inclusive, engaging and welcoming spaces that people want to visit. <sup>7</sup>	Hamilton City Council

7 Hamilton City Libraries Strategy

Action	Responsibility
<b>2</b> Council to support community and collaborative cultural celebrations that are open to the wider community.	Hamilton City Council
<b>3</b> Council to support opportunities for art, language and cultural exchange among ethnic groups.	Hamilton City Council, Creative Waikato and other ethnic organisations

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

<b>4</b> Schools celebrate diverse cultures to increase understanding among students and their families.	Ministry of Education and ethnic community groups
<b>5</b> Share parenting values from ethnic background communities as part of connection groups or workshops.	Plunket and Shama Ethnic Women's Trust
<b>6</b> Hamilton Libraries to continue responding to the changing ethnic make-up of the city by extending and diversifying its collections, and creating shared content and events. <sup>8</sup>	Hamilton City Council

8 Hamilton City Libraries Strategy







# Glossary


1. Communities - Refers to everyone living and working in a community. It encompasses: the local government council, Maaori organisations, the business sector (for example, individual businesses, the economic development agency, the chamber of commerce and business and industry sector organisations) cultural and sporting sectors, community and religious organisations, settlement service providers, non-government organisations, families and individuals.
2. Council - Hamilton City Council. Local government of the city or place.
3. Diversity - range of people with various racial, ethnic, linguistic, religious, gender and other backgrounds
4. Mana whenua - Historical and traditional land owners, including iwi (tribes) and hapuu (sub-tribes).
5. Migrant - Someone who moves to another place for work or better living conditions and they can return home when they want to.
6. Newcomers - Refers to recent migrants (up to 5 years in New Zealand), former refugees and international students.
7. Receiving communities - Refers to the existing population living within a community, some of whom are New Zealand-born and some of whom are not.
8. Refugee - Person forced to leave their country to escape war, persecution or natural disasters. Refugees cannot safely return home.
9. Settlement network - This is a long-standing network of about 20 government and not-for-profit organisations providing settlement services or supporting settlement of migrants and former refugees in Hamilton Kirikiriroa.
10. Tangata Tiriti - 'People of the Treaty' which is used to describe non-Maaori who live in New Zealand and whose presence is connected to the Te Tiriti o Waitangi. It's a term that signifies belonging and acknowledges the relationship between all people in Aotearoa New Zealand through the Treaty.
11. Tangata whenua - The indigenous Maaori people of Aotearoa New Zealand, including iwi (tribes), hapuu (subtribes) and other hapori Maaori (Maaori communities)



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