

I hereby give notice that an ordinary meeting of the Ethnic Peoples Advisory Panel will be held on:

Date: Monday, 9 October 2017
Time: 6.00pm
Meeting Room: Council Chamber
Venue: Auckland Town Hall
Ground Floor
301-305 Queen Street
Auckland

Ethnic Peoples Advisory Panel

OPEN AGENDA

MEMBERSHIP

Chairperson	Sunil Kaushal
Deputy Chairperson	Jade Tang-Taylor
Members	Bill Guan Naoe Hashimoto Anita Keestra Denise Lee Ljubica Mamula-Seadon Jessica Phuang Anukool Sathu Dave Tomu
Liaison Councillor	Cr Denise Lee
Chief Liaison Councillor	Cr Dr Cathy Casey

(Quorum 6 members)

Luka Grbavac
Governance Advisor

3 October 2017

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TERMS OF REFERENCE

(Excerpt – full terms of reference available as a separate document)

The terms of reference set out the purpose, role and protocols of the Panel.

Panel members abide by the Code of Conduct for members of Auckland Council advisory panels.

Purpose

As one of council's engagement mechanisms with diverse communities, the demographic advisory panels provide advice to the governing body and council staff within the remit of the Auckland Plan on the following areas:

- Auckland Council's regional policies, plans and strategies
- regional and strategic matters including those that Council-Controlled Organisations deal with
- any matter of particular interest or concern to diverse communities.

Outcomes

The panel's advice will contribute to improving the outcomes of diverse communities and social cohesion as set out in the Auckland Plan. The panel will advise through their agreed strategic agenda and detailed work programme.

Strategic agenda and work programme

The panel must develop a work programme and set a strategic agenda for the term. The agendas should be focused and integrated across the panels for collaborative input into shared agendas, particularly on the Auckland Plan, the Long-term Plan and annual plans. The panel should advise on council's organisational strategies relevant to diverse communities.

The governing body and council staff should work with the panel for the development of their strategic agendas and work programme. An appropriate committee will approve the panel's work programme and any subsequent major changes to it.

Submissions

The panel must not make formal submissions to Auckland Council on council strategies, policies and plans, for example, the annual plan.

In its advisory role to the council, the panel may have input to submissions made by the council to external organisations but do not make independent submissions, except as agreed with the council.

This does not prevent individual members being party to submissions outside their role as panel members.

Review

The form and functioning of the panels may be reviewed prior to or after, the end of the panel's term in September 2019.

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Opening Karakia

1 Apologies

At the close of the agenda no apologies had been received.

2 Declaration of Interest

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

3 Confirmation of Minutes

That the Ethnic Peoples Advisory Panel:

- a) confirm the ordinary minutes of its meeting, held on Monday, 17 July 2017, including the confidential section, as a true and correct record.

Public Input - Census 2018 Engagement Team

File No.: CP2017/21350

Purpose

1. Identify key leader/event/activity to engage with local Culturally and Linguistically Diverse (CALD) communities strategically
2. Collect stories to share with communities the power of Census (the WHYs)
3. Design best methodology to engage with local communities (WeChat, presentations, workshops etc.)
4. Identify barriers to complete census from local communities (language, trust etc.)
5. Discussion Questions:
 - How Ethnic Peoples Advisory Panel (EPAP) members, in their individual capacities and as community leaders/ influential members, can help propagate and spread the 2018 Census message to our ethnic communities
 - How the Census team can empower our ethnic communities in this crucial process

Executive summary


6. During Census 2013, the Census engagement team identified some hard to reach target groups which they would like to focus on:
 - High CALD populations (TOP4: Chinese, Indian, Filipino, Koreans)
 - Young Working Age CALD (People aged 15-29 years)
 - International Students, Seasonal Workers and Visitors
 - Middle Eastern/Latin American/African (MELAA), these people have not been captured in last census

Recommendation/s

That the Ethnic Peoples Advisory Panel:

- a) provide advice to the Census Engagement Team on the discussion questions.

Attachments

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Signatories

Author	Luka Grbavac - Governance Advisor
Authoriser	Wei-Nung Huang – Deputy Lead Officer

6 March Census 2018

Item 4

- The census is the **official count** of how many **people** and **dwellings** we have in New Zealand.

WHAT

WHY

- The data Stats NZ collects will be used to inform **decisions** about education, health and housing in your community.
- Census information is used by government, councils, iwi, businesses and community groups to plan for the **future**.

- EVERYONE** in NZ on Tuesday, 6 March has to complete their census forms.



HOW

- Encourage **ONLINE** - Mobile, tablet, laptop or desktop friendly.
- Access code** sent for the household to complete Census form.
- Paper form and **language** assistance available upon request.

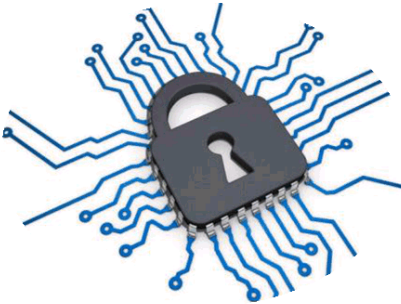
Attachment A

6 March 2018 **Let's find out**

census
Stats **NZ**

Item 4

- The information you provide is protected
 - It must be kept **confidential**
 - It can only be used for statistical purposes
 - Statistics NZ **does not** share people's private information with any other organisation – including the New Zealand Police, WINZ, Immigration New Zealand, Housing New Zealand and Inland Revenue



Your Support

Attachment A



Identify **key leaders, events, activities** to reach local CALD communities strategically.



Collect **stories** about the power of Census to show the communities



Find the best **methodology** to engage with local communities



Overcome the **barriers** identified in completing the Census

Sindy XIAN, 2018 Census Engagement Advisor – CALD
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6 March 2018 Let's find out

census
Stats **NZ**

Public Input - Chinese New Settlers Services Trust

File No.: CP2017/21377

Purpose

1. Improved understanding about Chinese New Settlers Services Trust (CNSST)
2. Feedback on the need for Chinese Culture and Language Initiative by Government Organisations (GOs) and Non-government Organisations (NGOs) in Auckland.
3. Discussion questions:
 - From the perspective of the Panel, is there a need for the Chinese Culture and Language Initiative by GOs and NGOs in Auckland?
 - Does Auckland Council have this need?

Executive summary

4. Chinese New Settlers Services Trust (CNSST), as a registered charitable trust from 1998, offers culturally and linguistically appropriate social services, education and social housing to Asian and the wider community in New Zealand. CNSST is one of the largest Asian community organisation in Auckland and New Zealand, in support of a variety of Auckland Council's social, environment economic and cultural projects in the past years. The recent partnership projects include Auckland Council Annual Budget Public Consultation, Local Board Plans Public Consultation, Migrant Business Support Programme, etc.
5. CNSST provide culturally and linguistically appropriate social services, education and social housing to over 15,000 Aucklanders per annum. All the services are related to the Auckland Plan in terms of how to effectively support the continued growth population in Auckland, in a culturally and linguistically appropriate manner, in terms of employment, education, housing, health and wellbeing, connectivity and inclusion, etc.
6. CNSST Services empower and engage the Asian-focused community and the wider community. Annually, we support around 15,000 people in Auckland in provision of social services, education and social housing including ethnic, senior and youth groups.
7. In details, CNSST provides wraparound services by its five teams:
 - Social work & counselling team, annually serving over 249 individuals and families and running community parenting programmes for over 500 local young parents;
 - Employment & enterprise team, annually serving over 717 job seekers with over 397 successful job placements;
 - Education & settlement team, annually serving over 500 new comers with settlement support and over 1600 youths and community participants into cultural and art programme;
 - Korean community services team, annually serving over 200 Korean families;
 - Social enterprise team, annually serving over 2000 elderly through Senior Mutual Support Network as well as weekly educating over 1500 young students at CNSST Cultural Learning Centre.



Item 5

Recommendation/s

That the Ethnic Peoples Advisory Panel:

- a) advise Gloria Gao, Senior Manager Social Services from Chinese New Settlers Services Trust on the discussion questions.

Attachments

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Signatories

Author	Luka Grbavac - Governance Advisor
Authoriser	Wei-Nung Huang – Deputy Lead Officer

CNSST General introduction:

Chinese New Settlers Services Trust (CNSST), as a registered charitable trust from 1998, offers culturally and linguistically appropriate social services, education and social housing to Asian and the wider community in New Zealand.

For the initial 3 years, CNSST operated at Jenny's home garage without any external funding. Now the organization has developed to a medium-size NGO serving more than 15,000 local Asian migrants per annum by a professional and cohesive team including 38 paid staff, 100+ contracted tutors or counsellors, and over 50 long-term volunteers.

CNSST provides wraparound services by its five teams:

- Social work & counseling team, annually serving over 249 individuals and families and running community parenting programmes for over 500 local young parents;
- Employment & enterprise team, annually serving over 717 job seekers with over 397 successful job placements;
- Education & settlement team, annually serving over 500 new comers with settlement support and over 1600 youths and community participants into cultural and art programme;
- Korean community services team, annually serving over 200 Korean families;
- Social enterprise team, annually serving over 2000 elderly through Senior Mutual Support Network as well as weekly educating over 1500 young students at CNSST Cultural Learning Centre.

As a professional service provider, CNSST has been approved and certified as below:

- In 2002: Approved by CYFNZ as a service provider to the local Asian community, mainly Chinese, Korean and other Asian migrant communities, e.g. Cambodian and Vietnamese migrants;
- In 2010: Approved by NZICA as an ATO;
- In May 2013: Approved by NZQA as a PTE;
- In July 2013: Approved by SHU as a social housing provider;
- In Nov 2013: Approved by China Government as the Overseas Chinese Language Teaching Model School;
- In 2015: Approved by China Government as the Overseas Chinese Service Centre.

Year 2017 is CNSST's 19th anniversary. In the Long term, CNSST aims to be developed as an Asian community hub to provide services to the local Asian minority communities in a holistic approach, as well as to develop it to be a successful social enterprise.

Auckland Transport - Ethnic Engagement for the New Network

File No.: CP2017/21349

Purpose

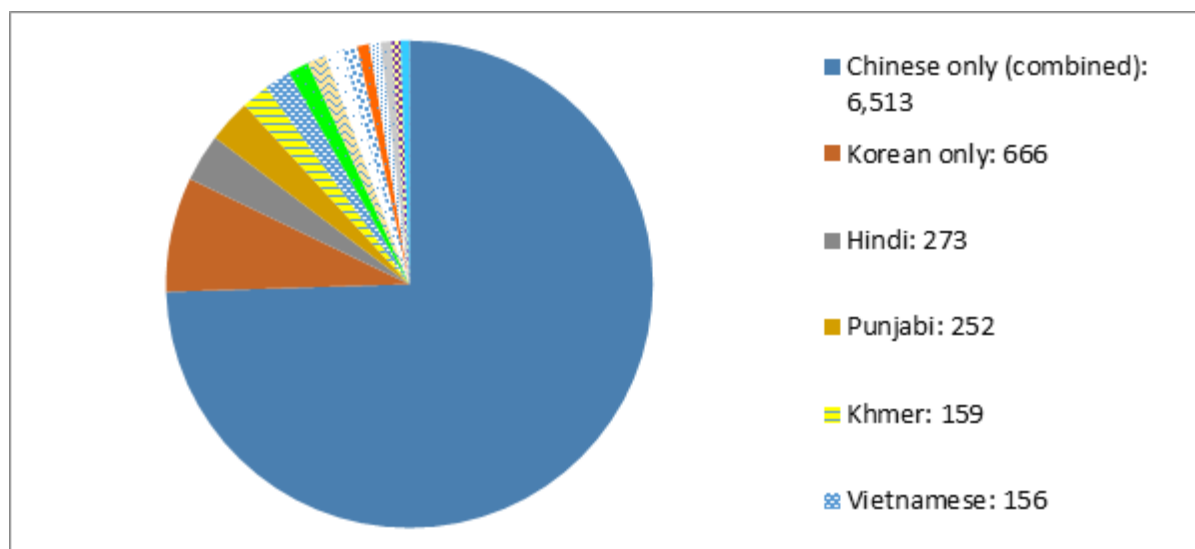
1. Auckland Transport's goal is to inform the Ethnic Peoples Advisory Panel of the New Network and seek their advice on how best to advise ethnic communities of the significant public transport changes.
2. Discussion questions:
 - How best can Auckland Transport connect with ethnic groups in East Auckland, particularly Chinese, Korean and Indian communities?
 - How can Auckland Transport be culturally relevant in communities to the above ethnic groups? For example, engaging young vs senior Chinese people.
 - What would the panel recommend for Auckland Transport's 2018 Central and North Shore implementations of the New Network?

Executive summary

3. The New Network Team at Auckland Transport is part way through implementing a region wide transformation of the public transport system. In particular, the whole model for buses is changing. This includes new bus routes, new timetables, new bus numbers and branding. These changes are based on creating a simpler, more frequent and better connected network. Auckland's current public transport network and current bus routes have developed over the years through a series of small modifications and are complex and infrequent in many places. There has been limited opportunity for co-ordination as Auckland has grown. The New Network project is our opportunity to redesign Auckland's bus routes to make them work with each other and with trains and ferries.
4. We have already made these changes on the Hibiscus Coast, and in South Auckland, Pukekohe, Waiuku, and West Auckland. In December we will change East Auckland's buses, followed by Central and North Auckland in 2018.
5. We need a New Network to cater for growth in Auckland and changes to people's needs and lifestyles:
 - by designing the network to operate through connections we can provide more bus trips and more options to get you where you want to go
 - by making buses and trains work together as a single network we can reduce duplication and provide more service where it's needed
 - leading to more people using public transport more often and therefore contributing to achieving the Auckland Plan targets.
6. The Auckland Plan targets are to increase public transport trips to 140 million by 2022 (subject to additional funding), increase the proportion of trips made by public transport into the City Centre during the morning peak to 70% by 2040. The Plan also aims to reduce road crash fatalities and injuries, reduce congestion levels on the strategic freight network and increase the proportion of people living within walking distance of frequent public transport stops to 32% by 2040.

Consideration

7. Our key objective is making public transport information accessible and easy to apply for ethnic groups and non-native English speakers. We aim to empower ethnic communities to use public transport to get where they want, when they want to.
8. Public transport is used by all sectors of our community but it has particular importance to those who have no other options for travelling i.e. those who cannot drive a car for any number of reasons, those without the ability to walk far or ride a bike, those without a network of friends to help them travel or navigate this city. These changes are disruptive but we have a desire to make them as easy as possible for bus users by providing information and offering assistance.
9. Using the 2013 census data for the area where changes are happening (the Howick Local Board area), we see there is a sizable portion of the population who do not speak English with most of this group speaking only a Chinese language. Can you recommend any ways of notifying these people?



Next steps

10. The panel's advice will be used to refine our Ethnic Engagement Plan for the East New Network and help to shape how we will engage ethnic communities for the Central and North Auckland New Network implementations. Advice on key stakeholders and channels for communications will contribute to how we deliver information about the public transport changes. Our project deadline for the East Auckland roll out is 10 December 2017 but the communications campaign starts at the beginning of November. The remaining areas of Auckland will have the New Network implemented in 2018.

Recommendation/s

That the Ethnic Peoples Advisory Panel:

- a) provide advice to Auckland Transport on the discussion questions.

Attachments

There are no attachments for this report.

Signatories

Author	Luka Grbavac - Governance Advisor
Authoriser	Wei-Nung Huang – Deputy Lead Officer

Discussion on the Ethnic Peoples Advisory Panel's community forum 2017/2018

File No.: CP2017/21232

Purpose

1. To discuss the topics and format of the Ethnic Peoples Advisory Panel's community forum(s) for the 2017/2018 financial year.

Executive summary

2. The Ethnic Peoples Advisory Panel is entitled to organise one or more community forums within the allocated operating panel budget for the 2017/2018 financial year.
3. The purpose of community forums is to engage with wider ethnic communities in Auckland to seek their views on important council agendas that impact the ethnic people.
4. In the 2013-2016 term of the council, the demographic panels used different models of engagement through community forums. The following table illustrates the type of forums:

Type	Description
general forums	More than 300 older people from diverse communities participated in an open Seniors Advisory Panel forum in 2016 to share their experiences.
targeted engagement	In April 2016, a youth forum saw 70 young attendees from the local youth councils to discuss how to increase youth civic participation in the local government elections
surveys	The Rainbow Communities Advisory Panel conducted a survey for the rainbow communities who participated in the Big Gay Out 2016 event. The survey outcomes supported the development of the panel's work programme and recommendations to the governing body.
workshop with staff	The Seniors and Disability Advisory Panels jointly organised a workshop with managers and staff of Panuku Development Auckland to discuss the Universal Design principles. 20 people participated to learn and discuss the principles.
partnership	The Ethnic Peoples Advisory Panel partnered with AUT University to organise a forum on ethnic communities and media. More than 100 people participated.

5. The panel should consider the council's key agenda items as a forum theme. Council's significant agendas include the Long-term Plan 2018-2028 and the Auckland Plan Refresh.
6. The panel can also use the forums as a way of understanding their community concerns and opportunities and share the recommendations from the forums with the governing body.
7. The forum must be held by 30 June 2018. The panel should prepare for making decisions on the topic, target audience, venue(s) and how to run a forum.
8. The panel may consider a contracted project manager for their forums if they are planning large scale forums.

Item 7

Recommendation/s

That the Ethnic Peoples Advisory Panel:

- a) discuss the themes and format of the panel's community forum(s).

Attachments

There are no attachments for this report.

Signatories

Author	Austin Kim - Principal Advisor Panels
Authoriser	Wei-Nung Huang – Deputy Lead Officer

Ethnic Peoples Advisory Panel - Liaison Councillor's Update

File No.: CP2017/21343

Purpose

1. To provide the Liaison Councillor for the Ethnic Peoples Advisory Panel an opportunity to update the meeting on regional issues of significance affecting ethnic communities.

Executive summary

2. The Liaison Councillor for the Ethnic Peoples Advisory Panel will have the opportunity to discuss any regional issues of significance or highlight any issues affecting ethnic communities.

Recommendation/s

That the Ethnic Peoples Advisory Panel:

- a) receive the update on regional issues of significance affecting ethnic communities.

Attachments

There are no attachments for this report.

Signatories

Author	Luka Grbavac - Governance Advisor
Authoriser	Wei-Nung Huang – Deputy Lead Officer

Ethnic Peoples Advisory Panel - Members' Update

File No.: CP2017/21345

Purpose

1. To provide members of the Ethnic Peoples Advisory Panel an opportunity to update the meeting with upcoming events and issues impacting ethnic communities.
2. To discuss the work programme of the Ethnic Peoples Advisory Programme.

Executive summary

3. Ethnic Peoples Advisory Panel members will discuss issues impacting ethnic communities or highlight upcoming events which are of interest.

Recommendation/s

That the Ethnic Peoples Advisory Panel:

- a) receive the update about upcoming events and issues impacting ethnic communities
- b) discuss the panel's work programme

Attachments

There are no attachments for this report.

Signatories

Author	Luka Grbavac - Governance Advisor
Authoriser	Wei-Nung Huang – Deputy Lead Officer