I hereby give notice that an ordinary meeting of the Environment and Community Committee will be held on:

**Date:** Tuesday, 12 June 2018  
**Time:** 9.30am  
**Meeting Room:** Reception Lounge  
**Venue:** Auckland Town Hall, 301-305 Queen Street, Auckland

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**Environment and Community Committee**  
**OPEN ADDENDUM AGENDA**

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**MEMBERSHIP**

**Chairperson**  
Cr Penny Hulse  
Cr Alf Filipaina  
Cr Josephine Bartley  
IMSB Member Renata Blair  
IMSB Member James Brown  
Cr Dr Cathy Casey  
Deputy Mayor Bill Cashmore  
Cr Ross Clow  
Cr Fa’anana Efeso Collins  
Cr Linda Cooper, JP  
Cr Chris Darby  
Cr Hon Christine Fletcher, QSO  
Mayor Hon Phil Goff, CNZM, JP  
Cr Richard Hills

**Deputy Chairperson**  
Cr Mike Lee  
Cr Daniel Newman, JP  
Cr Greg Sayers  
Cr Desley Simpson, JP  
Cr Sharon Stewart, QSM  
Cr Sir John Walker, KNZM, CBE  
Cr Wayne Walker  
Cr John Watson

**Members**  
(Quorum 11 members)

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**Tam White**  
Senior Governance Advisor

**11 June 2018**

Contact Telephone: (09) 890 8156  
Email: tam.white@aucklandcouncil.govt.nz  
Website: www.aucklandcouncil.govt.nz

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**Note:** The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. Should Members require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.
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Te take mō te pūrongo / Purpose of the report
1. To approve the allocation of $200,000 from the Parks, Sport and Recreation partnerships budget to the Pulman Park Trust for the installation of permanent floodlights on two sports fields at Pulman Park.

Whakarāpopototanga matua / Executive summary
2. Pulman Park is a sports park in the Papakura Local Board Area which has been developed in partnership between council and the Pulman Park Trust. The Pulman Park Trust operates the park and facilities.
3. The park currently has floodlighting which provides lit training capacity on sports fields, this capacity is primarily utilised by the Ardmore Marist Rugby Club.
4. The 2017 Sports Field Needs Assessment identified that the Local Board had lower shortfalls of lit weekday training capacity than other southern local board areas, however this analysis does not consider the quality or risk associated with the lighting solution.
5. The lighting capacity at Pulman Park is provided via portable floodlights which do not meet the council service levels and could potentially pose a safety concern as they are not placed in permanent foundations.
6. The lights do not provide the required lux levels or throw of light over the training resulting in training being undertaken in localised areas on the fields causing damage and increasing repair costs.
7. The Pulman Park Trust put in an LTP submission requesting support the project to install permanent floodlighting solutions at the park.
8. The Local Board are to consider a grant of Locally-driven initiative (LDI) funding toward the development of the project, this will be considered at a local board meeting on 27 June.

Ngā tūtohunga / Recommendation/s
That the Environment and Community Committee:

a) approve a partnership grant of $200,000 from the Parks, Sport and Recreation partnership budget to the Pulman Park Trust as council’s contribution towards the floodlighting of up to two sports fields at Pulman Park
b) request staff to develop a funding agreement with appropriate requirements including requirements to: construct floodlighting to Council specifications; ensure community access to lit sports fields; and report annually on performance against KPI’s
c) delegate the approval of the terms and conditions within the Partnership Agreement to the General Manager Parks, Sport and Recreation.

Horopaki / Context
Pulman Park sport field lighting
9. Pulman Park is located within the Papakura Local Board area.
10. Pulman Park has been developed in partnership between the council and the Pulman Park Trust. The land is leased by council to the trust; the trust manages and maintains the park.
11. In conjunction with council the Pulman Park Trust has developed fourteen high quality full-sized sports fields, including eight sand-carpet fields. Although they are managed by the trust, the fields provide a vital contribution to the sport field capacity network.

12. The sports fields at Pulman Park are supported with temporary floodlighting considered to be below council specification and service levels because of insufficient lighting levels and inadequate foundations.

13. Through the 2018 LTP submission process the Pulman Park Trust Board requested funding to support the development of higher quality sports field lighting at Pulman Park.

14. The submission states that player retention is trending down in the Ardmore Marist Rugby Club and feedback points to lack of fit for purpose well-lit training space as the lead indicator in membership and volunteer disengagement. They also state that, it is becoming more difficult to retain coaches, motivate players and their care givers as well as provide safe conditions for our members to train. This is severely affecting the club’s sustainability.

Sports fields supply and demand analysis


16. The study recognises the role that lighting of sports fields plays in creating useable hours for participation, especially for mid-week training in winter codes.

17. In 2011 and 2014 the study was called “Quantifying the Supply and Demand studies for winter Sports fields in the Auckland Region”. These studies were undertaken to reduce weather related closures to 90% of the available capacity of the sports fields.

18. Council has invested in the development and improvement of sports fields across the region with the goal of improving the rate of weather related closures.

19. In 2015 the funding model was changed to be growth based, funded by development contributions. Population growth became the primary driver for sports field development, as opposed to weather-related closures. The budget was made up of 75% growth funding and 25% rates funding.

20. In 2017 the studies where expanded to include summer codes to provide needs data for summer sports to assist in the determination for the provision of outdoor sporting facilities across the Auckland region.

Tātaritanga me ngā tohutohu / Analysis and advice

21. The Papakura Local Board area is forecast to undergo significant population growth (population growth based on figures from RIMU I11 v3 population projections) in the next 10 years as is demonstrated by the chart below.
22. In 2017 the Papakura Local Board area has a shortfall of lit training for rugby of 18 hour per week shortfall this will increase to a 35 hours shortfall for rugby in 2028. Football needs are catered for and league has an oversupply as per table below.

<table>
<thead>
<tr>
<th>Football Allocation</th>
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<tr>
<td></td>
<td>W'End</td>
<td>W'Day</td>
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<tr>
<td>Papakura LB</td>
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<tr>
<td>2017</td>
<td>30</td>
<td>38</td>
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<tr>
<td>2028</td>
<td>20</td>
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23. Some of the lit capacity demonstrated in the Papakura Local Board area, however is of a low quality. The flood lighting at Pulman Park is substandard compared to Council service levels and specification.

24. The lights do not provide the required 'lux levels' or 'throw over' the training area. As a result, training is undertaken in localised areas on the fields causing damage and increasing repair costs. The reduced lux also has a safety concern for players on the field.

25. There is also a potential safety risk with the lights being portable and not permanently installed in the ground with certified foundations. Storm events can cause damage to the current temporary foundations and they could topple when being used for training.

Council outdoor sporting provision levels – service standards

26. Council has a floodlighting programme to provide approximately 18m poles with LED lighting which provide 100lux across the field for training and 200lux for competition games. This is the standard as requested by the 3 main winter regional sporting organisations.

27. Flood lit capacity needs are determined on the assumption that the current flood lighting that is provided is at the required Council standard for training region wide the Council does not have a lux condition rating on the existing flood lights or the capacity of the lights. Due to condition and capacity issues there could there could be disparity in lighting quality across the region.

28. Council provides flood lighting for sports across the region from 11 year-old age grades and up. This is required as it is becoming difficult for players, parents and coaches to travel across the city to attend training within daylight hours.

Council’s funding model

29. Council development contributions funds are collected only to meet the growth of the city and can only be used for projects linked and justified by population growth. The replacement or upgrade of assets on leased or private land cannot be funded by the growth fund.
30. Council does have renewal funds, but this can only be provided for Council assets where depreciation has been accounted for.

31. Where council intends to provide financial support for non-council assets which contribute to the wider council network, the appropriate funding mechanism, is to use a grant. Grants may be made, for example, from sport and recreation facility investment funding or local board LDI’s.

**Lighting proposal**

32. The lighting of up to two of the existing fields at Pulman Park would remove the Ardmore Marist Rugby Club shortfall, provide a safe environment and meet the Council standards for night training. Although this is a Trust managed site the fields provide a vital contribution to the sport field capacity network.

33. The proposal from the Pulman Park Trust Board presents an opportunity for Auckland Council to invest into the replacement of lights at the park with an increase in service outcome for the users of this facility. Additionally, through the use of a grant, council can leverage the independent nature of the trust board and Ardmore Marist Rugby club to create a value for money outcome for council.

**Ngā whakaaweawe ā-rohe me ngā tirohanga a te poari ā-rohe / Local impacts and local board views**

34. The Local Board commissioned a Papakura Local Board Sports Needs of sports field related facilities. The Board wished to undertake a comprehensive needs assessment to help inform future planning within the district, including the development of and use of Bruce Pulman Park, Opaheke and Hingaia sports grounds.

35. The assessment identified the upgrade of the lights at Bruce Pulman Park as a short to medium term priority. The Local Board consider this an important priority that has fallen out of the Papakura Sports and Recreation Needs Assessment report and are considering committing upwards of $150,000 at their business meeting on Wednesday, 27 June 2018.

**Tauākī whakaaweawe Māori / Māori impact statement**

36. In the Papakura Local Board area approximately 11.3% of Maori participate in Rugby, which would be the primary code utilising lit sport field capacity. This participation rate is over representative of the overall local board participation rate in Rugby which is at 7.1%.

**Ngā ritenga ā-pūtea / Financial implications**

37. The Parks, Sport and Recreation partnership budget line for FY18 has the required budget available for Auckland Council to grant Pulman Park Trust $200,000.

38. The Local Board will consider allocating upwards of $150,000 of LDI funding at the Local Board meeting on 27 June 2018.

39. The Pulman Park Trust and Ardmore Marist Rugby Club have already set aside some funding for this project and committed to funding the balance required to successfully complete this project.

**Ngā raru tūpono / Risks**

40. The total value of the upgrade is estimated to be $400,000.

41. If council does not support the higher quality lighting at Pulman Park there is a risk of a health and safety related event associated with the current portable lighting solutions.

42. A funding agreement will be developed with Pulman Park Trust to mitigate risk around approved council investment and to ensure that the floodlighting provides capacity to the Auckland sport field network, and available/utilised for other community access.

43. A minimum frequency of annual reporting will be required to ensure this accountability.
**Ngā koringa ā-muri / Next steps**

44. Following the funding decisions by this Committee, the Pulman Park Trust will be notified of the outcome.

45. If the Committee agree to a partnership grant, then funding agreements and key performance indicators (KPI’s) will be developed between Council and the Trust.

**Ngā tāpirihanga / Attachments**

There are no attachments for this report.

**Ngā kaihaina / Signatories**

<table>
<thead>
<tr>
<th>Author</th>
<th>Dave Stewart - Manager Sport &amp; Recreation</th>
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<tbody>
<tr>
<td>Authorisers</td>
<td>Mace Ward - General Manager Parks, Sports and Recreation</td>
</tr>
<tr>
<td></td>
<td>Koro Dickinson – Lead Officer</td>
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Attachment A: Investing in Aucklanders Community Engagement Findings Report

File No.: CP2018/10256

Appended is the correct version of Attachment A: Investing in Aucklanders Community Engagement Findings report for Item 13: Investing in Aucklanders Community Engagement on the agenda already circulated.

Ngā tāpirihanga / Attachments

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Ngā kaihaina / Signatories

Author | Tam White - Senior Governance Advisor
Attachment A

Item 13

Background

Auckland Council asked staff to investigate how Auckland could become a friendlier and more inclusive city.

The ‘Investing in Aucklanders’ project is designed to help us find out what this means to Aucklanders and what could be done to help.

We talked to over 650 diverse Aucklanders about their views and experiences of inclusion and belonging.

This report presents the findings and insights from this engagement.
Thank you to all the Aucklanders who participated in this process for generously sharing your time, your stories and what matters to you.
Auckland is experiencing rapid growth and demographic change and this is set to continue. We have New Zealand’s largest Māori population and the world’s largest Pasifika population. We have 180 different ethnic communities living here.

Auckland’s diversity of ethnicity, culture, socio-economic status, gender, sexual preference, faith, ability, age and geography creates a number of challenges and opportunities.

Auckland has a significant opportunity to respond and adapt to growth and a changing population to ensure that all Aucklanders can participate, belong and reach their full potential.

In 2013, the number of people who lived in Auckland was 1,415,550.

By 2038, this is expected to have reached 2,222,700.

Many Aucklanders are prosperous and have high living standards. However, unequal outcomes and significant pockets of deprivation exist in:

- Justice
- Employment
- Education
- Health
- Housing

With population growth there is more competition for scarce resources and some groups could fall further behind. This impacts on people’s ability to participate and belong.

Unequal outcomes are an important concern for Aucklanders across all walks of life.

Building an inclusive Auckland is a collaborative endeavour, as it is not within the control of any one person, group or organisation.

This is why the council and Aucklanders are having this conversation. We need to understand peoples’ experiences of inclusion to help us identify what could be done to make Auckland more inclusive and friendly.
Community engagement process and approach

Community engagement
We met with 37 groups and 650 people. These included Māori communities, diverse ethnic groups and people of different gender, age, cultural, religious, socio-economic and geographic backgrounds. We met Aucklanders in their own environments at home and in local venues.

1. Communities we met with:
   - Māori
   - Ethnic
   - Pacific
   - bisexual
   - gay
   - lesbian
   - intersex
   - gender fluid
   - transgender

Understanding Inclusion
Aucklanders talked about the things that help develop inclusion and a sense of belonging and the things that hold people back. They also identified what Auckland could do to grow more inclusion.

3. Stories of inclusion
We asked Aucklanders to share a time when they felt included. We wanted to understand what inclusion means, what it looks and feels like from different points of view.

4. Re-engagement with a sample of community participants
We shared and tested the high level themes and insights to ensure that we accurately captured what Aucklanders told us.

5. Summary analysis session and looping back
We reworked the themes and shared the findings with more community participants and council’s advisory panel members. This group validated the findings, and further advised on what could be done to create a more inclusive city.

6. Reporting
Report to Auckland Council’s Environment and Community Committee on the engagement findings and proposed next steps.
Emotions and feelings people shared with us

We asked Aucklanders to tell us about their experience of inclusion.

The method we used was Appreciative Inquiry.*

When Aucklanders talked about their experiences three things came up again and again; simple acts of kindness, events and whānau gatherings.

Here are some key words and feelings they shared with us.

* This is a human-centred strength based approach which draws on positive experiences to help unpack what supports or what undermines feeling included.
Key words Aucklanders shared about feeling included

- Aroha
- Welcoming
- Priceless memories
- Enriched
- Whanaungatanga
- Empowered
- Diversity
- Inclusive
- Inclusion
- Happy
- Self-respect
- Compassion
- Ahurutanga/safe space
- Equality
- Friendly
- Manaakitanga
- Memorable
- Understanding
- Freedom
- Identity
- Acceptance
- Surprise
- Trust in each other
- Empathy
Themes and stories of inclusion

These are some insights into what inclusion means to Aucklanders.

They’re a mix of aspirations and experiences and we have grouped these into five themes.
Inclusion themes

Empathy
Understanding and acceptance

Inclusive
Unity, trust and cohesion

Diversity and culture
Spirituality, ethnicity and language

Sense of belonging
Sharing, connectivity and relationships

Celebration and commemoration
Events, festivals and celebrations help foster learning and recognition
I believe that **respect and empathy** are the foundations for living together. I love the **diversity** of this city.

As a Muslim person you often get strange looks wearing a niqab or head scarf. I talked to someone I knew about my choice to wear the *niqab*. She was so attentive and understanding she said ‘I know you, but now I know who you are’.

My mates and I went to the Pride Parade, which was a bit out of some of their comfort zones but it actually was 100 times better than the Christmas Parade. Guys who wouldn’t even mention where they were going all sang “It’s raining men”.

My husband had a bad fall when we arrived in New Zealand. Neither of us knew anybody here, but our new neighbours were so supportive. They would help with *chores* around the house. It gave me and my husband real strength.
Auckland is far from perfect, but I think it is becoming more accessible. People are now more **aware of me and my needs**

- **I love that I can go to the Civic knowing I can get trained assistance and can enjoy the night with the audio descriptions. The whole night was hassle free.**

- **I loved the Adele concert, I was there with my three friends and husband. They were allowed to sit in the designated area with me (where I had wheelchair access).**

- **There are many different ethnicities, genders and sexualities. That makes people feel accepted because there are many different people who you can relate to.**
I can afford to travel anywhere I want, when I want, to access services, see family and connect with others

When I was driving I felt more connected and I was able to transport me and my friends around.

I want to be able to take public transport but with my large family it becomes an increasingly expensive exercise.

Catching the train from Glen Eden to the city makes life more accessible and helps me to make more connections.
I feel safe when I know I can be anywhere, at anytime, without the threat of violence, stigma or discrimination

My community group volunteers to help make our community a safer place. We’ve learnt about improving our own personal safety as well. It’s great feeling like you are making a difference.

Even when I was new and lost taking my son to the library, people would stop and offer us a lift to ensure we got there safely.

We have a LGBT group at school, which is a regular ‘meeting’ with other LGBT students and allies. It’s very open and anyone can go. I’m glad we have a group like this at our school, it helps others at school with having a safe space to go.
I can be influential in the decisions about my neighbourhood and the city

It's a good discussion to have. To talk as a whānau and know our voice matters.

Learning about the process of voting through our community members is important. We learn this because we are Chinese Kiwis!

On election day, I was able to participate in the local government election and make my personal decision.
I like that we have laws and rights – these give me a sense of freedom and protection.

I care about people being treated fairly in Auckland.

I can go to work, drive and have enough power to follow my dreams.

Working for a company that allows unions is good for me and my colleagues. There was a meeting between the workers and the employers. Lots of different people came together for a meeting. At the meeting, everyone was able to put forward their thoughts. Even though everyone had different backgrounds etc, at the end of the meeting, we were all able to discuss and come to a common goal and we were all happy.
I can live as me. I freely express my faith, culture, sexuality and identity with confidence

I am very proud of my Tongan heritage and I love to share my culture with others.

I have the freedom to pray and go out wherever I want. My family back home are so surprised.

I felt affirmed as takatapui (devoted to partner of same sex) when we participated in the annual pride festival.
Seeing the **expression of Māori culture and values** helps me appreciate other cultures and different world views.

- **Diversity and culture**

I was starting at a new school and attended the school powhiri. I felt very welcomed and a sense of pride. This powhiri helps keep our ancestors alive through culture. I felt included and welcomed from my first day.

Being at a Sikh temple for the handover of sacred silks was special. These silks will allow us, as Pasifika, to make bags. The crossing of cultures, languages, ethnicities all sharing as equals and enjoying each other e.g. singing and eating. This was inspiring, it was the start of new beginnings and being connected.

At the local marae there are both non-Māori and Māori. The wharenui is a space where non-Māori and Māori can be together in unity; whilst maintaining distinction and history. Feeling connected but distinct.
I can see my values and tikanga represented in lots of things. These things keep me connected to the whenua and the people of Tāmaki Makaurau.

Waitangi day gives me the opportunity to come together as Māori. The occasion reminds us of our tino rangatiratanga.

I’d like to see more collaboration and a contemporary expression of old and new to define the landscape and our history e.g. an iconic Pou, that brings people together.

The best thing about Auckland are the beautiful areas like parks, beaches and lakes were we are free to go and hikoi.
I know that Auckland is changing and growing – our needs are different

Diversity and culture

I feel that people are more interested in making things accessible for me. I feel valued when, without asking, people describe photos or meet me at bus stops.

As a Muslim female, I can now participate in swimming classes at my local pool along with other females at a dedicated time.

The Pasifika festival was culturally diverse and galvanising. It was a celebration of heritage and appreciation.
My whānau, friends, workmates, cultural group and community are important and give me a sense of belonging.

I got the opportunity to create a pacific gown with Karen Walker. The gown was stitched together by lots of women to represent us as a collective. Working with my family and friends makes me feel happy and creates a sense of unity.

I work for a District Health Board as a health promoter. So I have more opportunities to connect to others in Auckland. My work here and with the Chinese community has helped me to make lots of new friends and build up a strong network.

I get to work with diverse community members. To have this opportunity as a new migrant makes me feel great and develops a sense of pride in me and my country.
When we are happy and healthy, we are better able to contribute to community and Auckland life.

Sense of belonging

- I love kai tupaia/healthy food and cooking our ancestors' food and visiting the people going back and bringing the knowledge and recipes for the new generations.

- I want to be able to afford a place to live that is secure and I can call home.

- I feel connected and I'm part of the community gym. I can go to the gym everyday. It keeps me healthy and it's also my social life. The best thing is that it is free for those over 80.
I sometimes find Auckland’s growth and increasing diversity messy. **We have to work at living well together**

I want to integrate myself into other communities. I’d like to learn braille/sign language so that I am more inclusive in the way I communicate with others, I take so much for granted.

Attending a new school was a huge change for me. Coming from a small primary school, with lots of Polynesians and going to an intermediate with 1000 students. I had stereotypes of what my intermediate school was going to be like (e.g. snobby students, rich and spoilt). But once I attended the school I felt included and able to understand different cultures.

Going to the gym and using recreational facilities exposes me to lots of different people who aren’t just from my church. I’ve built friendships with so many different people.
I can celebrate, commemorate, learn and share important occasions with others. I feel like I’m part of the whole city.

Auckland has so many amazing facilities. It is so awesome to go, with my brother, and see my favourite musician. The opportunity allowed us to experience a truly electric atmosphere.

I felt proud at the Tamaki Herenga Waka event. It was held in such a beautiful place. It showcased Māori talent and us coming together.

I would like to see more marae based projects to bring more non-Māori onto marae.
Aucklanders care and show concern about each other

- They are curious
- Keen to learn and share
- Concerned about inequalities that are holding Auckland back
Care and concern connects to Māori values

Whanaungatanga – relationships
Rangatiratanga – autonomy and leadership
Manaakitanga – to protect and look after
Wairuatanga – spirituality and identity
Kaitiakitanga – guardianship

* Taken from Māori values that underpin The Māori Plan for Tamaki Makaurau 2017
Enabling Auckland to be at its inclusive best

We then asked Aucklanders to talk about what an inclusive Auckland might look like.

Aucklanders provided lots of ideas on things that could make a difference. They consistently identified housing, transport and safety as essential baseline conditions for inclusion.

The following summarises what Aucklanders want to:

- keep
- drop
- create and improve
Attachment A: Investing in Aucklanders Community Engagement Findings Report

What Aucklanders want Auckland to keep providing

- Different ways to voice my views on the things that affect me
- Regional and local events
- Accessible transport
- Community facilities, spaces and infrastructure
- Public spaces

We want our voices to be heard and considered in decision making.
We want opportunities to celebrate, take part and bump into lots of people.
We want to be able to easily get to the places we want to go to.
We want places we can go to enrich our lives, to grow and bond with others.
We want to go to lots of places to connect, relax, and enjoy.
What Aucklanders want to **create** and improve

- **Public transport**: We can get to lots of places to play, relax and enjoy.
- **Care for our public spaces, facilities and assets**: We are all responsible for looking after our shared assets.
- **Universal design**: We can all participate no matter who we are and where we come from.
- **Housing**: We all have safe, secure and affordable homes to live in.
- **Work experience for youth and employment opportunities for all**: We all have opportunities to create our best life.
- **Mutual understanding and awareness**: We mix and share with each other, which helps us build greater understanding, empathy and respect.
Journeys to inclusion

The culture of Auckland enables us to be ourselves

If we use the maunga as a visual tool, we can see the many elements of inclusion Aucklanders identified.

Aucklanders are currently experiencing differing levels of inclusion and living standards.*

Overwhelmingly, they told us housing, safety and transport are essential everyday conditions for inclusion, enabling them to thrive and live fruitful lives.

*E.g. housing, employment, health, education, transport and justice.
Connections and relationships

We heard that a sense of belonging comes from human connections and relationships that help us thrive and feel included. Aucklanders said community connectors play an important role in fostering this. Community connectors are dedicated people who build relationships and connections within and across communities.
Human connections and relationships help us thrive and feel included.

Aucklanders said that building our networks provides us with various opportunities that contribute to our ability to lead happy and healthy lives. The more we help build this, the better.

While connectedness occurs organically, there are dedicated people in communities who regularly co-ordinate and bring people together. They also link people up to information, community support groups and services.

Community connectors are skilled at building relationships and connections within and across communities and often use their knowledge and resources for the benefit of others.
Attachment A: Investing in Aucklanders Community Engagement Findings Report

Attachment A: Investing in Aucklanders Community Engagement Findings Report

Item 13

Community connectors | Enablers and barriers

- Recognition & empowerment
- Community trust
- Knowledge of resources (what's available and how to access it)
- Ability to co-ordinate and bring people together
- Community knowledge
- Other volunteers

What makes their work easier:
- Flexible, available & affordable community facilities

Things that make their job harder:
- Not enough funding for community organisations
- Lack of safety for them and the people they bring together
- The importance of their role is not recognised by other organisations or groups
- Negative attitudes and lack of understanding from other members of the community
- Lack of transparency of how and why decisions have been made
- Rules and regulations
Everyday and occasional experiences of inclusion

Aucklanders said that their experiences of inclusion generally relate to ‘special occasions’ and that they would like inclusion to be a more common ‘everyday’ experience.

This diagram illustrates this through their actual experiences.
The inclusion experience

Things that increase sense of belonging:
- I can celebrate and commemorate at a traditional Samoan funeral.
- I feel proud to be Māori when I am at a Māori event where my reo, culture and identity are respected.
- I can be with lots of different people and see lots of people like me.
- I can go to lots of different places to do stuff with my friends, family and others.
- Random acts of kindness like my neighbour helping me mow my lawns when I broke my leg last summer.
- I can practice my religion openly.
- I can vote without being a citizen.
- I enjoy family BBQs at the park.
- I participate in lots of different cultural and sporting events in Auckland.

Occasional things I encounter that make me feel less welcome:
- I am not accepted for who I am and what I am.
- I am wary of wearing what I want in case I get abused.
- I see rubbish that’s been dumped on my street.
- It is expensive to use public transport when you have a big family.

Everyday things that make it harder to belong:
- Work opportunities are hard to come by.
- I can’t access services as easily as everyone else.
- I have a place to call home, but seeing homelessness is a reminder of the inequity in this city.
- My sense of safety limits the places where I can go.

The little but regular reminders that I belong:
- I have a place to call home, but seeing homelessness is a reminder of the inequity in this city.
- Work opportunities are hard to come by.
- I can’t access services as easily as everyone else.
- I have a place to call home, but seeing homelessness is a reminder of the inequity in this city.
- My sense of safety limits the places where I can go.
Project process and approach | Next steps

Discovering what others have said about inclusion
We read other people’s studies and reports to help us understand evidence on inclusion and diversity. We found that there is a gap in our understanding of Aucklanders’ actual experiences of inclusion.

Understanding inclusion
Aucklanders spoke about the things that help develop inclusion and a sense of belonging and the things that hold people back.

Re-engagement with a sample of community contributors
To share and test the high level themes and insights and to ensure that we accurately captured what Aucklanders told us.

Report on community engagement findings
Report to Environment and Community Committee on insights and themes that we heard from Aucklanders and identify the next steps.

Series of pilot interventions
Develop and test interventions tailored to increasing inclusion for different population groups.

In-depth stakeholder conversations
Opportunity for external stakeholders to see what we are doing and seek potential collaboration.

Council staff workshops
To share the findings with different parts of the council and explore how we could make the most of exiting services, assets and resources and develop pilot initiatives.

Auckland Plan have your say feedback
To gather further insights from Aucklanders’ submissions.

Community engagement
We met with 37 groups and 650 people.

Stories of inclusion
We asked Aucklanders to share a time when they felt included.

Summary analysis session and looping back
To provide Aucklanders with an opportunity to analyse the findings, identify priorities and help shape the role the council could play in creating a more inclusive Auckland.

Walkthrough with elected members and staff
To share the findings and gather their reflections and ideas.