

A SAFE AND CARING COMMUNITY

1. Community spirit

Why is this important?



Community spirit contributes to community safety and a general sense of well-being. The level of community spirit affects people's perceptions of Rotorua as a place to live, work and visit.

What are the measures?

- 1a Community spirit
- 1b Sense of community
- 1c Community support

How are we doing?

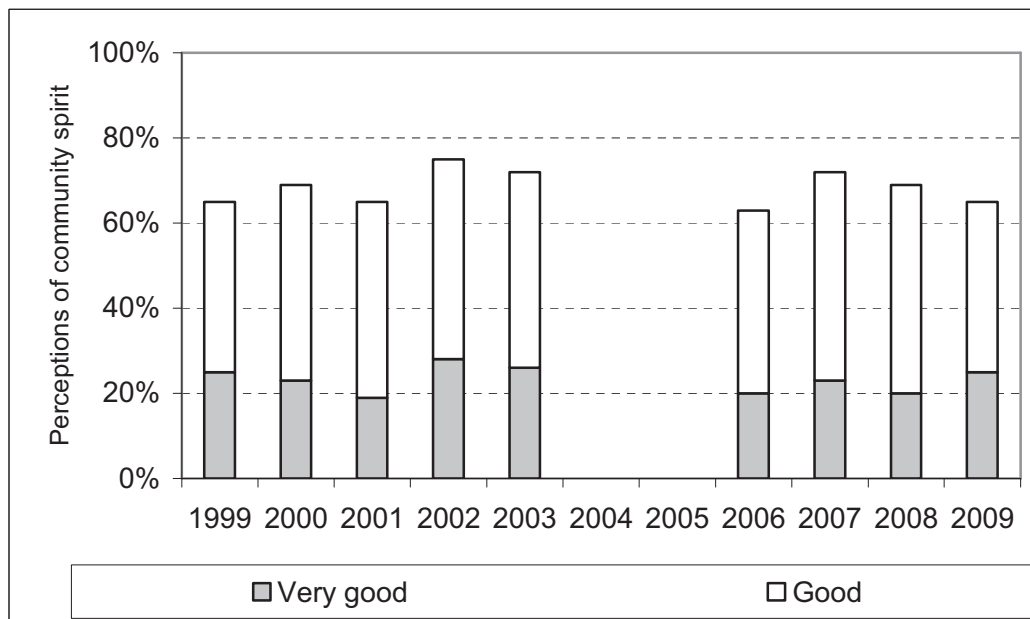
- Perceived community spirit in the Rotorua District peaked in 2002 when 75% of survey respondents rated Rotorua's community spirit as good or very good. Approximately 65% of respondents in 2009 rated Rotorua's community spirit as good or very good, compared to the national average of 74%.
- Survey results show that 76% of Rotorua residents feel a sense of community with others in their local neighbourhood, which is similar to the Bay of Plenty regional average of 79%.
- Survey results show that 69% of Rotorua residents agree that people across their local neighbourhood work together and support each other, compared to the Bay of Plenty regional average of 73%.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
1a	Community spirit	65% rate community spirit “good” or “very good”	74% rate community spirit “good” or “very good”		

Perceived community spirit is a summary measure of social connection. Over the period 1999 to 2009, Rotorua District Council’s NRB Communitrak Survey asked a sample of 400 Rotorua residents to rate their perceptions of community spirit. For the purpose of the survey, community spirit was defined as a sense of belonging or togetherness, a pride in the area and a good atmosphere among the people.

Figure 1a shows that community spirit in the Rotorua District peaked in 2002, when 75% of survey respondents rated Rotorua’s community spirit as good or very good. Around 65% of respondents in the 2009 survey rated Rotorua’s community spirit as good or very good, compared to the national average of 74%. In 2009, approximately 14% of Rotorua respondents said community spirit was poor or not very good.

Figure 1a: Ratings of community spirit in the Rotorua District



Source: NRB Communitrak Survey

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
1b	Sense of community	76% rate sense of community “good” or “very good”	79% rate sense of community “good” or “very good”	B	B

Being part of a social group or network has positive outcomes for the individual and wider community. Formal and informal relationships between people at a neighbourhood level encourage a sense of belonging and enable strong, stable communities.

The 2006 Bay of Plenty Community Outcomes Survey asked a sample of 400 Rotorua residents to rate the extent they agreed or disagreed that a sense of community exists in their local neighbourhood, and also the extent they thought this was important, on a five point scale from ‘strongly agree’ to ‘strongly disagree’. Table 1b(i) shows that 79% of Rotorua residents felt a sense of community with others in their local neighbourhood, which was higher than the Bay of Plenty regional average of 74%, and the New Zealand average of 59% from the 2006 Big Cities Quality of Life Survey. Respondents who felt that a sense of community was not important were also asked why they felt this way. Nearly two-thirds (60%) of such respondents in Rotorua stated that they liked to keep to themselves/not interested in community activities, which was higher than Western BOP (20%) and Eastern BOP (18%).

The 2010 Bay of Plenty Community Outcomes Survey asked a similar set of questions to the 2006 survey, at both the regional and sub-regional level. Results (refer Table 1b(ii)) show that the percentage of Rotorua respondents that agreed or strongly agreed that they feel a sense of community in their local neighbourhood decreased from 79% to 76% over the period 2006 to 2010. Similarly, the percentage of respondents who agreed or strongly agreed that it was important to them to feel a sense of community with people in their local neighbourhood decreased from 89% to 85% over the period 2006 to 2010. These trends were the reverse of overall regional results which increased for both items. There is insufficient time series to make any strong conclusions regarding trends.

Table 1b(i): Sense and importance of community 2006

	Bay of Plenty	WBOP District	Tauranga	Eastern BOP	Rotorua	New Zealand
Sense of community (agree/strongly agree)	74%	79%	54%	87%	79%	59%
Importance of community (agree/strongly agree)	82%	84%	67%	92%	89%	71%

Source: BOP Community Outcomes Survey 2006/Big Cities Quality of Life Survey 2006.

Table 1b(ii): Sense and importance of community, Rotorua District 2006-2010

	2006	2010
Sense of community (agree/strongly agree)	79%	76%
Importance of community (agree/strongly agree)	89%	85%

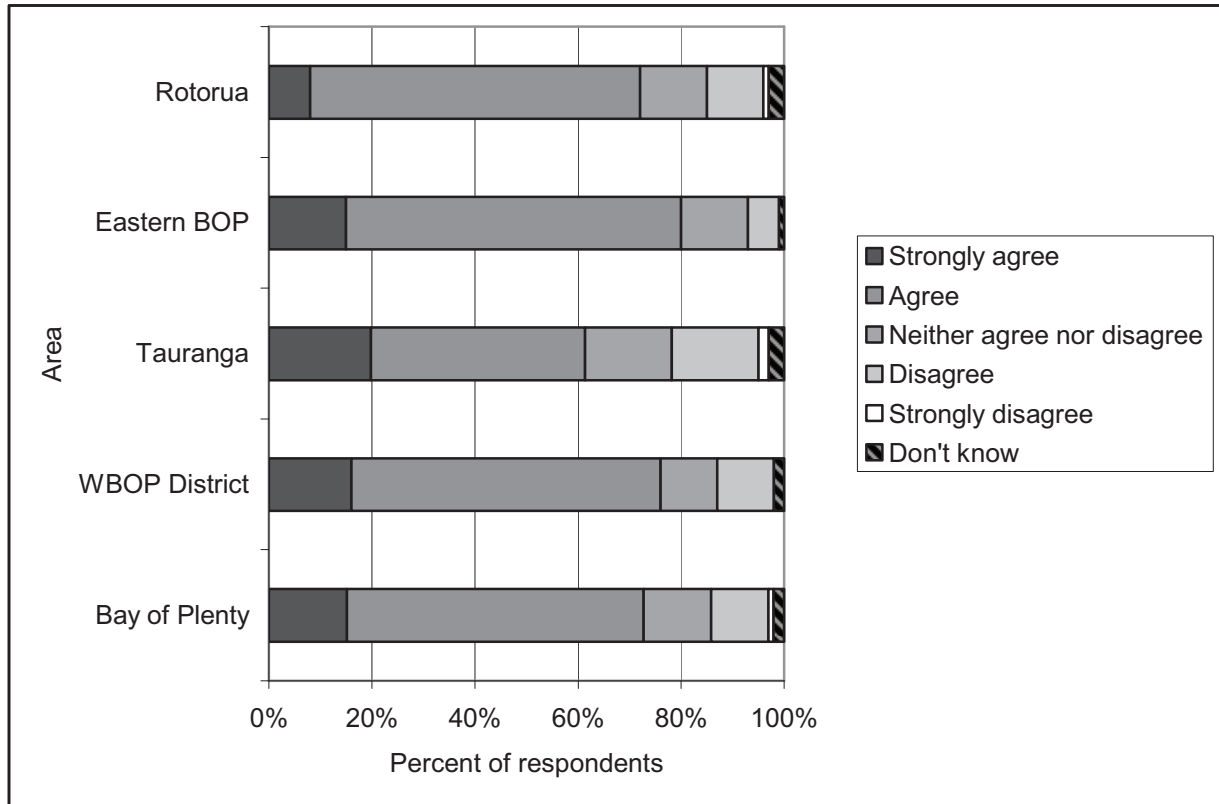
Source: Key Research Ltd and Environment Bay of Plenty: '2010 Bay of Plenty Community Outcomes Survey Report'.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
1c	Community support	69% of residents feel the community works together and people support each other	73% of residents feel the community works together and people support each other	B	B

This measure looks at perceptions of the level of support people provide to one another in local neighbourhoods. The 2006 Bay of Plenty Community Outcomes Survey asked a sample of 400 Rotorua residents to rate the extent they agreed or disagreed that the community works together and people support each other in their local neighbourhood, on a five point scale from 'strongly agree' to 'strongly disagree'. Figure 1c(i) shows that the total proportion of Rotorua respondents who agreed/strongly agreed that the community works together (72%) was the same as the regional average. There was a considerable level of variation within the Region, from 62% in Tauranga City to 80% in the Eastern Bay of Plenty area. Compared to results from the Big Cities Quality of Life Report, community support was similar throughout the Bay of Plenty Region to other parts of New Zealand. The 2006 Big Cities Quality of Life Survey results showed that 76% of New Zealand residents felt they usually had someone to turn to for support when dealing with stress.

The 2010 Bay of Plenty Community Outcomes Survey asked a similar set of questions to the 2006 survey, at both the regional and sub-regional level. Results (refer Table 1c(ii)) show that the percentage of Rotorua District respondents that agreed or strongly agreed that people across their local neighbourhood work together and support each other decreased marginally from 72% in 2006 to 69% in 2010. In contrast, the percentage of regional respondents increased marginally from 72% in 2006 to 73% in 2010. There is insufficient time series to make any strong conclusions regarding trends.

Figure 1c(i): People across your neighbourhood work together and support each other, 2006



Source: BOP Community Outcomes Survey 2006.

Table 1b(ii): Sense of community support 2006-2010 (% agree/strongly agree)

	2006	2010
Rotorua District	72%	69%
Bay of Plenty Region	72%	73%

Source: Key Research Ltd and Environment Bay of Plenty: '2010 Bay of Plenty Community Outcomes Survey Report'.

2. Crime

Why is this important?

Crime is a key community concern. A low crime rate contributes to the community's overall sense of well-being. A safe community takes active steps to prevent crime and provide an environment where residents feel they can participate fully.



What are the measures?

2a Reported offences

2b Victimization rates

How are we doing?

- In the period 2003/04 to 2006/07 the level of reported crime per 10,000 population fell in the Rotorua Police District and wider Bay of Plenty Region but has subsequently levelled off. Crime rates in Rotorua Police District remain above the national average, even after taking into account the large number of visitors to the District. The number of reported violence offence has increased in recent years.
- Criminal victimisation, or the proportion of population that has been a victim of crime, provides a broad measure of personal safety and wellbeing. Surveys of criminal victimisation generally provide a more comprehensive picture of criminal offending than Police data because not all offending is reported to the Police. Results from the Rotorua Safety Perception Survey show that victimisation rates in Rotorua trended generally downward over the period 2005 to 2009. Common types of offences in 2009 included theft from vehicles (11.0%) and unlawful entry (8.3%). Overall approximately 21% of respondents had experienced theft, unlawful entry or violence in the previous 12 month period (excluding double-counting where respondents have experienced more than one form of victimisation).

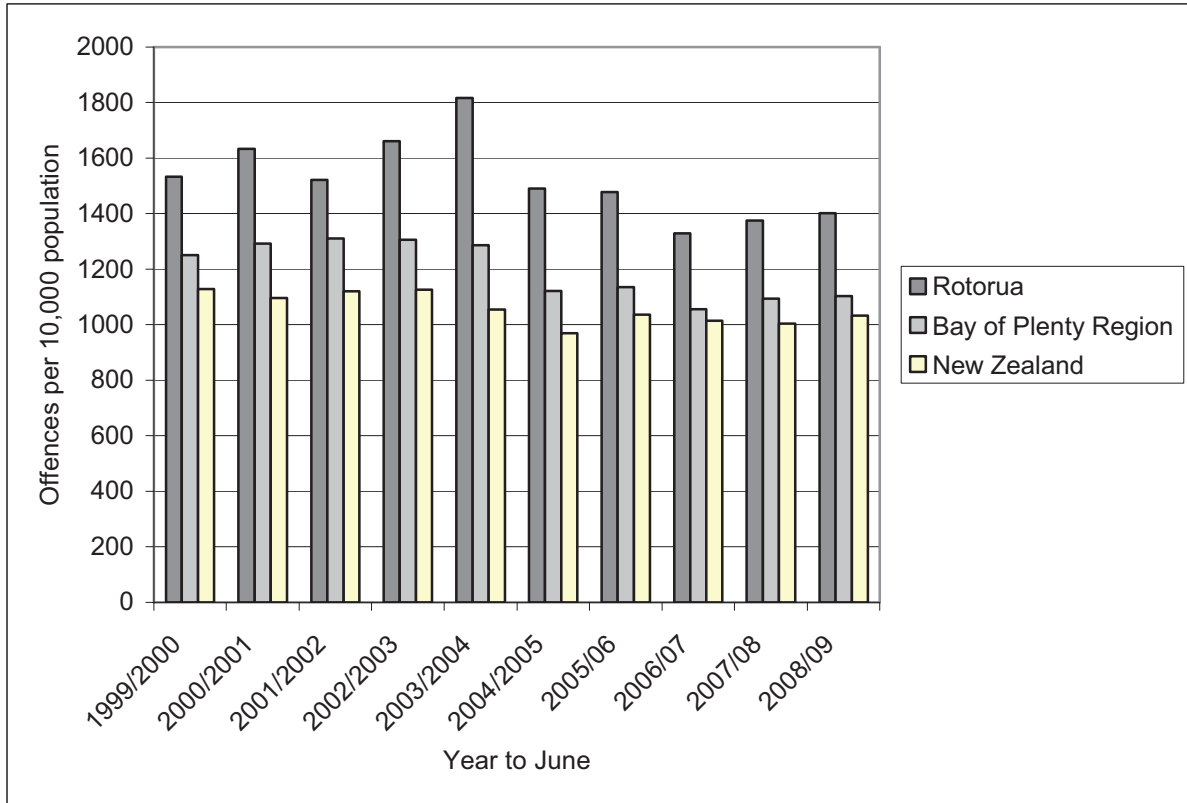
	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
2a	Reported offences	1,402 reported offences per 10,000 population	1,032 reported offences per 10,000 population		

Crimes against property and people undermine the community’s sense of security and require community resources to be used for security and policing. Numbers of reported offences and crime resolution rates by the Police are useful indicators of overall crime in the District. Crime is a topic of great concern to Rotorua communities, not only because people want to feel safe but also due to negative perceptions that visitors may have of the District. This indicator shows reported criminal offences and resolution rates including total crime, violence offences, sexual offences, drugs and anti-social, dishonesty, property damage, property abuse and administrative offences.

Figure 2a(i) shows that the Rotorua Police District has historically had a higher rate of reported crime than the wider Bay of Plenty Region, which in turn has a slightly higher crime rate than the national average. However in the period 2003/04 to 2006/07, the level of reported crime per 10,000 population fell in the Rotorua Police District and wider Bay of Plenty Region but has subsequently levelled off.

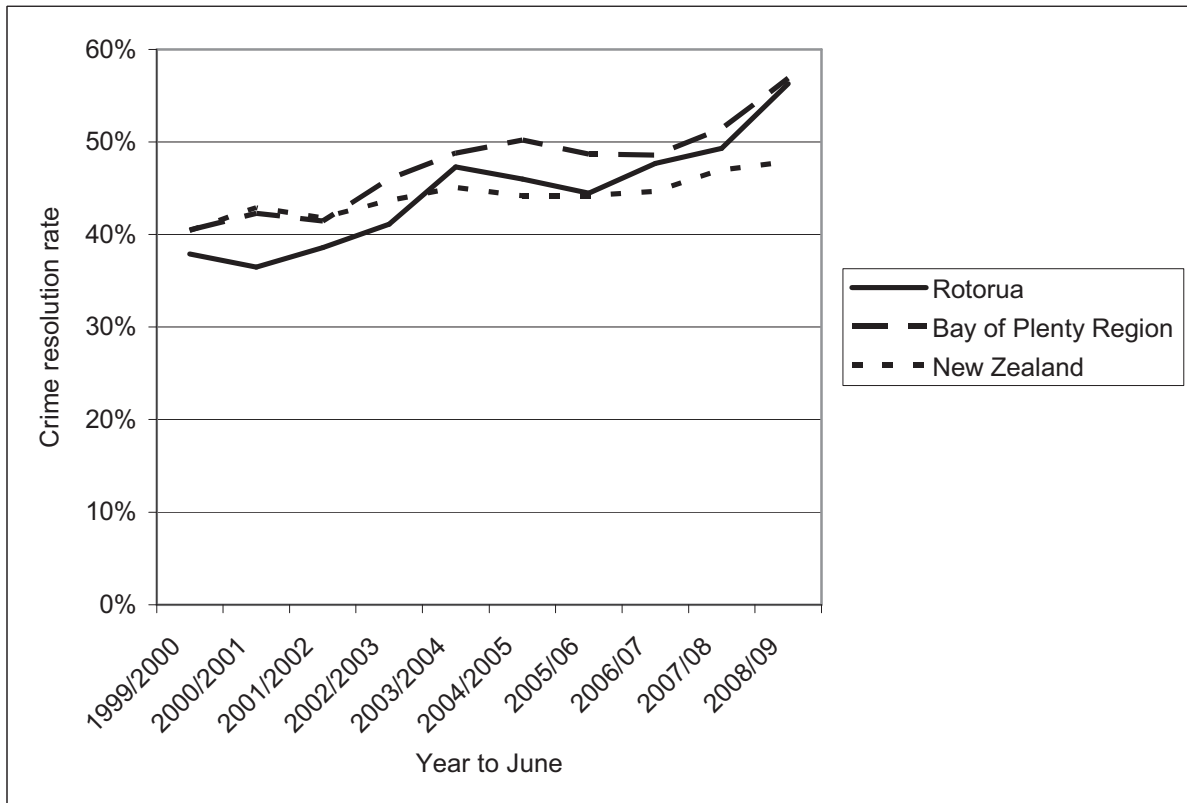
The total number of reported crimes in the Rotorua Police District was 9,950 during 2008/09 compared with 11,458 in 2000/01. Figure 2a(ii) shows that overall crime resolution rates for the Rotorua Police District and wider Bay of Plenty Region are slightly above the national average and have improved greatly in recent years. Figures 2a(iiii) to 2a(v) show the total number of reported offences for dishonesty, drugs and anti-social offences and violence. Dishonesty offences are currently around 20% lower than the level seen in 1999/2000. Drugs and anti-social offences and violence peaked in 2003/04 and subsequently declined, but then rebounded again over the past several years. The 2008/09 figure for reported violence offences in the Rotorua Police District is the highest on record. Note 1: Changes in reported offending may partly reflect public awareness and reporting of offending rather than trends in actual offending. Note 2: Some of the reported crime in Rotorua can be attributed to the large number of visitors to the District, which make up more than ten percent of Rotorua’s average nightly population. Discounting for estimated differences in visitor patterns narrows the gap between Rotorua and national recorded offence rates by approximately one-quarter.

Figure 2a(i) Reported offences per 10,000 population



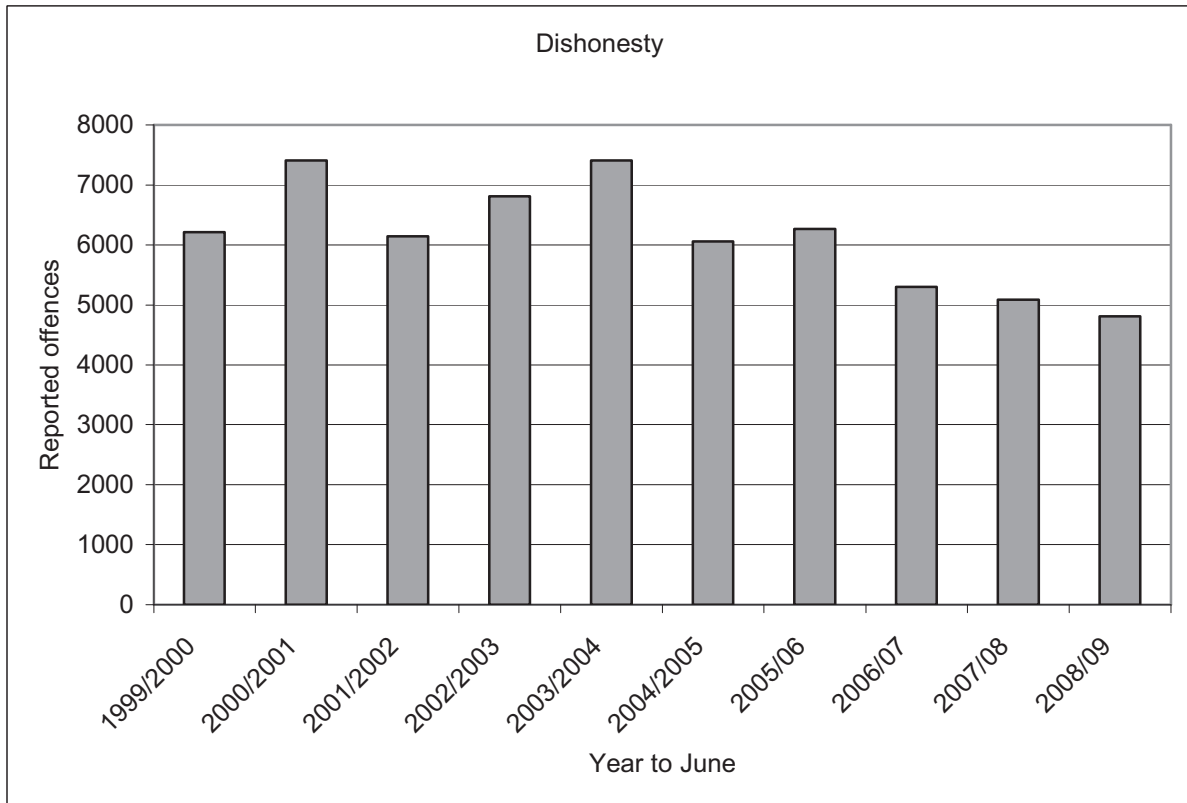
Source: New Zealand Police, Crime Statistics

Figure 2a(ii) Crime resolution rate – All crime categories



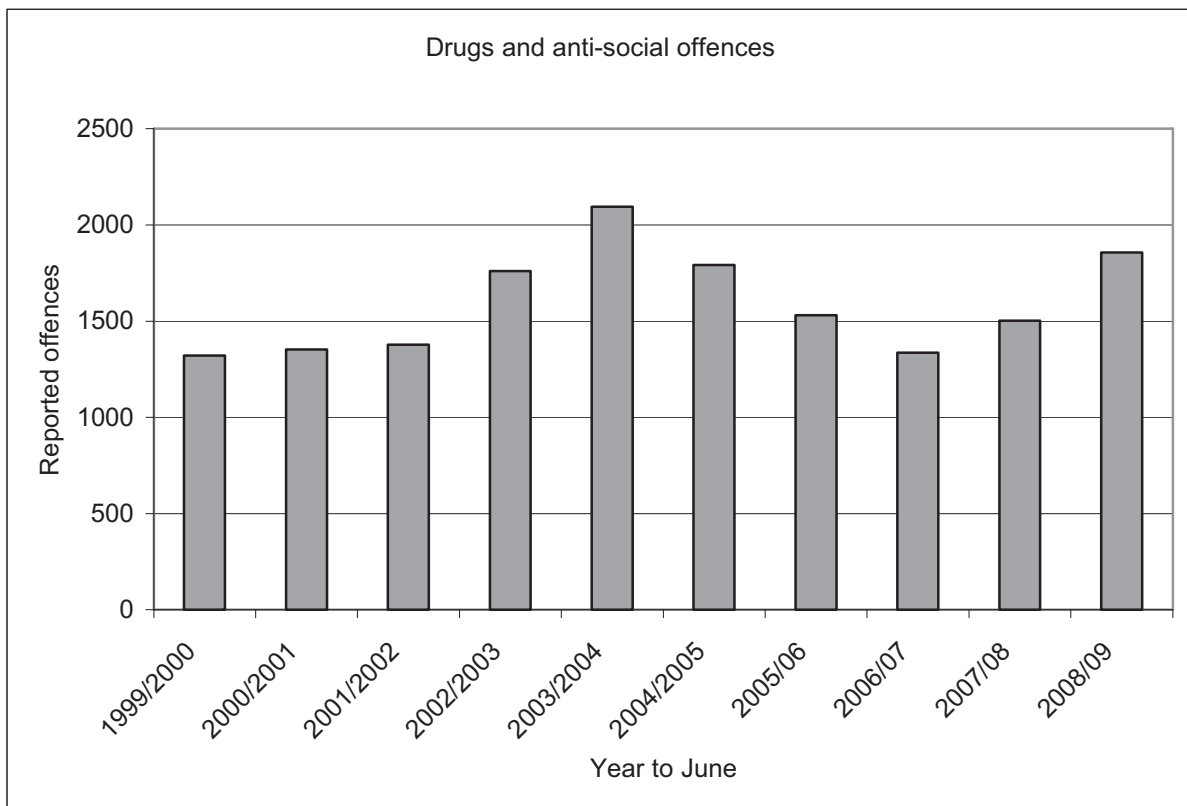
Source: New Zealand Police, Crime Statistics

Figure 2a(iii) Reported dishonesty offences, Rotorua Police District



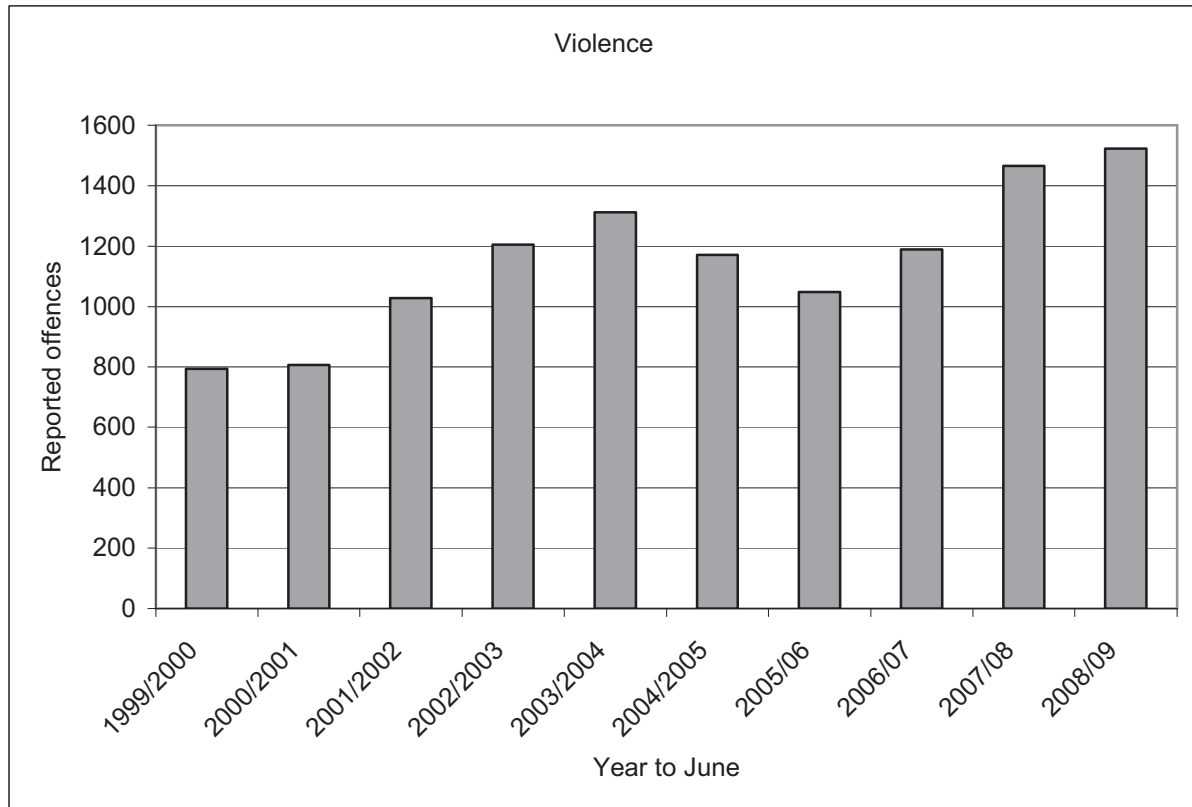
Source: New Zealand Police, Bay of Plenty Crime Statistics

Figure 2a(iv) Reported drug and anti-social offences, Rotorua Police District





Source: New Zealand Police, Bay of Plenty Crime Statistics

Figure 2a(v) Reported violence offences, Rotorua Police District



Source: New Zealand Police, Bay of Plenty Crime Statistics

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
2b	Victimisation rates	21% of Rotorua adults experienced some form of victimisation in 2009	39% of New Zealand adults experienced some form of victimisation in 2005		

The criminal victimisation rate, or proportion of the population that has been a victim of crime, provides a broad measure of personal safety and wellbeing. Surveys of criminal victimisation generally provide a more comprehensive picture of criminal offending than Police data because not all offending is reported to the Police.

Estimates from a survey of nearly 5,500 New Zealanders in 2005 show that there was no evidence of any significant change in the level of violent crime since 2000. Results from the New Zealand Crime and Safety Survey (NZCASS) showed that 39% of New Zealanders aged 15 years and over experienced some form of criminal victimisation in the preceding 12 month period.

The Rotorua Safety Perception Survey asks a sample of 400 Rotorua residents whether any of a number of offences have been committed against them in the previous 12 month period. Results show that victimisation rates trended generally downward over the period 2005 to 2009. The most common types of offences in 2009 were verbal abuse (24.5% of respondents), theft from vehicles (11.0%) and unlawful entry (8.3%). Overall, approximately 21% of respondents had experienced theft, unlawful entry or violence in the previous 12 month period (excluding any double-counting where respondents have experienced more than one form of victimisation). In addition, approximately 7.5% of respondents stated that they had witnessed or been a victim of a crime that they had not reported to the police.

Table 2b: Percent of population that experienced some form of criminal victimisation over the previous 12 month period

	2005	2006	2007	2008	2009
(A) Have you or anyone else in your household had their vehicle, bike or motorcycle stolen?	10.2%	9.1%	7.6%	7.9%	4.8%
(B) Have you or anyone else in your household had anything stolen from, or off, their vehicle (such as parts or personal possessions)?	17.2%	15.2%	12.9%	16.6%	11.0%
(C) Has anyone succeeded in getting into your home or garage without permission?	16.1%	11.8%	12.5%	13.2%	8.3%
(D) Has anyone stolen or tried to steal anything you were carrying (ie, from your hands, pocket or bag)?	5.3%	2.0%	1.4%	1.0%	1.3%
(E) Has any stranger or person you do not know well hit you, kicked you or used force or violence on you in any way?	n/a	3.7%	3.3%	4.5%	4.3%
(F) Has any stranger or person you do not know well ever verbally abused you?	n/a	30.5%	21.3%	24.3%	24.5%
(G) Have you been frightened for the safety of yourself, your family or friends because of the anger, threats or violence of a partner or former partner?	4.5%	4.4%	2.7%	4.0%	3.0%
(H) Are there any other types of crimes which I haven't mentioned that you or anyone else in your household has been a victim of over the past 12 months?	13.2%	11.5%	16.8%	13.2%	18.0%
(I) Have you witnessed or been a victim of any crime that you have, for whatever reason, not reported to the police?	12.7%	10.1%	10.4%	8.4%	7.5%
(J) Any form of victimisation (theft, unlawful entry or violence)	n/a	n/a	26.4%	28.0%	20.8%

Source: Rotorua Safety Perception Survey

Note: Row (J) is the sum of percentages in rows (A) through (E), excluding any double-counting where respondents have experienced more than one form of victimisation.

3. Perceptions of safety

Why is this important?

Residents' sense of safety is a key indicator of social cohesion and community wellbeing. Perceptions of safety impact on the well-being of individuals, families and the wider community. If people feel unsafe they are less likely to interact with their neighbours, use public amenities and generally participate in their communities.



What are the measures?

3a Perceptions of Rotorua as a safe place to live

3b Perceptions of personal safety

How are we doing?

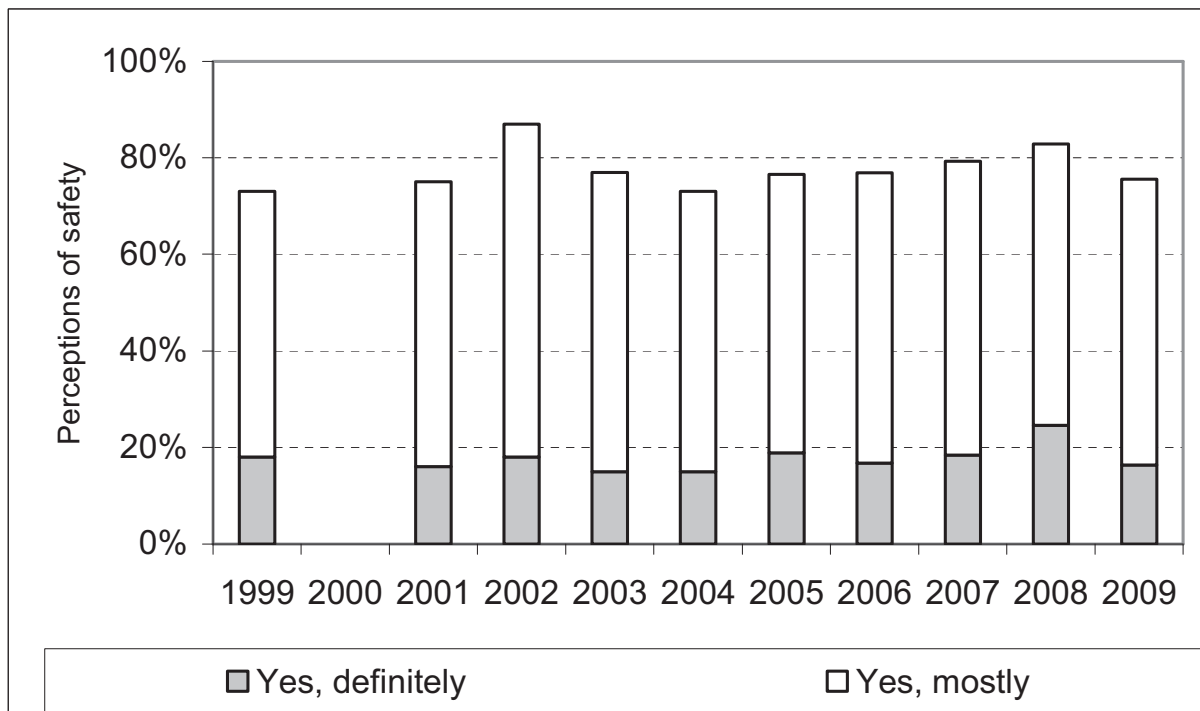
- An estimated 76% of Rotorua residents in 2009 felt that Rotorua is generally a safe place to live, up slightly from 73% in 1999. Respondents who stated Rotorua is 'not really'/'definitely not' a safe place to live in 2009 gave reasons such a high crime rate, burglaries, violence and youth problems.
- Survey results from 2010 show that perceptions of safety in the Rotorua District are below the Bay of Plenty regional average. More than 90% of Rotorua people felt safe or very safe in their homes and neighbourhoods during the day. However less than 40% felt safe after dark either in the city centre or walking alone in their neighbourhoods. Results from the 2009 Rotorua Safety Perceptions Survey showed that people's stated reasons for feeling unsafe at night include groups of young people, poor lighting, undesirables, the reputation of the area, proximity to bars/clubs and negative personal experiences.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
3a	Perceptions of Rotorua as a safe place to live	76% of residents feel Rotorua is definitely or mostly a safe place to live	N/A		

The Rotorua Safety Perception Survey includes a question asking a sample of 400 Rotorua residents the extent to which they feel the District is generally a safe place to live. An identical survey item was included in the Council’s NRB Communitrak Survey from 1999 to 2005, providing comparable results over time.

When asked if they felt that Rotorua is generally a safe place to live, a total of 16.3% of respondents to the 2009 Rotorua Safety Perception Survey stated ‘definitely’, followed by ‘mostly’ (59.3%), ‘not really’ (20.8%) and ‘definitely not’ (2.8%). There was a gradual increase in safety perceptions over the period 2004 to 2008, followed by a drop in 2009. Respondents who stated Rotorua is ‘not really’/‘definitely not’ a safe place to live in 2009 gave reasons such as a high crime rate/too much crime (66.0% of those respondents), too many burglaries/home invasions (42.6%), assaults/muggings/physical violence (39.4%) and problems with young people/street kids/not enough to do (38.3%). Other reasons included not safe in some areas/undesirables, drugs gangs, general deterioration of behaviour of young people in Rotorua, unemployment, media profile of crime, lack of Police presence, tourist related crime and personal experience with crime.

Figure 3a: Rating of whether residents feel Rotorua is generally a safe place to live



Source: Rotorua Perceptions of Safety Survey (data sourced from NRB Survey prior to 2005)

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
3b	Perceptions of personal safety	28% feel safe/very safe in the city centre after dark	33% feel safe/very safe in the city centre after dark	B	B

The Bay of Plenty Community Outcomes Survey 2006 included a question asking a sample of 400 Rotorua residents the extent to which they feel safe or unsafe in their home, neighbourhood and city centre during the day and after dark. The results were comparable with New Zealand’s cities, collected as part of the Big Cities Quality of Life project, and also with local data collected through the Rotorua Safety Perception Survey. Table 3b(i) shows that surveyed perceptions of safety in the Rotorua District in 2006 were similar to the Bay of Plenty Region average. More than 90% of Rotorua people felt safe or very safe in their homes, neighbourhoods and city centre during the day. However less than 50% felt safe after dark either in the city centre or walking alone in their neighbourhoods. Feelings of safety in the neighbourhood and city centre after dark were lower than the national average as measured through the 2006 Big Cities Quality of Life Survey.

The 2010 Bay of Plenty Community Outcomes Survey asked a similar set of questions to the 2006 survey, at both the regional and sub-regional level. Results for the Rotorua District (refer Table 3b(ii)) show that perceptions of personal safety were slightly lower in 2010 than in 2006. In particular, the percentage of Rotorua respondents that felt safe or very safe in their local neighbourhood after dark decreased from 47% to 40%, and the percentage that felt safe or very safe in the city centre after dark decreased from 35% to 28%. In contrast, perceptions of safety at the Bay of Plenty regional level remained relatively unchanged between 2006 and 2010. Note that there is insufficient time series to make any strong conclusions regarding trends.

Table 3b(iii) shows results from a similar set of questions in the Rotorua Safety Perceptions Survey. The sample size and respondent profile was similar to Bay of Plenty Community Outcomes Survey but the context of the questionnaire was specifically in relation to community safety, so slight differences in response statistics are expected. Results from the 2009 Rotorua Safety Perceptions Survey show that during the day-time most people feel safe in the CBD but this perception drops considerably at night. Reasons for feeling unsafe at night included groups of young people, poor lighting, undesirables, the reputation of the area, proximity to bars/clubs and negative personal experiences. Most people feel safe in their local neighbourhoods and very safe in their homes during the day-time but less so at night.

Table 3b(i): Perceptions of personal safety (% safe/very safe) 2006

		Rotorua	Bay of Plenty	New Zealand
At home	Day	96%	96%	96%
	Dark	84%	86%	91%
In neighbourhood	Day	92%	93%	n/a
	Dark	47%	47%	63%
In city centre	Day	96%	87%	92%
	Dark	35%	34%	50%

Source: BOP Community Outcomes Survey 2006/Big Cities Quality of Life Survey 2006

Table 3b(ii): Perceptions of personal safety (% safe/very safe), Rotorua District 2006-2010

		2006	2010
At home	Day	96%	92%
	Dark	84%	84%
In neighbourhood	Day	92%	91%
	Dark	47%	40%
In city centre	Day	96%	84%
	Dark	35%	28%

Source: Key Research Ltd and Environment Bay of Plenty: '2010 Bay of Plenty Community Outcomes Survey Report'.

Table 3b(iii): Perceptions of personal safety (% safe/very safe)

		2005	2006	2007	2008	2009
At home	Day	90.5%	93.9%	92.7%	93.8%	93.3%
	Dark	82.6%	87.5%	84.9%	85.1%	83.5%
In neighbourhood	Day	84.5%	83.5%	91.2%	89.8%	88.8%
	Dark	72.6%	65.6%	76.9%	73.2%	72.0%
In CBD	Day	86.7%	81.2%	90.7%	91.8%	86.4%
	Dark	26.8%	23.5%	28.6%	27.3%	19.6%

Source: Rotorua Safety Perception Survey

4. Road traffic crashes

Why is this important?

Road traffic crashes are a major cause of premature death and injury, especially among young adults. Fatalities, injuries and disability resulting from road traffic crashes affect individuals, families, communities, emergency services and health workers.



What are the measures?

4a Crashes resulting in death or injury

4b Road traffic casualties

How are we doing?

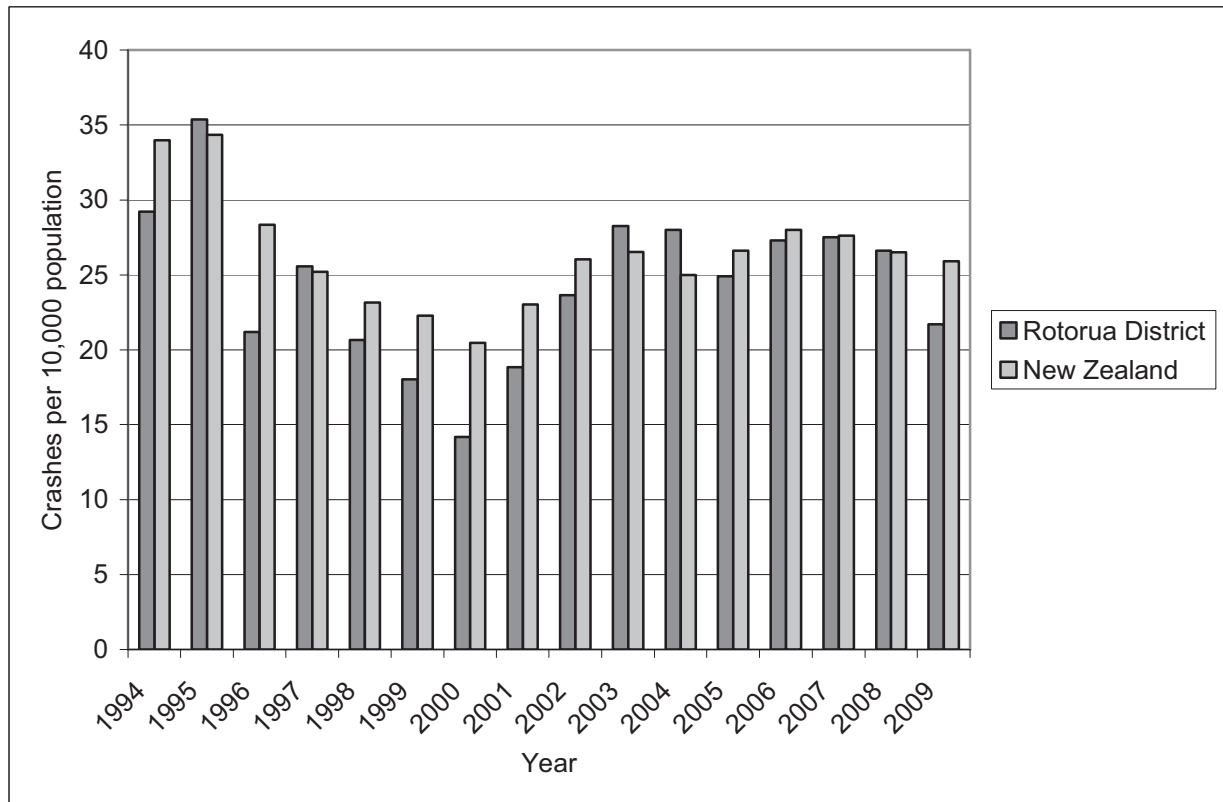
- The annual number of traffic injury crashes on Rotorua District roads increased from 14.2 injury crashes per 10,000 people in the year 2000 to 26.6 in 2008, although much of the increase has been due to minor injury crashes rather than serious or fatal injury crashes. In total there were 181 injury crashes in the District during 2008.
- The annual number of traffic casualties in the Rotorua District has also risen, from 142 injuries and deaths (21.2 per 10,000 people) in the year 2000 to 204 (29.9 per 10,000) in 2009. In total there were 5 deaths, 39 serious injuries and 160 minor injuries from road traffic crashes in the Rotorua District during 2009. Key road safety issues for the District typically include poor observation, speed, failure to give way, restraints and helmets, and drink driving.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
4a	Crashes resulting in death or injury	21.7 injury crashes per 10,000 people	25.9 injury crashes per 10,000 people		

Motor vehicle crashes in New Zealand have been generally rising over the period 2000 to 2008. Figure 4a(i) shows that the annual number of road traffic injury crashes on Rotorua District roads has also risen, from 14.2 injury crashes per 10,000 people in the year 2000 to 21.7 in 2009. However much of the increase has been due to minor injury crashes rather than serious or fatal injury crashes (refer Figure 4a(ii)). In total there were 148 injury crashes in the District during 2009.

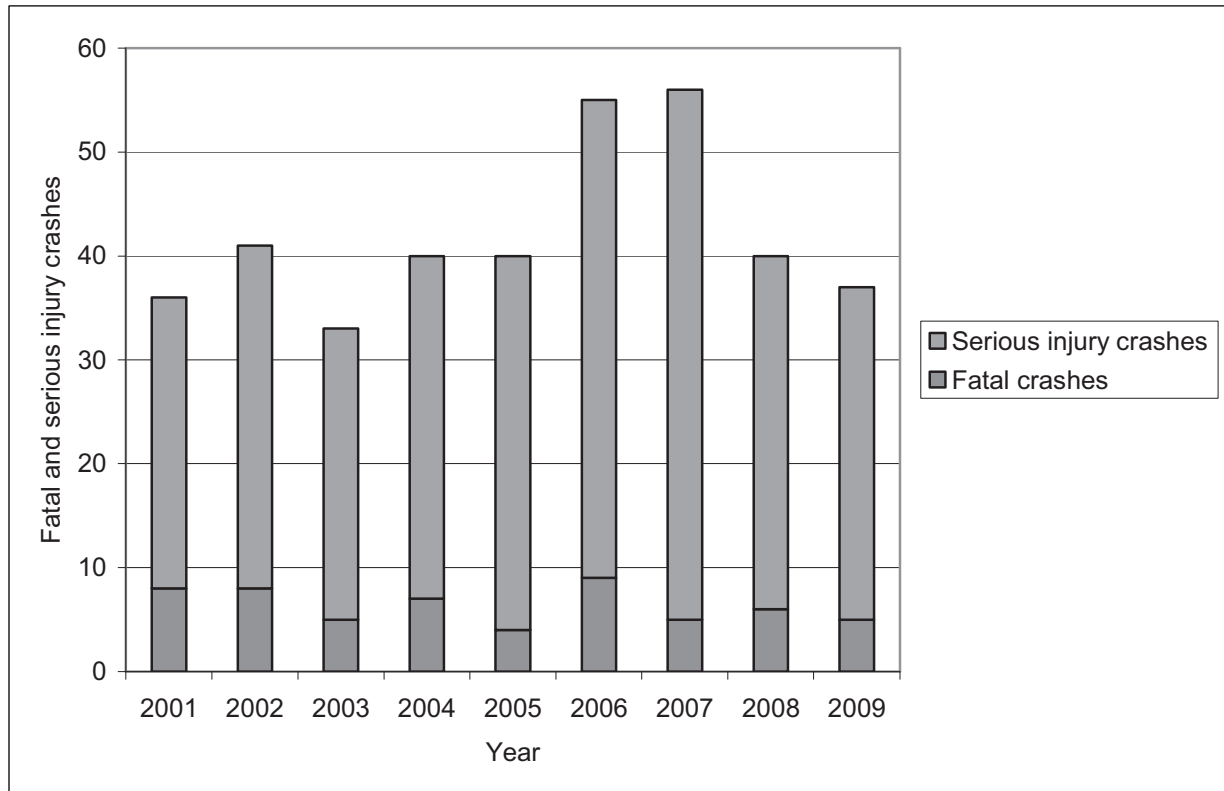
Note that the number of crashes per 10,000 population can be affected by geography and transport movements (eg, open road, trucks, tourism and commuter traffic). Lower speed crashes involve lower impacts, reducing the risk of injury. Figure 4a(ii) therefore illustrates only serious crashes trends, which tend to also be reported more accurately. Over the past several years, the Rotorua District has consistently had approximately 35-55 fatal and serious injury crashes. The provisional figure for 2009 is 37 fatal and serious injury crashes.

Figure 4a(i): Road traffic crashes resulting in death or injury





Source: NZTA Crash Analysis System Database.

Figure 4a(ii): Fatal and serious injury crashes, Rotorua District

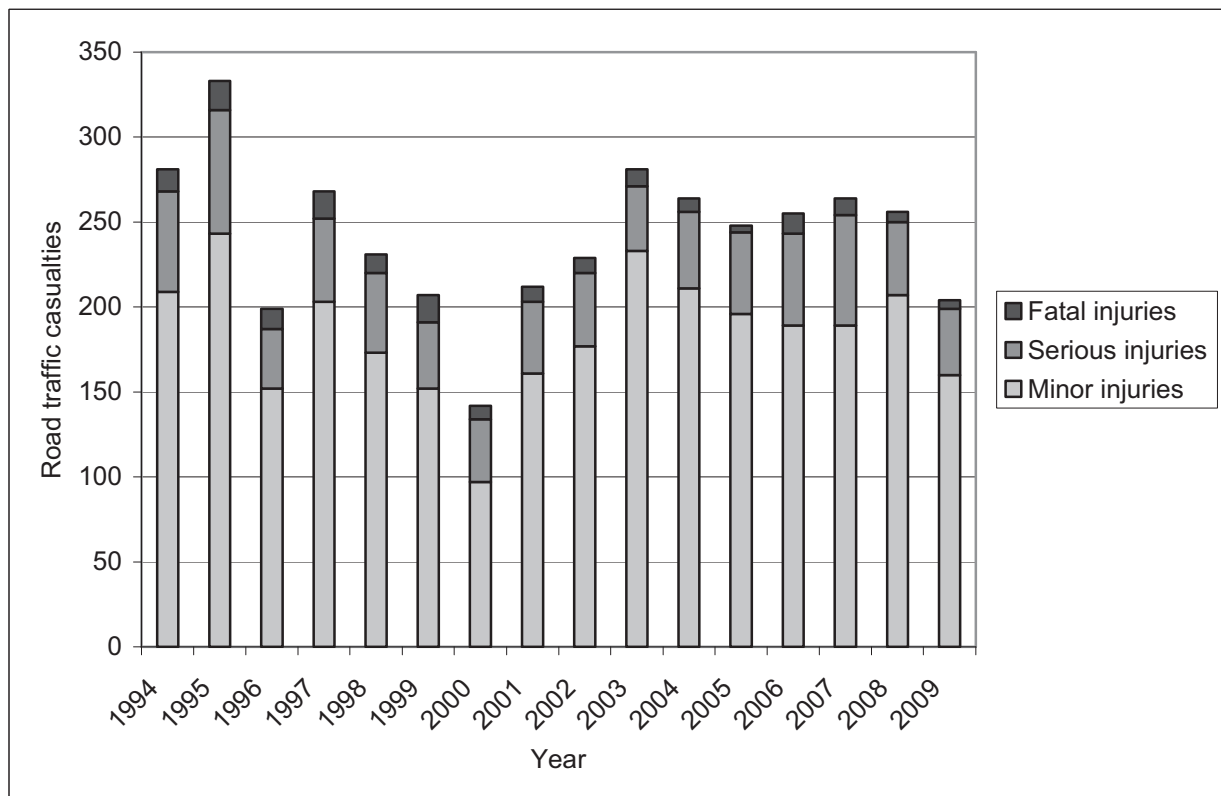


Source: NZTA Crash Analysis System Database.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
4b	Road traffic casualties	37.4 injuries and deaths per 10,000 people	36.1 injuries and deaths per 10,000 people		

The number of road traffic casualties in New Zealand has risen substantially since achieving record lows in the year 2000. Figure 4b shows the annual number of traffic casualties in the Rotorua District has also risen, from 142 injuries and deaths (21.2 per 10,000 people) in the year 2000 to 204 (29.9 per 10,000) in 2009. In total there were 5 deaths, 39 serious injuries and 160 minor injuries from road traffic crashes in the Rotorua District during 2009. Key road safety issues for the District typically include poor observation, speed, failure to give way, restraints and helmets, and drink driving. Note that the number of crashes per 10,000 population can vary between different parts of the country due to geography (eg, open road versus city driving) and transport movements (eg, trucks, tourism, commuter traffic). Lower speed crashes involve lower impacts, reducing the risk of injury.

Figure 4b: Road traffic casualties



Source: NZTA Crash Analysis System Database.

5. Migrant support

Why is this important?

Rotorua is becoming increasingly multicultural, including people of European descent, Māori and other nationalities. Immigrants to Rotorua in recent decades have come from Europe, Asia, Africa, Pacific Islands and other parts of the world. Support for new immigrants helps to contribute to a more cohesive community, enabling new arrivals to settle in more easily and raising awareness of other cultures amongst existing residents.



What are the measures?

5a New citizens inducted (by nationality)

5b Support for migrants

How are we doing?

- Approximately 200 new citizens are inducted as New Zealanders each year at Rotorua District Council ceremonies. Over the past three years, more than 40 nationalities have been represented, with the largest numbers coming from South African, Britain, India, Zimbabwe, Fiji, Korea, Philippines, China and Thailand.
- Rotorua District Council is the local lead agency for Settlement Support New Zealand. Settlement Support key services include a Welcome Guide, information brokerage, support for mainstream services and provision of a monthly newsletter.


	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
5a	New citizens inducted (by nationality)	Approximately 200 new citizens per year	N/A		

Census 2006 results show that 15% of residents in the Rotorua District were born overseas. Historical records show that between 1993 and 2003, more than 1,000 people from over 30 different countries became citizens of New Zealand at ceremonies organised by Rotorua District Council (refer RDC Cultural Profile 2003). More recent figures are shown below in Table 5a. Over the three-year period March 2007 to June 2010, a total of 575 people were inducted as New Zealanders at the Rotorua District Council. More than 40 nationalities have been represented, with the largest numbers coming from South African, Britain, India, Zimbabwe, Fiji, Korea, Philippines, China and Thailand.

Table 5a: New citizens inducted in Rotorua by nationality

Nationality	Total	Nationality	Total
South African	127	Nepalese	3
British	119	Taiwanese American	3
Indian	61	Zambian	3
Zimbabwean	38	Australian	2
Fijian	37	British American	2
Korean	29	British Overseas National	2
Filipino	24	German	2
Chinese	19	Indonesian	2
Thai	16	Taiwanese	2
Canadian	8	Argentinian	1
Dutch	8	Austrian	1
Samoan	7	Belgian	1
Guyanese	6	British Canadian	1
American	5	British South African	1
Malaysian	5	Chilean	1
Swedish	5	Croatian	1
Tongan	5	Hungarian	1
Cambodian	4	Iranian	1
Namibian	4	Peruvian	1
Russian	4	Polish	1
Swiss	4	Turkish	1
Brazilian	3	Vietnamese	1
Irish	3		

Source: RDC citizenship candidate lists.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
5b	Support for migrants	Services co-ordinated through Settlement Support NZ	N/A		N/A

Central government has identified that immigration is essential to New Zealand’s prosperity, in terms of economic growth, and cultural and social development. The New Zealand Settlement strategy was launched in 2004. Six key goals to this strategy are:

1. Newcomers can obtain employment appropriate to qualifications and skills.
2. Newcomers are confident using English or able to access support.
3. Appropriate information and services can be accessed.
4. Supportive social networks are formed and a community identity established.
5. Newcomers feel safe in expressing their ethnic identity, feel accepted and feel part of the wider host community.
6. Newcomers are able to participate in civic, community and social activities.

Settlement Support New Zealand was established to meet goal (4) of this strategy. Rotorua District Council is the local lead agency for Settlement Support New Zealand. Settlement Support key services include:

- A Welcome Guide for newcomers, available online www.rotorua-living.com/settlement and in hardcopy from Rotorua District Council, the Public Library, Settlement Support and Citizens Advice Bureau.
- Settlement Support is a point of contact for migrants to access the information they require to settle (face to face appointments, e-mail, phone and online information).
- Connects individuals with information and services that support their settlement (eg, by referral to appropriate agencies and by providing workshops on topics of interest to migrants).
- Support for mainstream services, employers and community groups in meeting the needs of new migrants.
- A monthly newsletter to keep migrants and those who support migrants up-to-date with changes in key legislation, policies and community events.

Table 5b: Settlement Support Rotorua – Key goals and support agencies

1. Employment	2. English language	3. Access to Information	4. Social Networks	5. Participation	6. Other
<ul style="list-style-type: none"> – Career Services – Recruitment Agencies – Chamber of Commerce – Rotorua Multicultural Business Council – Key migrant employers – IRD – Work and Income 	<ul style="list-style-type: none"> – English Language Partners – Waiariki Institute of Technology – Rotorua English Language Academy 	<ul style="list-style-type: none"> – Settlement Support NZ – Citizens Advice Bureau – Public Library – Mokoia Community Centre – Rotorua District Council 	<ul style="list-style-type: none"> – Rotorua Multicultural Council – Ethnic Groups – Churches 	<ul style="list-style-type: none"> – Sport BOP – Rotorua Arts Village (RAVE) – Sports, Recreation and Arts clubs – Volunteering with not for profit agencies 	<ul style="list-style-type: none"> – Plunket (Asian Plunket nurse) – Rotorua Area Primary Health Services – Lakes DHB – Rotorua Schools Principals Assoc – Early Learning Centres – Tenancy Services – Rental Agencies and Real Estate Agencies

Source: Settlement Support Rotorua.