

A high-speed photograph capturing a dynamic splash of water. The water is frozen in time, showing intricate patterns of droplets and bubbles as it falls from a stone structure. The background is dark, making the white and grey tones of the water stand out. A semi-transparent blue banner is positioned horizontally across the middle of the image, containing the text 'Te Puna Hapori o Kuirau' in white. Below the banner, the stone structure and the base of the splash are visible, showing the texture of the rocks and the continuation of the water's movement.

Te Puna Hapori o Kuirau

Kupu Whakataki

Tuia ki roto

Tuia ki waho

Tuia ki te here tangata

Ka po, ka ao, ka awatea!

Ko te pai o tenei tauparapara ka kapohia ra e ia te haa o te tono nei, araa te aro kau ki a tatou katoa e takatu ana i te mata o te whenua kei tenei wa tonu, kei tenei hapori tonu, te hapori o Rotorua-nui-a-Kahumatamomoe, tangata whenua mai, taurahere mai, tauiwi mai. Ko te pai ano o tenei tauparapara kei te korero ra ia mo te huringa o te po ki te awatea araa he rangi hou tenei kua haapara ake nei, he rangi hou, he rangi ataahua mo tatou katoa kua tui tuia kia kotahi.

Kaati ra, koinei na te tono no te ropu kaimahi o te Whare Kauhoe o Rotorua ka tapaea iho ake nei ki to aroaro kei runga i te ngakau mahaki, i te ngakau pono. Ka kitea kua tikina atu he ingoa hou hei heri i te kaupapa, araa Ko Te Puna Hapori o Kuirau. Ka tohu mai tenei ingoa te aronui ki te hapori kapatau ko te hono ki te whenua mo ona waiariki me ona taangata. Ka tohu mai hoki he timatanga hou tenei e tu mai nei.

Kei te wairua hikaka te ropu kaimahi kia whakatuuhia ake i tenei tono ka kiihia atu nei Te Puna Hapori o Kuirau ki Kaunihera, he arai hou, he huarahi hou ma tatou katoa hei whai he mea ka kapohia atu ki te wairua manaaki o hapori, o te tangata whenua ahi kaa hoki o te takiwa. Ka aata kawe keetia te ingoa mai i te Whare Kauhoe o Rotorua ki Te Puna Hapori o Kuirau kia hurahia ake te whai waahi mai a te hapori o Rotorua ki te kaupapa, me te whakahoutanga kaupapa hei kitenga atu ki te ao whanui.

Nga ahuatanga kau o te tono

Upoko:	Te Puna Hapori o Kuirau
Ki a:	Te Kaunihera o nga roto o Rotorua
Na:	Nga kaimahi o te Whare Kauhoe o Rotorua
Te ra:	17 Kohitatea 2018
Nga whakahua:	Talitha Te Tau & Nan Wehipeihana

1. Taumata korero me nga tuutohu

- 1.1 E toru tahi nga wahanga kei tenei whakatakotoranga tono. Hei te wahanga tuatahi ka ata whakatakotohia he ahuatanga hou, he mea motuhake e pa kau ana ki te taha whakahaere i te Whare Kauhoe o Rotorua, he ariā ano tenei kei tua atu i nga whiriwhiringa e rua kua korerotia whanuihia araa kei roto-whare, kei waho-whare E toru tahi nga wahanga kei tenei whakatakotoranga tono. Hei te wahanga tuatahi ka ata whakatakotohia he ahuatanga hou, he mea motuhake e pa kau ana ki te taha whakahaere i te Whare Kauhoe o Rotorua, he ariā ano tenei kei tua atu i nga whiriwhiringa e rua kua korerotia whanuihia araa kei roto-whare, kei waho-whare ranei ko te taha ki te whakahaere, ahu whakamua. Ko te tino o te korero he kaupapa to te Whare Kauhoe aa kei te hikaka te ropu kaimahi kia kawea i te kaupapa kei runga i te tika, i te pono, i te whakaaro whanui ki te hapori.
- 1.2 Kei te hangai te wahanga tuarua ki nga ahuatanga o te RFP i whakatuuhia atu ki te ao whanui e Kaunihera kia tikina tono mai, ma ratou ano hei aromatawai i te pai i te aha ranei, i te hangai i te aha ranei o nga tono ka tae rawa atu ki to ratou aroaro. Heoi ano na runga i te aata tirohia ki nga ara e toru e matua takoto ake nei kei mua i a tatou he nui noa atu te pai kia whaihia atu ki te ara kua whakamaramahia mai e tenei tono. A ko te tino o te korero kei a te ropu kaimahi he kaupapa mo te Whare Kauhoe, he mea haangai kau ana ki te kaupapa tikanga rua te mea i whakatauhia e Kaunihera ma tatou katoa hei whai aa, kei te kaikaha te ropu kaimahi kia kawea te kaupapa ki ona taumata tiketike.
- 1.3 Ko te wahanga whakamutunga o tenei tono ko nga taapiri korero tonu aa hei kona ka kitea atu ai ko nga kohinga korero whakatairanga ake i te Whare Kauhoe nga mea kua puta mai i nga tau tata tonu nei, hei tohu i te pai o te kaupapa i te kaha hoki o te ropu kaimahi kia kawea te kaupapa.
- 1.4 Heoi ano anei na nga tuutohu ka hangai ki tenei tono:
- ❖ **Ka whakaaehia e Kaunihera he kiko to te tono nei, he painga, aa me aata whakaarohia e Kaunihera ka tika**

- ❖ **Ka tukuna e Kaunihera te ropu kaimahi kia wha nga wiki ano kia whakaoti pai i to ratou tono (Kotahi wiki noaiho te roa o te wa i ahei ai te ropu kaimahi kia whakariterite i tenei tono)**

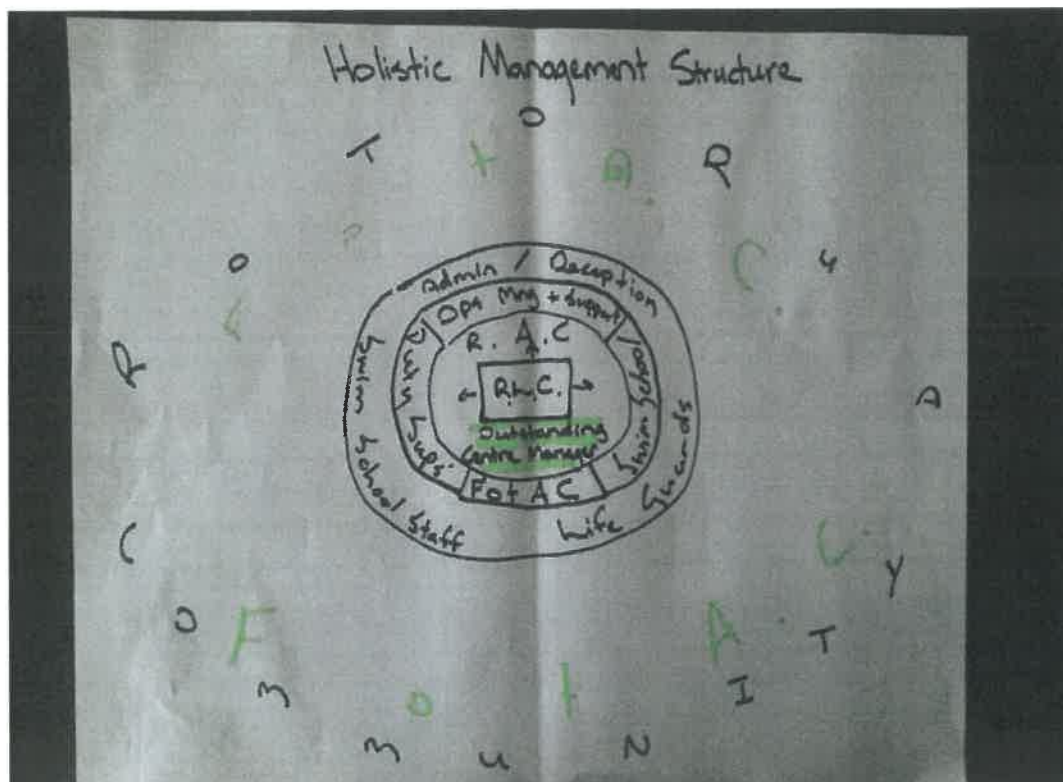
1.5 Kaati ra kei te mihi atu te hunga kaimahi o te Whare Kauhoe o Rotorua ki te kaiwhakawaa o te Employment Relations Authority nana te whakatau i whakapuare ake i te huarahi kia ahei ai Te Ropu Kaimahi o te Whare Kauhoe o Rotorua kia tukuna to ratou ake tono aa whakatutuki noa i nga ritenga o te kirimana whakakotahitanga-a-kaimahi i whakarite, te mea i hainahia tahitia me te Kaunihera o nga Roto o Rotorua i nga wa o mua i runga i te tika me te pono, te mea i whakarerehia pokanoatia nei ki tahaki e Kaunihera i tera tau.

2. Ko nga tikanga mo te waahi mahi

- 2.1 Kei te noho tonu te taha whakahaere o Te Puna ki raro i te maru o te Kaunihera engari kua kaha kee te whakatapirihia atu o te hapori ki te taha whakahaere aa ka tino pono Te Puna ki te kaupapa tikanga rua, kaati ra, ka whai ake nei he whakamaramatanga ki te tikanga o tenei korero:
- 2.2 E tika ana kia whakatupuhia ake te whanaungatanga kei waenganui i te ropu kaimahi o Te Puna kei runga tonu i te tika, i te pono, i te maramatanga hoki. Ka tikina atu ko te momo o te wananga hei tino whakatutuki ai tenei, ka kaha wananga te ropu kaimahi me nga kanohi no te hapori i nga take, i nga ahuatanga, i nga wero, i te huarahi ahu whakamua hoki kia tau ai te tinana, te hinengaro, te wairua, ki te mahi, ki te mahi ngatahi. Ka whaiwhakaaro hoki ki nga kotaha katoa o te tangata ina tere tonu ai te waka, araa te tinana, te hinengaro, te wairua, me te taha hoki ki tona whanau. Heoi ano nga tikanga ka rokohanga atu kei roto i Te Puna engari kei wareware ki tenei mea ko te aroha, ana ko te manaakitanga he wahanga o te aroha waihoki ko tona whakautu taihoa ka puta mai.
- 2.3 Hei nga wa ka uru atu te rawaho ki roto i Te Puna ka rangona atu e ia, a tona tinana, a tona hinengaro, a tona wairua, a tona whanau ki nga tikanga o Te Puna aa me whai atu ra hoki e ia ko nga tikanga araa te tika, te pono, te maramatanga, te wananga, te aroha, me te aro atu ki te katoa o te tangata.
- 2.4 Ehara i te mea no te Ao Maori anake wenei tikanga, he tikanga tonu wenei a te tangata Maori mai, pakeha mai, a wai iwi atu ranei mai ki wenei tikanga, heoi ko te mea rerekee pea kua kaha tikina atu, kua kaha whakatauhia mai ki roto rawa ki te waahi mahi. Ka kii ka noho pono ka noho tika te ropu kaimahi o Te Puna ki nga tikanga kua korerohia ake nei, aa he ahuatanga kau kei te taha whakahaere aa he mea ka whakatinanatia ki roto i te mahi o te tangata otira i roto i nga ahuatanga ka kitea atu ai ka tupono atu ai.
- 2.5 Ka rite ai hoki ko te ropu kaimahi he kaupapa kaimahi tahi te katoa engari kei tena, kei tena ona ake whai wahi mai ki te kaupapa, araa he kaitiaki kaikauhoe, he kaiwhakahaere, he kaitiaki putea, te aha, te aha whai waahi mai, engari ko te orite kei te kawe ngatahi i te kaupapa.

2.6 Ko te reo hoki tera ka tino tukuna kia rere i roto i Te Puna kia tautoko pai te kaupapa tikanga rua me te maramatanga hoki kei te haere ngatahi te reo Maori me ona tikanga, ka ora ai te reo ka ora ai te tikanga. Noreira me reo rua Te Puna ka tika.

2.7 Kei te whakatu te whakaahua kei raro nei i te ahua o te taha whakahaere i wanangahia ake nei te te ropu kaimahi hei kinaki ai i te korero:



3. Nga ahuatanga rerekee pai

3.1 Ko wenei e whai ake nei nga ahuatanga rerekee pai o Te Puna:

- ❖ Ka whakatau katoa mai i te ahurea whanau kei nga waahi katoa o Te Puna. He mea hangai pai tenei ki te Tirohanga Roa 2030 ta Kaunihera i whakatau ai hei whainganga roa mo tatou, ka hapaitia te ahurea whanau i roto i te whai i te Arawatanga me te Manaakitanga.
- ❖ Ka waiho mai ko Te Puna hei whakatauiria atu tenei mea ko te kaupapa tikanga rua. He mea hangai tenei ki te tirohanga o te Kaunihera kia kaupapa tikanga rua te Kaunihera, kia kaupapa tikanga rua hoki a Rotorua.
- ❖ Ka torohia atu te ringa atawhai, te ringa matanga, te ringa mahi ngatahi, te ringa tono putea tautoko ki te hapori hei hapaitia ake te kaupapa, hei whakamanahia ake te whai waahi mai o te hapori ki te kaupapa o Te Puna.
- ❖ Ka whakawatea atu i te ropu kaimahi kia wananga me pehea, me pehea ki te taha o te mahi aa koi karo i te rangatira me tona kotahi te whakahauhau haere i nga wa katoa. Kua hipa kee nga rangi o tena ahua aa, ka waea kee te ropu kaimahi kia noho-a-whanau me te wananga me te mahi ngatahi kia hau tu te waka.
- ❖ Ka whakauruhia atu he ropu tautoko, ko nga Hoa o Te Puna Hapori o Kuirau, hei whakaoho ake te ropu kaimahi ki nga wawata, moemoea, tumanako e rere nei kei roto i te hapori o Rotorua ka pa ki te kaupapa, hei ngotengote mai i te puna whakaaro o te hapori.

3.2 Ma te whakakotahitanga mai o wenei ahuatanga rerekee pai i korerohia ake nei ka pakari ake kia whakatau i nga take kei mua i te ihu o te waka i tenei wa, kapatau ka pakari ake te waka ki whakatere i nga karu o te moana ainaei aa raurangi atu kia tae ki uta

4. He wetewetetanga ki nga ara e toru

4.1 Kei runga i tona ake wetewete i whakataua a Kaunihara kia tukuna te taha whakahaere o te Whare Kauhoe o Rotorua ki waho o te Kaunihara, he tikanga penapena putea, hapai hoki i te kaupapa o Te Whare Kauhoe o Rotorua tenei e haere ake nei. Na wai, na wai ka huri Kaunihara kia kimi i tetahi ropu hei whakahaere i Te Whare Kauhoe mai waho tonu o te Kaunihara. Heoi ano i whiriwhiria e Kaunihara ko CLM kia penafia. Kaafi ra, na nga hapa i kitea ai i te hatepe me te whakataua whakaaro o te Employment Relations Authority i whakaaheitia te ropu kaimahi kia meinga to ratou ake tonu, aa anei ra taua tonu e whakatuuhia ake nei, he mea motuhake, he mea auaaha, he mea kua hanga i runga i te maramatanga me nga tumanako o te hunga kaimahi nona te mohio kia kawea atu i te kaupapa o Te Whare Kauhoe o Rotorua. Heoi kei te whai ake nei he wetewetetanga o nga ara e toru e takoto ana kei mua i nga wae, araa:

- I. Ko te mau tonu i te taha whakahaere kei roto i te Kaunihara
- II. Ko te tuku i te taha whakahaere ki waho i te Kaunihara
- III. Ko te whakawhiti atu ki te ahuatanga rerekee pai.

	Ko te mau tonu i te taha whakahaere kei roto i te Kaunihara	Ko te tuku i te taha whakahaere ki waho i te Kaunihara	Ko te whakawhiti atu ki te ahuatanga rerekee pai
Wheako Whaiaro & Te Kaha o te Tima (15%)	<p>Mana Whakahaere: He hua o te punaha manapori</p> <p>Nga Tumuaki/ Mana Arahi: He tangata whai turanga teitei</p> <p>Aronga Mahi: kia piki i nga taumata teitei, he whati i te aronga.</p>	<p>Mana Whakahaere: He kamupene me ona tangata whai paanga</p> <p>Nga Tumuaki/ Mana Arahi: Kua aata whiriwhiria e te mana whakahaere</p> <p>Aronga Mahi: kia piki i nga taumata teitei, ka matua</p>	<p>Mana Whakahaere: He hua o te punaha manapori me te hapori</p> <p>Nga Tumuaki/ Mana Arahi: No te hapori kee</p> <p>Aronga Mahi: kia piki i nga taumata teitei, he whanui te aronga ki te hapori ki te</p>

<p>Tikanga Whakahaere & Puaha Whakahaere (25%)</p>	<p>Ka whakatutuki noa ki te taha o nga punaha whakahaere me nga tikanga whakahaere kia eke ki nga taumata teitei kua tohua mai. Te ahuatanga motuhake nui: Kei te tiakina pai te matauranga me nga mohiohioranga kei roto i te Whare.</p>	<p>whaiti i te putea.</p> <p>Kua tohunga kee ki te whakahaere whare kauhoe, i nga punaha, i nga tikanga whakahaere, kua tau.</p> <p>Te ahuatanga motuhake nui: Ka tukuna e CLM nga mohiohioranga ki roto i te kapua. Hei kona ra pea ka raruraru ai.</p>	<p>katoa o te tangata hoki.</p> <p>Ka mau tonu te matauranga me nga mohiohio ki roto i Te Puna hei kona ra e penapena ai, aa ka ekengia te taumata mo te tiaki. Te ahuatanga motuhake nui: Pai kee kia mau tonu nga mohiohioranga ki roto i Te Puna hei kona ra e tiaki ai.</p>
<p>Nga Hua ki te Hapori (15%)</p>	<p>He tiorhanga whaiti ki te kokiri i te Whare Kauhoe me ona ratonga.</p> <p>Kei te ngoikore tonu te whai waahi mai o te hapori.</p> <p>Kei te noho tawhiti te mana whakahaere a Kaunihera na nga whakapaparanga kaiwhakahaere ka takatuu kei waenganui.</p>	<p>Na te mea he kaupapa-a-motu ka tau mai nei koi ngaro te ia o te hapori, o te tangata whenua e takatu nei, te whai-waahi mai, te whai-wairua mai, te whaitaumata fikefike mai.</p> <p>Hei tauira ake: ka heke iho te taumata hei eke ma te Swim Magic mai i te 150m ki te 25m. Ma tenei ka purua katoatia nga akonga ki roto i te Swim Rotorua me te whakataetae paakihī. Ka tukituki tenei ki te aranga kau ki te oranga o te tangata.</p>	<p>Ko tetahi o nga pou e toko ake ana i te tuarua o te whare, ko te whai waahi mai o te hapori ki te taha whakahaere. Ma tenei ka tino hangai te whakahaere me te mahi ki nga ahuatanga o te hapori. He mea hapai rawa tenei i te mahi ki taumata kee. He mea ka whakatauhia te ngakau o te mana whakahaere o Kaunihera kei te pai, kei te tika te haerea te mahi.</p>

Nga Hua Paakihī ki te Hapori (5%)

Kaore i tino kaha te mahi ngatahi me nga momo paakihī no te hapori i nga marama kua pahure ake nei na te kore hangai o te whakahaere ki nga ahuatanga o te hapori. Ma tenei ka potereferere noa te waka mo te wa roa. Kua mahue he take putea, kua mahue he kaupapa kokiri hei whakaputa hua paakihī ki roto i te hapori.

Ka whakataetae a CLM ki nga paakihī i te hapori, araa whakarato kai; whakahaere whare whakapakari tinana; te aha, te aha ra ano. Aa na te tautoko a Kaunihera ka puta te ihu a CLM, aa ka hinga nga momo paakihī i te hapori. Ka riro hoki ki a CLM ko nga rauemi katoa o te Whare Kauhoe me te hunga ka kuhu kee kia whakapakari tinana kia piki i te ora. Ma wenei ahuatanga katoa ka hinga ai nga paakihī no te hapori.

Ka tino mahi ngatahi Te Puna me nga momo paakihī no te hapori nga mea ka tautoko i te kaupapa o Te Puna. Ma tenei aronga ka whakawatea mai te taha whakahaere o Te Puna kia aronui ki te ngako o te kaupapa ka kawea nei. He aronga hapori tenei.

Te Pumau o te Kaupapa(5%)

Kua ekengia keetia te taumata teitei o te Qualmarks mo te Environmental Sustainability, kua whakawhiwhia kee ki te Enviro-Gold Award.

Kei te whakaaro whaanui a CLM ki te pungao, ki te wai, ki te parapara, ki te taiiao hoki hei whakatutuki i te ahuatanga pai rawa mo tena mea, mo tena mea.

Ka whai tonu Te Puna i te mahi pai a Whare Kauhoe i nga marama kua hipa, te mahi i kitea ai te whakawhiwhitanga ki te Enviro-Gold Award kapatau ka piki tonu ki taumata ano kei runga i te aata mahi ngatahi ki te tangata whenua, ki te hapori hoki. Ka kuhungia atu te whakaaro whaanui ki a Papatuanuku ki te taiiao i taketake mai i tena pito, i tena whaitua.

5. Korero puteda

	<i>Ko te mau tonu i te taha whakahaere kei roto i te Kaunihera</i>	<i>Ko te tuku i te taha whakahaere ki waho i te Kaunihera</i>	<i>Ko te whakawhiti atu ki te ahuatanga rerekee pai</i>
Price (35%)	<p>Projected Revenue: 1,250,000 (0% increase)</p> <p>Less Operating Costs: \$2,450,000 (0% efficiency gain)</p> <p>Shortfall to Ratepayer: \$1,200,000</p> <p>Depreciation/Corporate OH/Interest: \$1,300,000</p> <p>Total Cost To RLC: \$2,500,000</p> <p>Savings in-house: No Change</p> <p>Notes: In-house figures rounded to nearest \$10,000</p>	<p>Projected Revenue: 1,550,000 (24% increase)</p> <p>Add RLC subsidy CLM: \$450,000 + \$50,000 wage top up</p> <p>Less Operating Costs: \$2,180,000 (11% efficiency gain)</p> <p>Shortfall to CLM: \$130,000</p> <p>Depreciation/Corp/Int/Cap ex: \$1,300,000</p> <p>Total Cost To RLC: \$1,800,000</p> <p>Savings vs in-house: \$700,000 yr1</p> <p>Notes: Figures based on information provided in RLC analysis, executive summary – Author R Pitkethley verbatim:</p> <ul style="list-style-type: none"> Increasing revenues by approximately \$300,000 with admissions, retail and swim school numbers all 	<p>Projected Revenue: 1,500,000 (20% increase)</p> <p>Plus RLC subsidy as per CLM: \$450,000</p> <p>Less Operating Costs: \$2,180,000 (11% efficiency gain)</p> <p>Shortfall to Ratepayer: \$230,000</p> <p>Depreciation/Corp/Int/Cap ex: \$1,300,000</p> <p>Total Cost To RLC: \$1,980,000</p> <p>Savings vs in-house: \$520,000 yr1</p> <p>Notes: Projected revenue and efficiency gains below based on extensive/intimate knowledge of operational and management staff (current and previous employees at the Centre). The financial analysis of figures has been peer</p>

	<p>projected to increase;</p> <ul style="list-style-type: none"> • Reducing wages and overall staff costs by \$200,000 driven by smarter rostering not by lower pay rates and in operating expenses reducing by \$120,000 and this is likely to be enhanced contracting and purchasing. • Many of these reductions will come about through extracting benefits of scale and experience in working widely and deeply in the sector. • CLM accepts any financial risk of not achieving their revenue targets. • There are no admission price increases proposed for the public in Year one, and no more than CPI increases in further years unless there is specific Council approval. <p>Our Assumptions:</p> <ul style="list-style-type: none"> • No allowance in 3yr budgets for minimum wage increases of \$16.25 from July 2018 rising to
<p>reviewed by a panel of experts, refer credentials in appendices.</p> <ul style="list-style-type: none"> • Swim School currently operates at 60% capacity, projected to rise to 80% in yr1, 90% in yr2 and 95% by yr3; • Swim School revenue increase yr1, 33% inc or \$115,500 • Swim School can achieve these goals by taking full control and implementation of a Water Skills For Life program and rationalising arrangements with Swim Rotorua to level the playing field amongst community user groups accessing aquatic services/programs at the Centre • A community collaborative drive to increase patronage by 15% or \$185,000 in yr1 based on smarter use of pool space during peak periods, promotion of targeted organisational 	

	<p>\$20.20 by 2020</p> <ul style="list-style-type: none"> • On charging of electricity cost by CLM raises level of Council subsidy significantly • RLC's Electricity Spot Price savings lost via outsourcing undermines CLM's efficiency gain of 1.3% estimate down 2%, a loss of \$49,000) • No increase in Maintenance budget over 3yrs • No capital renewals over 3yr period • \$50,000 wage subsidy already added to RLC's proposed subsidy taking total to \$505,000 in year 1 	<p>and corporate events, increased community support/use of facility, enhanced non-aquatic services delivered in collaboration with local business sector;</p> <ul style="list-style-type: none"> • Peak user lane space charges returned to a flat rate will restore parity amongst current group users producing a minimum \$12,000 increase in revenue in yr1; • Full utilisation of Aquatic facilities for hire to community e.g. 50m pool multi-use community rooms to generate new revenue. <p>Assumptions:</p> <ul style="list-style-type: none"> • NZ minimum wage increases affects staff costs in yr3 only • RLC Electricity spot price electricity purchasing arrangement maintained in this Proposal; • On-charging of electricity not applicable to this Proposal • Maintenance budget
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	<p>understated by \$100,000pa and needs to be increased immediately by Senior Management OR mitigated with significant capital renewals within next two financial years</p> <ul style="list-style-type: none">• Limitation on Swim School revenues requires rationalisation of existing contractual arrangements/MOU's etc to allow for increased turnover.
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6. Whakaine painga

- 6.1 He mea motuhake, he mea e hangai kau ana ki te hapori, he mea no te hapori a Rotorua Lakes Swim School. Kua tapaa nga ingoa o wa tatou roto kei runga kei ia taumata o te poutama e pikitia e te tauira ako kauhoe. Heoi he ahua tauhau te CLM, he kamupene.
- 6.2 Ko te whainganga whakamutunga o te Swim School (Squad level) ka taea te tauira ako kauhoe te kauhoe atu kia 200m. Ki ta CLM ko 25m noaiaho.
- 6.3 Ko te tawhiti atu o te poi wai i Tikitere ko te 200m.
- 6.4 Kua whakawhiwhia keetia te Swim School ki te Gold Quality Swim School e Swimming New Zealand.
- 6.5 Ko te mea nui ki to Rotorua Lakes Swim School ana ko te haumarua wai, ka tukuna nga kaupapa ki nga kura huri noa te hapori ka fino tukuna ki runga i wa tatou tamariki.
- 6.6 Kei te tino whai waahi mai te hapori ki roto ki te whakarite rautaki, whakarite mahi ma Swim School.
- 6.7 I whakawhanakehia te kaupapa Unison Lakes Safety e Rotorua Lakes Swim School aa ahakoa tera kua tohua mai ka haere tonu tera kaupapa engari kei raro kee i te whakahaere a CLM.
- 6.8 Kua aata tautokohia ake a putea nei:
- ❖ Road Patrol
 - ❖ Disabilities, entry and support.
 - ❖ Camp quality
 - ❖ New Zealand Representative
- 6.9 Ko te whakapakari ake i nga kaitiaki tangata i te wai he waihanga nui ta te Swim School.

7. Korero tapiri: Nga kupu korero tairanga

Aquatic Centre wins national innovation award

10 September 2014



Aquatic Centre staff with the 2014 national Innovation in Aquatics Award (L-R): Van Ewert, Karen Whiu, Bruce Cheeseman, Marie Adriaasz, Noel Gulliver and Katrina Allen.

Rotorua District Council's aquatic centre has won the 2014 national Innovation in Aquatics Award.

The trophy was collected by Rotorua Aquatic Centre operations coordinator, Noel Gulliver, at the New Zealand Recreation Association's annual aquatics conference - 'Just Add Water – held in Hamilton last week.

The award acknowledges the Aquatic Centre's adoption of the international Kaizen 'Lean Thinking' management practice for continuous improvement, and the practice's successful implementation.

Since the Rotorua Aquatic Centre adopted 'Kaizen' Lean Thinking management, its performance has been significantly improved across all areas of the centre's operations. The centre has also won numerous other awards, and was the first aquatic facility in New Zealand to obtain Qualmark 'EnviroGold' status.

Page reviewed: 18 Nov 2017 8:45pm

Source: <http://www.rotorualakescouncil.nz/our-council/news/Pages/default.aspx?newsitem=5375>

Going swimmingly at Aquatic Centre



Alan Davey (Lifeguard), Betty Moulder (Receptionist), David Pearce (Manager), Laura Johnston (Lifeguard), Mitchell Brake (Lifeguard), Marie Adriaanz (Lifeguard), Luke Scott (Administration Coordinator)

You are in safe hands next time you and your family visit the Rotorua Aquatic Centre.

After a rigorous audit process to check over essential safety components such as staff training, water testing and chemical handling the centre has been awarded another 12 months of PoolSafe accreditation from the New Zealand Recreation Association.

Rotorua Aquatic Centre Manager David Pearce said he was extremely proud of his team and the hard work they put in.

"Our staff take a lot of pride in the facility and work hard to run a safe environment for our customers and the community," he said.

The audit covers six categories including supervision, emergency management and water quality that must be checked and scored by a visiting PoolSafe assessor.

"This national endorsement confirms that all our practices and procedures meet the highest industry standards and will give our customers confidence that we are doing everything we can to ensure their visits here will be as safe as possible," said Pearce.

Rotorua Aquatic Centre was one of the first swimming pools to join the PoolSafe Quality Management Scheme when it was created in 2001 and has kept its PoolSafe status since then.

Source: <https://www.stuff.co.nz/waikato-times/news/rotorua-review/80903420/going-swimmingly-at-aquatic-centre>

Rotorua Aquatic Centre Wins Gold Environment Award (2010)



July 9, 2010

Rotorua Aquatic Centre has become the first swimming facility in New Zealand to achieve Qualmark's prestigious Enviro-Gold Award, which recognises the country's highest standards in environmental practice.

The Rotorua District Council-owned facility has earned top honour in New Zealand tourism's official environmental awards by demonstrating highly effective energy efficiency, waste management and water conservation. Community activities and conservation initiatives are also considered under Qualmark's environmental grading criteria.

All businesses carrying the Qualmark logo must meet minimum standards for environmental practice, with the Enviro awards recognising the top performers.

Louis Sylvester, Rotorua District Council's Aquatic and Leisure Manager, says the achievement is a result of dedicated Aquatic Centre staff constantly thinking of ways to support and implement sustainability.

Sylvester stated "achieving gold status is a significant stepping stone in the way we address the ecological impact of our business so we can minimise our environmental footprint.

"By also engaging well with our community, we can further develop ways to increase the effectiveness of our environmental business practices.

"We're heavily committed to contributing towards a healthy environment for our residents."

Council Chief Executive Peter Guerin believes that the receipt of the Enviro-Gold award as "fantastic" saying that it had clearly involved a big effort, a lot of coordination and excellent input from the whole aquatic centre team.

Over 470 New Zealand businesses have achieved Enviro Award status - recognising their commitment to Qualmark's responsible tourism criteria and environmental practices, with Rotorua Aquatic Centre being the country's first to pick up an Enviro-Gold award.

Source: <https://www.ausleisure.com.au/news/rotorua-aquatic-centre-wins-gold-environment-award/>

Highlights

2011-2012

- Winners of the SOLGM 2012 Business Excellence Awards (Building organisational Capability) for Lean Thinking
- Kaizen Lean Thinking Tours of over 300 delegates through the facility over previous 12 months
- 2 Successful Total Productive Maintenance(TPM)Seminars hosted with another 3 being held in 2013
- Finalist in New Zealand Water Safety Awards (Education Category) 2012 – Unison Lake Safety Programme
- ACC Workplace Safety – Tertiary Accredited (highest level) for ACC Workplace Safety Management Practices.
- Qualmark Endorsed Facility (5 Star Rating)- Qualmark is certified through New Zealand's Tourism official quality agency)
- Enviro Gold Endorsed Facility (Qualmark's Resposnisble Tourism certification - New Zealand's Tourism official quality agency)
- Energy Savings of just over 4% on total consumption in kWh on the previous year
- Water Savings of over 15% on Trade Waste compared to the previous year
PoolSafe Accreditation till April 2013
- Member of Rotorua Sustainability Tourism Charter 2012
Green House Gas (GHG) Emissions – 7.6% favourable decrease in total estimated Carbon Footprint on the 10/11 year.

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2010-2011

- Visitor Admissions – 332,080 unique visitor admissions.
- Learn to Swim – 46,459 unique enrolments (an increase of 11% on last year).
Unison Lakes Safety Programme – 2,302 students enrolled. (an increase of 28% on last year).
- NZ Qualmark – 5 Star Rating – highest rating certified by NZ Tourism's official quality agency with 94.6% result.
- Enviro-Gold Accreditation – Achieved for Responsible Tourism (first swimming pool in New Zealand).
- ACC Workplace Safety – Tertiary Accredited (highest level) for ACC Workplace Safety Management Practices.
- Sustainability – Energy savings on average of 4% every year since 2004/2005. Reduced trade waste and water by meter from two main swimming pools by 25% on last year (3,166 m3).
- Waste Minimisation – 15% decrease in waste to landfill on 2008/2009 (recycling of 1,940kg).
- Green House Gas (GHG) Emissions – 214.0 Tonnes of CO₂-e. (1.76% increase on the previous year due to increased travel for Swim Tutors going to teach learn to swim throughout the district)



2009-2010

- Winners of New Zealand Water Safety Awards (Education Category) 2009 – Unison Lake Safety Programme
- Qualmark Endorsed Facility (5 Star Rating) 2009 (Qualmark is certified through New Zealand's Tourism official quality agency)
- Enviro Silver Endorsed Facility (Qualmark's Responsible Tourism certification - New Zealand's Tourism official quality agency)
- Energy Savings of 138,700 kWh per annum (savings of 1.5 months total energy out of every 12 months operation)
- Water Savings - reduced trade waste and water by meter from two main swimming pools (Jun09 – Nov09) by 49%
- Waste Minimisation - 20% decrease in waste to landfill (Jun 09 – Nov 09)
- PoolSafe Accreditation 2010

- Member of Rotorua Sustainability Tourism Charter 2010

2008-2009

- Qualmark Endorsed Facility (5 Star Rating) 2008
- Qualmark is certified through New Zealand's Tourism official quality agency
- Enviro Silver Endorsed Facility
- Qualmark's Responsible Tourism certification (New Zealand's Tourism official quality agency)
- Energy Savings of 138,700 kWh per annum (savings of 1.5 months total energy out of every 12 months operation)
- Water Savings reduced trade waste and water by meter from two main swimming pools (Apr 09 - Jun 09) by 49%
- Waste Minimisation - 17% decrease in waste to landfill (Oct 08 - Jun 09 = 1,359kg)
- NRB Survey 2009 Customer Satisfaction - 80%
- Pool Yardstick Leisure Check Customer Survey Satisfaction - 84.8%
- PoolSafe Accreditation 2009
- Member of Rotorua Sustainability Tourism Charter 2009
- Hosted Swimming New Zealand Division 2 (National Age Group Championships) - March 2009 (1st Swim Meet of its type in Rotorua in over 20 years with 1,000 participants)

2007-2008

- Winner 'Swimsation NZ National Best Marketing Award' 2008
- PoolSafe Accreditation 2008
- Member of Rotorua Sustainability Tourism Charter 2008
- Qualmark Endorsed Facility (5 Star Rating)
- Qualmark is certified through New Zealand's Tourism official quality agency
- Won commendation for having 1 of the top 3 lifeguards in New Zealand presented by the New Zealand Recreation Association



2006-2007

- Winner Chamber of Commerce Business Excellence Awards 2006 (Community Organisation of the Year)

- Finalist (Highly Commended) New Zealand Recreation Association Awards 2007 (NZRA Outstanding Pool Award)
- \$1 million Revenue Achievement
- Winners in Central North Island Lifeguard Championships 2007
- 4th in National Lifeguard Championships 2007
- Qualmark Endorsed Facility (5 Star Rating)
- Qualmark is certified through New Zealand's Tourism official quality agency
- Staff Complete Sfrito (Sport, Fitness, Recreation Industry Training Organisation) & NZQA endorsed National Certificate in Community Recreation (Aquatic Level 3 Pool Safe Accreditation 2006
- Ranked 1st in Yardstick 'Corporate Performance' out of 58 Swimming Pools Nationwide
- Blue Water Cardio Studio Success with over 400 members



2005-2006

- Finalist in Chamber of Commerce Business Excellence Awards 2006 (Community Organisation of the Year)
- Finalist New Zealand Recreation Association Awards 2006 (Unison Lake Safety programme)
- Winners in Central North Island Lifeguard Championships 2006
- 5th in National Lifeguard Championships 2006
- PoolSafe Accreditation 2006
- Winner 'Swimsation NZ National Customer Service Award" 2006
- Sfrito (Sport, Fitness, Recreation Industry Training Organisation) Registered Workplace
- Implementation of a New Recreation Department to deliver water and land based recreational programmes

