

# PROPOSED CHILD HEALTH AND LIBRARY HUB

## A joint proposal of Lakes District Health Board and Rotorua Lakes Council

### Frequently Asked Questions

---

#### OVERVIEW

Lakes District Health Board and Rotorua Lakes Council have joined together to explore the potential for a shared facility incorporating child/youth health and related services and community library services.

The preferred option is to co-locate the health and library services within a refitted Rotorua Library building to meet both child/youth health and modern library needs.

The surrounding area would also be developed to incorporate a children's playground and an improved and/or expanded Jean Batten Square.

The refitting of the existing library building – which needs upgrading anyway – is the focal point of the development.

The shared vision is to have a cluster of health services at a central, easily accessible, child and whanau/family-friendly site with good parking, access to public transport and links to library/educational facilities.

---

#### What will this shared facility 'look' like?

A centrally located facility dedicated to children's health, education and support services and incorporating outdoor recreational space with services co-located – in this case in the city's existing library building.

It is envisaged it will incorporate a children's playground and become a vibrant, inner city destination.

#### How will this project be funded?

The total cost of the project has yet to be determined.

Council estimates its share will be between \$5m and \$6m, including fit-out for the library component.

The Ministry of Health has allocated \$6m for a child health centre.

Other potential funding partners will be sought.

If the project does not go ahead Council will still need to upgrade the library building and it is estimated that would cost about \$1.5m.

**How will the shared space work in practical terms?**

The partners want the services to be as integrated as possible but design concept work is still to be done.

**When will this happen?**

It's hoped there will be concept designs to share with the community later this year.

**Why the emphasis on children?**

The shared facility will cater to people of all ages in our community but there is a natural link for children and their families between the health and library services.

Children are the future of our district and it is acknowledged improvements need to be made to the way health services for children and their families are offered and delivered.

**Why is the council getting involved in the establishment of a health centre?**

Council is working with many groups to facilitate developments and improvements in Rotorua as part of progressing towards the district's shared 2030 vision and 2016 priorities, including revitalising the inner city to make it a vibrant, people-friendly destination.

Council faced the need to make improvements to the library building and the District Health Board was looking to develop a child health centre incorporating a range of services in one location that would be easily accessible, and welcoming, for all families in Rotorua.

The two organisations saw an opportunity to combine the two and redevelop this part of the inner city as a shared facility, responding to the needs of children, families/whanau and the wider community.

---

**CHILD HEALTH CENTRE**

**Why bring the health teams into one place?**

Centrally locating the teams and services in a convenient, accessible place will make it easier for families to access services.

**How will this centre improve services for children?**

A number of different professionals focussed on improving children's health will be available on site instead of separate appointments at different locations. Scheduling will allow much smoother access to a range of professionals at one appointment.

While the centre recognises children are important, it will also recognise the importance of whanau and will accommodate the needs of whanau while children are receiving services.

**Will my health records remain private?**

Health professionals are well aware of the need to respect the privacy of patient records and would not expect any change with the new centre.

**How will the centre meet the needs of Maori and Pacific children?**

It will be structured in a way that supports cultural practice ie allowing wider whanau to attend in support of a child.

The design of the centre will reflect the Maori heritage of the area and will help Maori to feel comfortable in the centre and to want to use the centre and its resources for their children and whanau/families.

Lakes DHB is looking to provide services later than the current 8am to 4.30pm Monday to Friday, with a view to the centre staying open longer on weekdays and opening some weekends.

**What relationship will this service have with others such as the Ministry of Education (MoE), Work and Income (WINZ), Child Youth and Family (CYF) and the Children's Team?**

The health sector has been working closely and collaboratively with a range of other Government agencies and this will continue in the new centre. One suggestion is to consider siting the Children's Team in the new centre.

**What is/who are the Children's Team?**

The Children's Team is made up of practitioners and professionals from government agencies, iwi/Maori and non-government (e.g. paediatricians, psychologists, social workers) and works with vulnerable children and their families/whanau to provide coordinated care, support and services.

**Will there be enough parking for those attending clinics? What about parking for health centre staff and visiting health professionals?**

It is proposed a minimum of 40 parks will be set aside for health clinic needs. Further assessment of parking may be required once centre traffic needs are measured.

**Is bringing the health staff into one centre just a way to cut staffing levels?**

Definitely not. The change is about making services more child and family-friendly.

---

**ROTORUA LAKES COUNCIL****How does the project align with what Council does?**

A shared facility would align with Rotorua's shared 2030 vision in a number of ways, contributing towards revitalisation of the inner city; building resilient communities; creating outstanding recreational spaces; innovation that benefits the community; enhanced environment and potentially, through the redevelopment work, creating local employment opportunities.

It would also enhance opportunities for children and their families to use and be exposed to library services and associated educational tools.

**What's the expected impact of this development on the inner city?**

It would create a vibrant family-friendly area that would add a new focal point to this part of the inner city, catering to people of all ages.

**Is Council reducing library services to make way for the child health centre?**

No. However, library staff have been working on a review of library services which began some time ago, recognising that the needs of library users have changed and continue to do so and that the library of the future may be different to what we have now. It won't be so much about buildings or space but about ensuring services provided are what people need.

The services won't be diminishing but they may be delivered in a different way and the library "footprint" may be reduced, in line with the future vision for Rotorua's community library services. Council will look to be smarter about how space is used.

**Was the review done just to make way for the child health centre?**

No. The review is about looking to the future and ensuring our library meets the changing and evolving needs of our community. It would have happened anyway and some change in the way we do things has already happened, such as the increase in computer terminals available in the library for public use.

The library will continue to be an important contributor to the development and wellbeing of the local community. It will still cater to the needs of all users but services may be delivered in different ways to meet current and future needs.

**What's happening with this review – where is it at?**

The review is being undertaken to ensure the library's future direction and activities align with and support Rotorua's 2030 vision and Council's work towards that.

It has involved consulting with the public and special interest groups to gather feedback and ideas.

The review process is not yet complete but the outcome will be made public at the appropriate time.

**When the building refit is carried out, what will happen to the library services?**

There will still be library services during the refit work. Council would seek temporary premises while the work is underway.

**Is the building earthquake proof?**

Earthquake-proofing will be part of the work that needs to be done to the building and this would have been needed regardless of this proposed project.

## HOW TO HAVE YOUR SAY

The proposed Child Health and Library Hub project is included in the Rotorua Lakes Council's Long-term Plan Consultation Document which outlines challenges and key projects and proposals for the next 10 years.

You can have your say about the proposed Child Health and Library Hub project through the Long-term Plan consultation process which is now open for submissions, closing on 2 June 2015.

You can view the Long-term Plan consultation document online (go to [rotorualakescouncil.nz](http://rotorualakescouncil.nz) and click the link to the Long-term Plan or you can pick up a copy at Council's customer centre.

The library will also have copies of the consultation document and the Child Health and Library Hub project vision document to read.

Your submission to Council could be solely on the proposed Child Health and Library Hub project or cover other topics as well. You can only make one submission to the Long-term Plan.

There are several ways to make a submission:

**Online** – go to [rotorualakescouncil.nz](http://rotorualakescouncil.nz) and complete an online submissions form

**Email** – enter 'Long-term Plan' in the subject line and email your submission to [info@rotorualc.nz](mailto:info@rotorualc.nz)

**In writing** – print out and fill in the freepost submission form included in the public consultation document and post or deliver it to Rotorua Lakes Council. Alternatively, scan your completed form and email it to [info@rotorualc.nz](mailto:info@rotorualc.nz).

Council is also accepting feedback on its Long-term Plan via Facebook – however, this form of input is informal. Comments and suggestions will be considered, discussed and form part of decision-making but feedback via social media can not be acknowledged and if you choose to comment via Facebook you will not be able to speak at the hearings to be held before finalisation of the Long-term Plan or receive letters advising of decisions. If you wish to make a formal submission, select from one of the other feedback processes – online, email or in writing.

If you make a formal submission you will have the option to speak to Council about your submission at hearings scheduled for 8 and 9 June.

Councillors will deliberate in early June and must adopt a Long-term Plan by 30 June 2015.

**Remember, the last day for submissions is 20 May 2015.**

**Keep an eye on the Council website for information about public meetings/information sessions being planned.**