



**ROTORUA
LAKES COUNCIL**
Te Kaunihera o ngā Roto o Rotorua

Kaupapataka Agenda

NOTICE OF AN ORDINARY MEETING OF COUNCIL

Date: Wednesday 28 February 2024

Time: 9.30am

Venue: Council Chamber

MEMBERSHIP

Chair Mayor Tapsell

Deputy Chair Cr Kai Fong

Members
Cr Barker
Cr Brown
Cr Kereopa
Cr Lee
Cr Maxwell
Cr O'Brien
Cr Paterson
Cr Wang
Cr Waru

Quorum 6

NGĀ TUKUNGA HAEPAPA A TE KAUNIHERA COUNCIL DELEGATIONS

Type of Committee	Council Committee
Subordinate to	N/A
Subordinate Committees	<ul style="list-style-type: none"> • District Licencing Committee • Audit and Risk Committee
Legislative Basis	Schedule 7 s30 (1) (A), Local Government Act 2002 Committee delegated powers by the Council as per Schedule 7, s32, Local Government Act 2002
Purpose	The purpose of the Council is to make decisions on all matters that cannot be delegated, that it has not delegated or that it has had referred to it by staff or a committee.
Reference	01-15-016
Membership	Mayor (Chair) Deputy Mayor (Deputy Chair) All councillors
Quorum	6
Meeting frequency	Monthly
Delegations	<ul style="list-style-type: none"> • the power to make a rate • the power to make a bylaw • the power to borrow money, or purchase or dispose of assets, other than in accordance with the Long-term Plan • the power to adopt a long-term plan, annual plan, or annual report • the power to appoint a chief executive • the power to adopt policies required to be adopted and consulted on under the LGA 2002 in association with the long-term plan, or developed for the purpose of the local governance statement • the power to adopt a remuneration and employment policy • the power to set and support strategies in measures related to emergency matters. • all the powers, duties and discretions under the Civil Defence Act for the proper operation and administration of the approved Civil Defence Plan; such delegation to be executed solely within the defined policy guidelines as determined from time to time by the Council and subject to the Financial limits imposed by the approved Council estimates. <p>Additional responsibilities retained by the Council committee:</p> <ul style="list-style-type: none"> • Advise and support the mayor on the development of the long-term plan and annual plans • Approval of long-term plan or annual plan consultation documents, and supporting information and consultation process prior to consultation

	<ul style="list-style-type: none"> • Approval of a draft bylaw prior to consultation • Resolutions required to be made by a local authority under the Local Electoral Act 2001, including the appointment of the electoral officer • Adoption of, and amendment to the Committee Terms of Reference, Standing Orders and Code of Conduct • Relationships with the Te Tatau o te Arawa board, including the funding agreement • Monitor the overall financial management and performance of the council • Make financial decisions required outside of the annual plan budgeting processes • Approve the council’s insurance strategy and annual insurance placement for Council • Write-offs • Acquisition of property in accordance with the Long-term Plan • Disposals in accordance with the Long-term Plan • Review the Chief Executive’s performance annually and establish performance targets for each year • Undertake a performance review at the end of the first term of appointment as required by Schedule 7, clause 35 of the Local Government Act 2002. Undertaken no less than 6 months before the date on which the chief executive’s contract of employment for the first term expires.
Relevant Statutes	All the duties and responsibilities listed above must be carried out in accordance with the relevant legislation.
Limits to Delegations	Powers that cannot be delegated to committees as per the Local Government Act 2002 Schedule 7 S32.

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1. Karakia Whakapuaki - Opening Karakia

TŪTAWA MAI

Tūtawa mai i runga
Tūtawa mai i raro
Tūtawa mai i roto
Tūtawa mai i waho
Kia tau ai te mauri tū
Te mauri ora, ki te katoa
Hāumi e. Hui e. Tāiki e!

TŪTAWA MAI

I summon from above
I summon from below
I summon from within
I summon the surrounding environment
The universal vitality and energy to infuse and
enrich all present
Enriched, unified and blessed

2. Ngā Whakapāha - Apologies

The Chair invites notice from members of:

1. Leave of absence for future meetings of the Rotorua Lakes Council; or
2. Apologies, including apologies for lateness and early departure from the meeting, where leave of absence has not previously been granted

3. Whakapuakitanga Whaipānga - Declarations of interest

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

4. Ngā Take Whawhati tata kāore i te Rārangi Take - Urgent Items not on the Agenda

Items of business not on the agenda which cannot be delayed

The Chair will give notice of items not on the agenda as follows:

Matters Requiring Urgent Attention as Determined by Resolution of Rotorua Lakes Council

The Chair shall state to the meeting.

1. The reason why the item is not on the agenda; and
2. The reason why discussion of the item cannot be delayed until a subsequent meeting.
The item may be allowed onto the agenda by resolution of the Rotorua Lakes Council.
s.46A (7), LGOIMA

Discussion of minor matters not on the agenda.

Minor Matters relating to the General Business of the Rotorua Lakes Council.

The Chair shall state to the meeting that the item will be discussed, but no resolution, decision, or recommendation may be made in respect of the item except to refer it to a subsequent meeting of the Rotorua Lakes Council for further discussion

s.46A (7), LGOIMA

5. Te Whakaū i ngā Meneti - Confirmation of Minutes

5.1 Council Meeting Minutes (Draft) 14 February 2024

20154943

Minutes (Draft)

Council Meeting held Wednesday 14 February 2024 at 1.00pm
Council Chamber, Rotorua Lakes Council

MEMBERS	Cr Kai Fong (Chair)
PRESENT:	Mayor Tapsell (Via Zoom), Cr Barker, Cr Brown, Cr Lee, Cr Maxwell, Cr O'Brien, Cr Paterson, Cr Kereopa, Cr Wang, Cr Waru.
APOLOGIES:	None.
STAFF PRESENT:	G Rangī, Interim Chief Executive; J-P Gaston, Group Manager, Community & District Development; T Collé, Group Manager, Corporate Services; S Michael, Group Manager, Infrastructure & Environment; O Hopkins, Executive Director, Corporate Planning and Governance; G Kieck, Manager, Corporate Strategy & Planning; D Jensen, Director of Finance; I Tiriana, Manager, Council Communications; D Cossar, Governance & Democracy Manager; N Michael, Executive of Communications, Mayor's Office; W Wilkinson, Governance & Democracy Advisor.

The meeting opened at 1.00pm.

The Chair welcomed elected members, staff, and members of the public.

1 KARAKIA WHAKAPUAKI OPENING KARAKIA

Cr Kereopa opened the meeting with a Karakia.

2 NGĀ WHAKAPĀHA APOLOGIES

None.

3 WHAKAPUAKITANGA WHAIPĀNGA DECLARATIONS OF INTEREST

None.

4 NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE URGENT ITEMS NOT ON THE AGENDA

Action Point

- Cr Paterson requested an update on the invitation to Darren Toy (Regional Director – Kāinga Ora – Homes and Communities) to attend a meeting of Council. Mayor Tapsell and Cr Kai Fong to extend an invitation to Mr Toy to attend a meeting of the Community and District Development Committee.

5 TE WHAKAŪ I NGĀ MENETI CONFIRMATION OF COUNCIL MINUTES

5.1 MINUTES OF COUNCIL MEETING HELD 31 JANUARY 2024

20137121

Resolved

1. **That the minutes of the Council meeting held 31 January 2024 be confirmed as a true and correct record.**

Moved: Cr Kereopa
Seconded: Cr Barker

CARRIED

6. PŪRONGO KAIMAHI STAFF REPORTS

6.1 LONG-TERM PLAN 2024-2034 – SUPPORTING INFORMATION: PART 2 (DECISION REQUIRED)

20144463

Resolved

1. **That the report “Long-term Plan 2024-2034 – Supporting Information: Part 2” be received.**

Moved: Cr Waru
Seconded: Cr Barker

CARRIED

Thomas Collé overviewed the report.

Further resolved

2. **That Council approve in draft a set of policies used to guide the development of the Long-term Plan 2024-2034 direction,**
 - a) **Revenue and Financing Policy**
 - b) **Treasury Policy**
 - c) **Rates Remission Policy**
3. **That Council notes that these policies will be published in conjunction with the Long-term Plan Consultation Document following its adoption in March.**

Moved: Cr Waru
Seconded: Cr Wang

CARRIED

Vote recorded against: Cr Kereopa.

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Action Point:

- Cr Barker requested information on whether properties with a Significant Natural Area smaller than 20 hectares, but still with a significant amount of their property covered with an SNA, counted for a rates rebate, and why Council chose the figure of 20 hectares to receive a rebate.

Information to be circulated to all councillors.

6.2 LONG-TERM PLAN 2024 – SUPPORTING INFORMATION: PART 3 - 30 YEAR INFRASTRUCTURE STRATEGY 2024-2054 (DECISION REQUIRED)

20145074

Resolved

- 1. That the report “Long-term Plan 2024 – Supporting Information: Part 3 - 30 Year Infrastructure Strategy 2024-2054” be received.**

Moved: Cr Brown

Seconded: Cr Barker

CARRIED

Stavros Michael overviewed the report.

Further resolved

- 2. That Council approve the Draft 30 Year Infrastructure Strategy 2024-2054 for inclusion into the 2024 Long Term Plan consultation process.**

Moved: Cr Barker

Seconded: Cr Wang

CARRIED

Vote recorded against: Cr Kereopa and Cr Paterson.

6.3 LONG-TERM PLAN 2024 – SUPPORTING INFORMATION: PART 4 - DRAFT FINANCIAL STRATEGY (DECISION REQUIRED)

20145083

Resolved

- 1. That the report “Long-term Plan 2024 – Supporting Information Part 4 - Draft Financial Strategy” be received.**

Moved: Cr Waru

Seconded: Cr Brown

CARRIED

Thomas Collé overviewed the report.

Further resolved

- 2. That Council approve the Long-term Plan 2024-2034 draft Financial Strategy.**

Moved: Cr Brown

Seconded: Cr Wang

CARRIED

Vote recorded against: Cr Kereopa.

Mayor Tapsell left the meeting at 2.07pm.

**7. TE KARAKIA WHAKAMUTUNGA
CLOSING KARAKIA**

Cr Kereopa closed the meeting with a Karakia.

The meeting closed at 2.20pm.

To be confirmed at a Council meeting on 28 February 2024.

.....
Chair

Note:-Rotorua Lakes Council is the operating name of Rotorua District Council.

6. Pūrongo Kaimahi - Staff Reports

Doc ID: 20170851

ROTORUA LAKES COUNCIL

Mayor
Members
COUNCIL

6.1 Financial Performance for the Seven Months Ended 31 January 2024 (Information Only)

Report prepared by: David Jensen, Director of Finance

Report reviewed by: Thomas Collé, Group Manager, Corporate Services

Report approved by: Gina Rangī, Interim Chief Executive Officer

1. TE PŪTAKE PURPOSE

The purpose of the report is to provide information on Council's financial performance for the seven months ended 31 January 2024.

2. HE TŪTOHUNGA RECOMMENDATION

1. That the report "Financial Performance for the Seven Months ended 31 January 2024" be received.

3. TE MATAPAKI DISCUSSION

Council's Operating Environment

This report covers Council's core operating position as at 31 January 2024, as well as the impact of capital subsidies and development contribution revenue.

Council continues to operate in a high inflation environment with costs remaining at elevated levels as we progress through the financial year, particularly within Council's Transport activity as well as Waste Management and Wastewater service delivery contracts.

User fee revenues continue to trend under budget representing both a quieter summer period as Council facilities were closed over the Christmas period and a broader delay in recovery for Rotorua's tourism sector which is recovering from Covid-19 disruptions slower than the national average.

A number of large capital projects yet to fully commence or are behind budgeted expenditure, which is reflected in Council's capital expenditure as at the end of January.

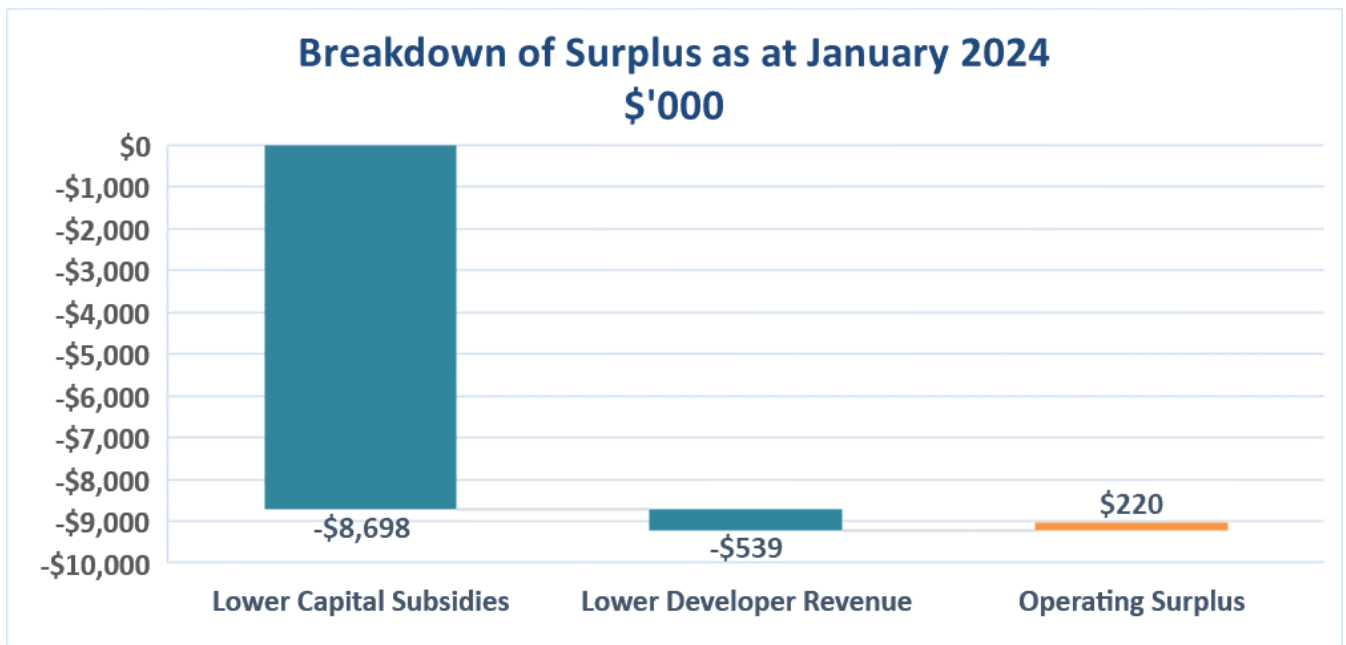
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In light of these challenges within Council’s financial operating environment, Council staff have undertaken a number of measures to restrict expenditure in order to achieve the budget adopted in the 2023/24 Annual Plan, including the realisation of the adopted operational savings target. Staff will continue to monitor these trends as we progress further into the financial year.

Financial Position as at 31 January 2024

Council has a positive operating variance of \$220k as at 31 January 2024, reflecting slower user fee revenue to date offset by stronger operations subsidies and lower interest costs.

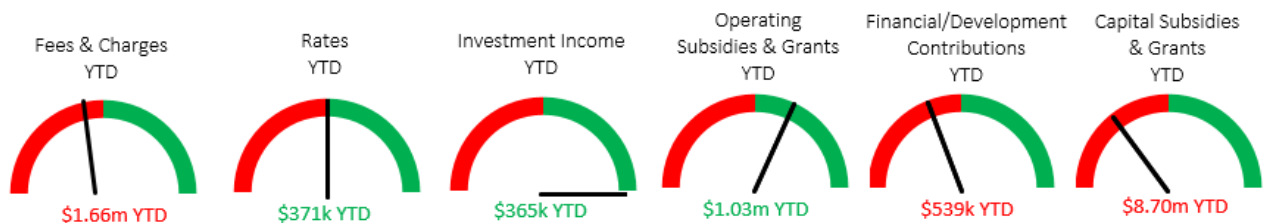
Within the overall \$9.1m year-to-date variance shown for January, \$8.7m relates to the receipt of subsidies attached to capital projects and \$539k relates to lower development contributions year-to-date, offset by a \$220k operating surplus year-to-date.



Year to Date Financial Performance

Figures in \$000's	Actual	Budget	Variance - Favorable / (Unfavorable)
Income			
Fees & Charges	9,851	11,508	(1,657)
Rates	97,388	97,017	371
Investment Income	700	335	365
Development & Financial Contributions	1,557	2,096	(539)
Subsidies & Grants - Capital	10,562	19,260	(8,698)
Subsidies & Grants - Operational	4,466	3,438	1,028
Total Income	124,524	133,654	(9,130)
Opex			
Administration Expense	2,029	2,766	737
Finance Cost	126	234	108
Maintenance	947	1,267	320
Operating Expenses	41,204	39,888	(1,316)
Staff Costs	20,469	20,471	1
Utilities	1,841	1,840	(1)
Depreciation	25,508	25,508	
Interest Cost	7,918	8,181	263
Total Opex	100,042	100,155	113
Total Operating Surplus / (Deficit)	24,482	33,498	(9,017)

Income

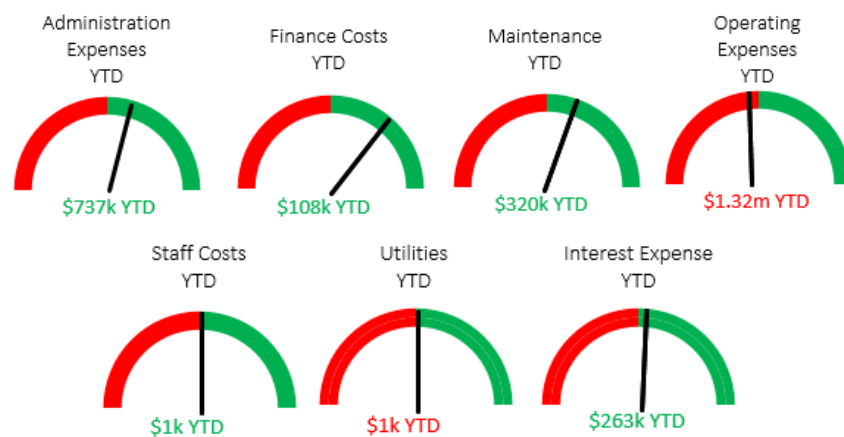


Total Income is tracking unfavourably to budget, with a \$9.13m negative variance to budget. This primarily relates to Capital Grants and Subsidies related to Capital Expenditure.

- Fees and charges are direct charges to customers for specific Council services. Council’s fees and charges are \$1.66m behind year-to-date budget due to lower than forecast sales at the Energy Events Centre and Sir Howard Morrison Performing Arts Centre (\$929k lower than budget) and parking fees (\$414k). Building consenting fees are \$448k ahead of year-to-date budget, and waste management fees \$337k ahead of year-to-date budget.
- Rate revenue is \$371k ahead of year-to-date budget due to lower than budgeted remissions for the first 6 months of the financial year.
- Investment income is revenue received by Council through dividends, and also interest received on term deposits. Investment Income is \$365k ahead of year-to-date budget.

- Operating Subsidies and Grants are funds provided from external parties towards Council's operating expenditure. Operating Subsidies and Grants are \$1.03m ahead of year-to-date budget due largely to the operational subsidies received from Waka Kotahi, offsetting additional roading operational expenditure. Staff have implemented a number of initiatives to slow or cease operating expenditure, which is being felt across the wider organisation.
- Financial and Development Contributions is revenue paid by developers towards the capital costs required to enable their development. Financial and Development Contributions are \$539k behind year-to-date budget.
- Capital Subsidies and Grants are funds provided by external parties towards Council's capital projects. Capital Subsidies and Grants are \$8.7m behind year-to-date budget due to the timing of completion of capital works, particularly within the Tarawera Wastewater Scheme, CIP funded Stormwater projects, Infrastructure Acceleration Fund feasibility works and the Aquatic Centre.

Operating Expenses

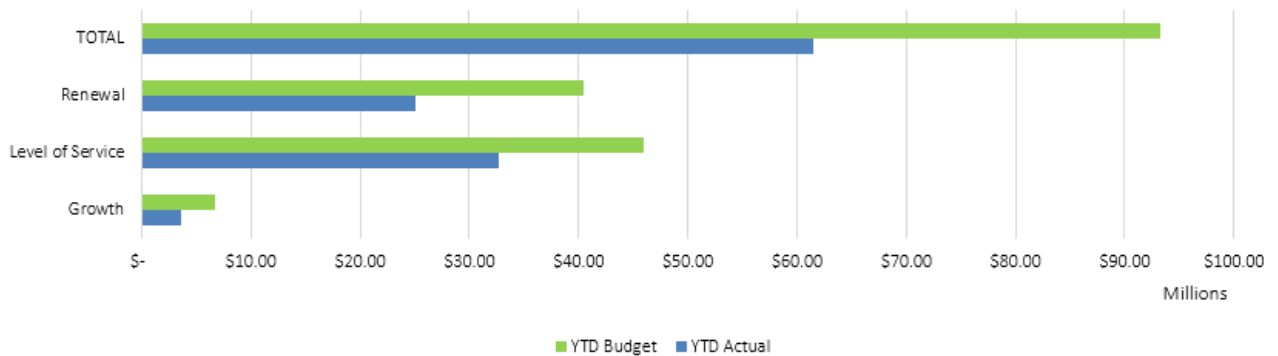


Operating Expenses are tracking favourably to budget, with a \$113k positive variance to budget.

- Administration Expenses cover the day-to-day running expenses of Council. Administration Expenses are \$737k below year-to-date budget.
- Finance Costs are the fees payable on banking facilities. Finance Costs are \$108k under budget year-to-date due to lower than forecast external borrowing.
- Maintenance expenses are the budget provided for planned and reactive maintenance of Council buildings. Maintenance is \$320k under budget year-to-date due primarily to the seasonality of when money is spent on Council buildings and lower demand for reactive maintenance.
- Operating expenses are the costs directly associated with the delivery of Council's operational services. Operating Expenses are \$1.3m higher than year-to-date budget driven primarily by transport operational expenditure following adverse weather events offset by Waka Kotahi subsidies (\$800k) and cost escalation within our waste management contracts (\$843k higher than year to date budget). This is offset by lower expenditure on district plan policy costs (\$245k), arts and culture (\$189k) and water supply operating costs (\$187k). Staff have implemented a number of initiatives to slow or cease operating expenditure, which is being felt across the wider organisation.

- Staff costs cover the salaries and wages of Council employees. Staff Costs are on budget as at 31 January 2024.
- Utilities cover the water, power and gas expenses involved in Council operations. Utilities are on budget at 31 January 2024.
- Interest Expense is the external interest payable to Council's lenders. Interest expense is currently \$263k behind year to date budget due to lower than budgeted capital expenditure to the end of January 2024.

Capital Expenses



As at 31 January 2024, Council had spent \$61.5m against the year-to-date budget of \$93.2m.

Renewals expenditure is behind budget primarily due to the timing of commencement of the Aquatic Centre project (\$7.1m behind year-to-date budget), as well as underspends year-to-date in Water Supply and Active and Engaged Communities activities.

Level of Service expenditure is behind budget due to underspends year-to-date on the Tarawera Sewerage Scheme and other wastewater projects as well as CIP funded Stormwater.

Expenditure on key projects YTD is as follows:

- Aquatic Centre: \$13.2m. Work is progressing on stage 2 of the development with steel fabrication and front of house works currently underway.
- Wastewater Treatment Plant Upgrade: \$10.45m. Council is engaging in a multi-year project to upgrade major Wastewater Treatment Plant infrastructure with works continuing through 2023/24.
- CIP Funded Stormwater Upgrade: \$5.6m. Council is working alongside CIP's investment in Stormwater management across the district to enable new housing supply.
- Tarawera Sewerage Scheme: \$4.6m.
- Rotoiti/Rotoma Sewerage Scheme: \$3.78m. The work programme connecting properties to the scheme continues and a capital rate will set in the upcoming Long Term Plan to recover the costs associated.
- Sewage Renewals: \$3.15m.
- Pukehangi West Stormwater: \$2.7m.

**4. TE TINO AROMATAWAI
ASSESSMENT OF SIGNIFICANCE**

The decisions or matters of this report are not considered significant in accordance with Council's Significance and Engagement Policy.

ROTORUA LAKES COUNCIL**6.2 Progress Report – Corporate Services (Information Only)****Progress Report**

Doc ID: 20137845

To:	Mayor and Members – Council
Meeting Date:	28 February 2024
Group:	Corporate Services
Group Manager:	Thomas Collé
Report approved by:	Gina Rangī, Interim Chief Executive
Components:	PMO and Risk Office; People and Organisational Development; Finance; Information Solutions; Legal and Property

Ohu: Haumarū – PMO and Risk Office**Enterprise Risk**

Enterprise Risk Management (ERM) involves the systematic identification, assessment, and mitigation of potential risks that could impact our organisation’s objectives. The risks are identified by managers at a business unit level, consolidated into the Council’s Enterprise Risk Register and reported to the Council’s Audit and Risk Committee. A learning and development session for Councillors has been developed to review existing ERM processes and settings. The date is to be confirmed. A series of enterprise risk workshops for staff will also be developed to update staff on any changes and provide the necessary training and support.

Following a request from the Council’s Audit and Risk Committee, an internal audit process proposal has been developed and is currently under review. The aim is to carry out an internal audit of the Wastewater Treatment Plant project and report findings to the committee in June. The purpose of the internal audit is to continue to improve Council’s operations.

PMO Activities

The annual review of the PMO and Risk Business Plan has taken place. Underpinned by Council’s strategic priorities, the three-year business plan outlines clear objectives and tasks to enhance project management and enterprise risk management practices across the council organisation.



Not started	42
In progress	46
Late	0
Completed	69

As of January 2024, 69 key actions from the business plan have been completed within the required timeframe, 46 are in progress and 42 are planned to be completed in the next 17 months.

Continuous improvements are being made to the enterprise project portfolio monitoring platform to gain insights and provide targeted support to project leads. Dashboards have been improved to provide deeper insights into the status of projects. Quality assurance processes have been reviewed and updated to strengthen the quality of project-related information.

Detailed guidance notes are being developed for staff and Councillors to aid understanding of the purpose of each of the data visualisations and how these are measured.

A Project Portfolio report based on monthly reporting received by project leads has been developed covering the entire enterprise project portfolio currently comprised of 84 projects. Formal distribution of this report is scheduled to start at the end of February 2024.

The team has undertaken a comprehensive desktop review of how all projects are tracking against the council’s Project Management Framework. The results are being analysed and appropriate actions planned to help support staff to ensure projects are aligned with policies and guidelines.

A new project development process will replace the current ‘strategic assessment’ process going into the new financial year. Procedures and training materials will support implementation of this process.

Targeted Support

Project and BAU Support

The PMO has continued ongoing involvement with various activities including; Infrastructure Acceleration Fund (IAF) Programme management, Council’s Strategic Work Programme and development of new contract management procedures.

The PMO Quality Assurance Manager continues to provide targeted support to teams, supporting the resolution of contractual disputes and raising the maturity of our risk management processes.

Ohu: Whakawhanake Tāngata, Whakawhanake Tōpūtanga – People and Organisational Development

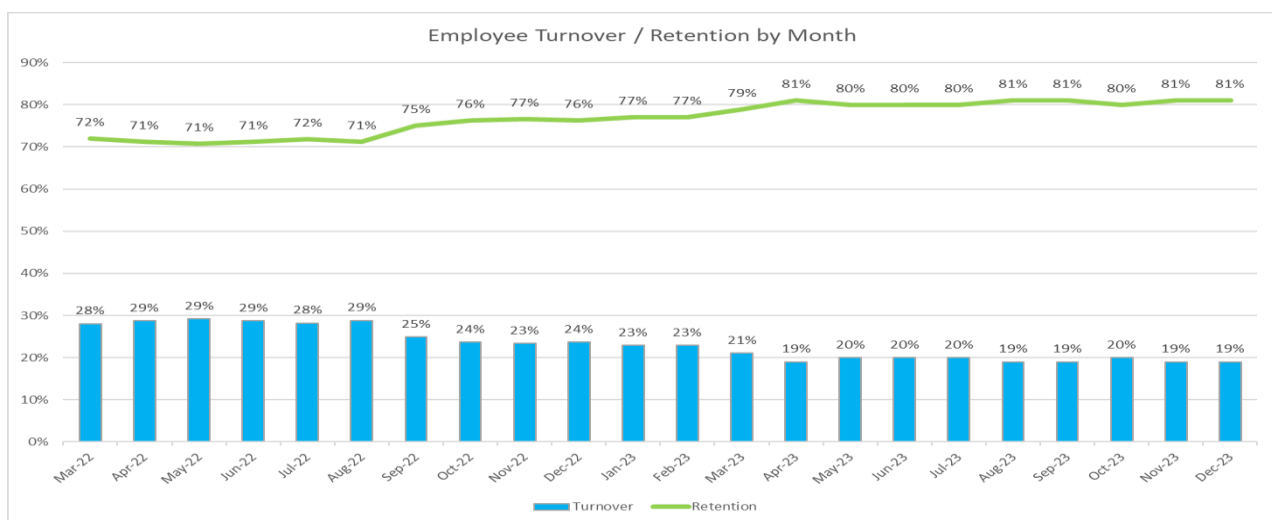
Current and Ongoing Work

Talent and Recruitment

- We continue to experience difficulty recruiting Consent Planners at all levels as well as a role within the PMO team – PMO Framework Assurance Manager. Historically we have experienced difficulty recruiting for roles within our Infrastructure, IS, Finance and Building Services teams, however there are no vacancies that we are advertising at present in these areas. We are finding that while the number of applicants are remaining the same as previous months, the calibre of the applicants is higher.
- Recruitment has been quiet over the Christmas/New Year period but we have recruited some great candidates recently into Information Solutions, the Customer Centre, Finance, Infrastructure, Community and Regulatory Services, Rotorua Library and the Energy Events Centre.
- New staff from Russia, South Africa, Fiji, the Philippines, Korea, Bangladesh and Sri Lanka are among those who have recently joined us.
- Our summer student internship is ending for another year. Interns presented on what they have been working on during their time with the council at a recent farewell event. Feedback from interns has been positive and biographies we are sharing on our social media platforms are receiving a lot of positive attention.
- We recently launched an Onboarding survey for new staff via AskYourTeam and the survey results are extremely positive with the questions asked, scoring between 85 – 95%. Questions are asked on Culture (95%), Onboarding experience (89%), Candidate experience (86%) and the Role (85%).

Health Safety & Wellbeing

Analytics



Ohu: Pūtea Me Pakihi – Finance

2024-2034 Long-term Plan

The finance team has worked alongside budget managers throughout the organisation to complete draft capital and operating budgets for inclusion in the draft 2023-34 Long-term Plan (LTP) consultation document.

This package of financial information includes Council's financial strategy for the LTP which outlines key financial parameters and limits the council will operate within, provides insight into Council's current financial health and provides clarity on how this will be managed over the next 10 years.

Any changes to the financial strategy or underlying budgets as a result of public consultation will be processed and brought back to Council later this financial year.

2022/23 Annual Report

Audit New Zealand staff have concluded their field work for the final audit of the 2022/23 Annual Report. The timing of the 2022/23 Annual Report was impacted by the late adoption of the prior year's Annual Report and staff continue to engage with audit staff on the timeline for audit clearance.

Ohu: Hangarau – Information Solutions

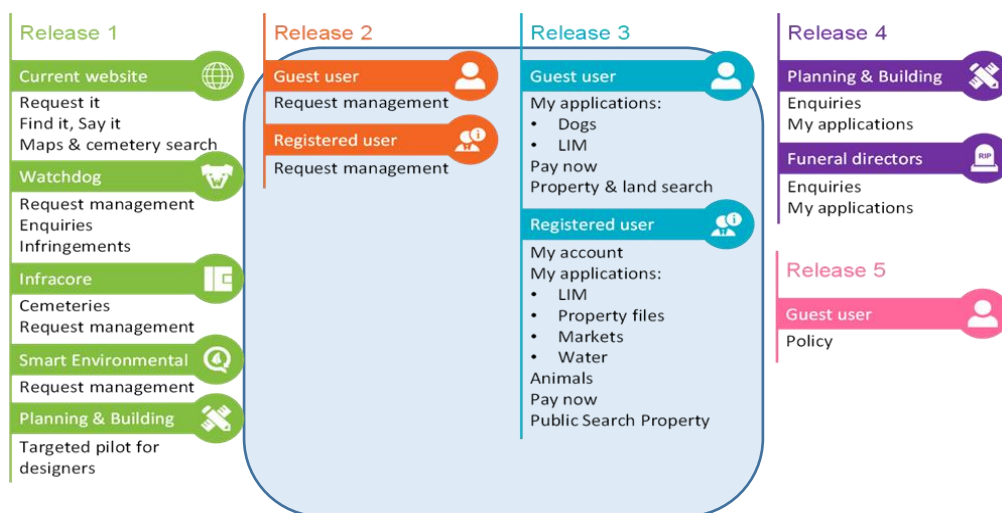
OneCouncil

The OneCouncil solution has been live for eight months and the project was closed towards the end of last year. Handover to business-as-usual support has been completed with no adverse impact on the organisation anticipated. The team will continue to provide focused support where needed.

Several streams of work are identified in the OneCouncil work program for implementing new modules, unlocking functionality and change requests that are continuing as mini projects.

OneCouncil Related Projects:

- OneCouncil Upgrade to the latest (2023B) version is underway and scheduled for completion by the end of February
- Release of portals 2 and 3 (see below) starts late February. This was delayed due to the need to upgrade to the latest version of OneCouncil and TechnologyOne resources have been requested for this project.



- Change Requests and Product Enhancements have started with stream one starting late February and expected to take three months and streams two and three to follow. About 100 changes have been identified for stream one, 65 for stream two and 59 for stream three. The following table provides a breakdown of the planned changes by function with the scope to be finalised at the end of February.

Stream One - Changes	
Cemetery Management	9
Compliance & Submission - 3 Waters Services	1
Compliance & Submission - Applications	3
Compliance & Submission - Certificate Management	1
Compliance & Submission - Leases & Licenses Management	4
Compliance & Submission - Permits and Licenses	2
Compliance & Submission - Polices	1
Compliance & Submission - Resource Consent Management	35
Compliance & Submission - Subdivision Consents	6
Enterprise Content Management	1
Infringement Management	7
Property Management	4
Request Management	15
Revenue Management - Debtors	4
Revenue Management - Enterprise Cash Receipting	1
Revenue Management - P&R Billing	3
Service Management	2
	99

- The Contract Management project is scheduled to start mid-February and includes the functional areas of Sourcing, Contracts and Contract Reviews, with go-live expected in July 2024. Required external resources have been booked, internal resources are being finalised and the project artefacts and workshops are being prepared.

Information Management

The main focus for the Information Management team recently has been ensuring staff are using OneCouncil Enterprise Content Management (ECM) solution for managing digital documents and records. There were 56,000 documents registered in ECM during December–January with 4000 of these registered manually and

54000 registered automatically by the OneCouncil automated processing systems. Targeted training and communications have been undertaken with teams and staff not regularly interacting with the ECM functions and services as part of work to ensure adoption and use across the organisation.

A source document destruction policy and procedure has been developed and approved to support the reduction of physical records once they are digitised, in line with the Public Records Act.

Geographic Information Systems

Ongoing development of Geyserview (OneCouncil’s spatial viewer) continues to progress. Enhancements include improved printing, new datasets and enhancing some reports. Linking to files from within ECM is currently being worked on and includes Register of Titles, Survey plans and cemetery headstone images.

In parallel, work is progressing with several background routines including using spatial analysis to extract data from the GIS system and export and load into OneCouncil. These datasets include District Plan Zones, designations, fault avoidance zones, Significant Natural Areas, airshed, noise, manholes, drains and trees.

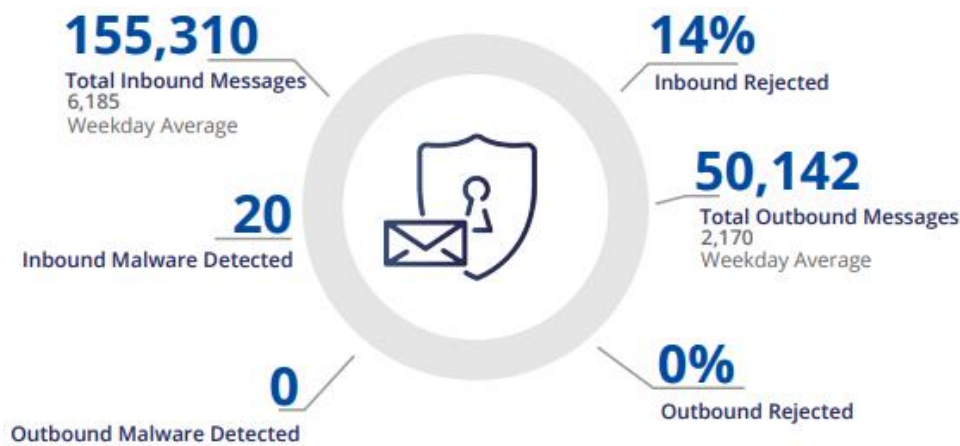
Derived datasets for water bodies, streams, physical roads and structure rooflines have been updated.

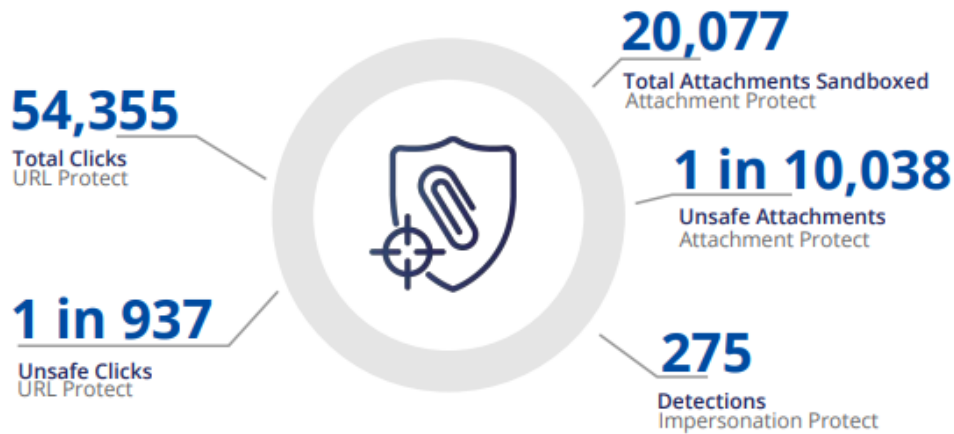
Information Technology

Cyber Security – Email and User protection

The organisation has seen several phishing attempts and in three instances since the beginning of September the IT team needed to interject manually to mitigate and respond. There was no breach and no system was compromised as a result of these attempts.

While RLC saw a drop in inbound emails in December by almost 50%, there is a large increase in URLs clicked from emails from 13,425 to 54,355. The number of impersonation detections dropped by only 25 emails even though the incoming emails increased considerably.





Identity Protection service delivered by our Microsoft365 security subscriptions also detected credential leaks for three user accounts used by an RLC supplier. Account status and activity were checked and had not been in use. Accounts were disabled at the time of detection and contact was made with the supplier to advise of the detection.

Business Solutions

The team continues to provide OneCouncil training for new staff and respond to requests for process improvements and change requests, while also engaging with teams on process and outcome projects.

Business Related Projects

A Tree Assets Management project will start in March, bringing maintenance and risk management in line with other RLC assets like water services and other parks assets. A team consisting of Business Solutions and Recreation and Open Spaces stakeholders will visit Hamilton City Council which has agreed to share its experience with the software we will be using and its own implementation of that.

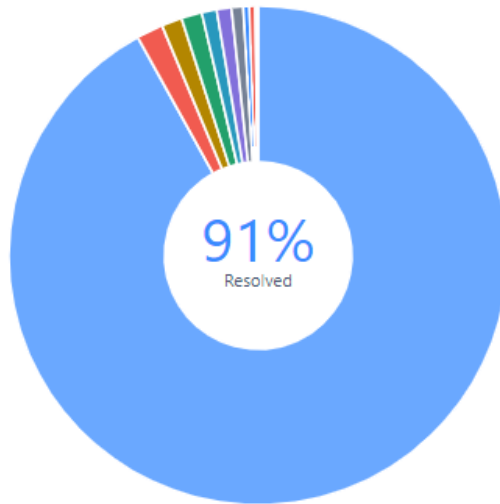
Supporting RotoruaNZ in identifying and addressing requirements for Contact Relationship Management Solutions and their sales funnel process before engaging vendors.

Data and Reporting

Focus for the data team has been on identifying and resolving outstanding anomalies with data migration. As the organisation's understanding of OneCouncil grows, data awareness is also increasing and as result some data is being reworked to enable efficiencies.

A lot of work was undertaken to clean data as much as possible without impacting integrity at the time of migration. Now the team are focusing on producing data standards and sharing this with the organisation so that data is maintained and added to the system "right the first time".

Reporting has continued since OneCouncil go-live to deliver reporting requirements. To date 481 of 523 reports have been completed and signed off.



Status

Total Issues: 523

■ Resolved	481
■ In Configuration	9
■ Open	7
■ To Do	7
■ In Analysis	5
■ In UAT	5
■ In Progress	4

Customer Solutions

Enhancements and consolidation of Customer Solutions information platforms into Genesys Cloud has started. The first stage will enable customer advisors to have a single platform to interact with customers via phone and email with articles available to provide clear, accurate and consistent responses to enquiries. This will then enable further work towards allowing this messaging to be provided to customers via other platforms like chatbots and open the opportunity for AI-driven prompts to the customer advisor, freeing them up to focus on the interaction rather than searching for information.

During January, the call centre answered 4,730 calls which is in line with last year's volume of 4,740 calls. There was an increase of emails received during January, from 3,074 in 2023 to 3931 in 2024.

ROTORUA LAKES COUNCIL**6.3 Progress Report – Corporate Planning and Governance (Information Only)****Progress Report**

Doc ID: 20143852

To:	Mayor and Members – Council
Meeting Date:	28 February 2024
Group:	Corporate Planning and Governance
Executive Director:	Oonagh Hopkins
Report approved by:	Gina Rangī, Interim Chief Executive
Components:	Corporate Strategy and Planning; Governance; Marketing and Communications

Ohu: Taunaki – Corporate Strategy and Planning**Long-term Planning**

In the final LTP workshop of 2023 held on 15 December, Council provided direction on the compilation of the Consultation Document. This included a draft financial model that supports the aspirations of Council as well as guidance on options to take to the community during consultation.

Elected members were provided with draft supporting documentation in early January for consideration in the lead up to adoption of supporting documentation for the Consultation Document. At the time of the report date, a majority of the supporting documentation has been adopted by Council. This includes:

- Significance and Engagement Policy
- Financial Strategy and supporting financials
- Infrastructure Strategy
- Treasury Policy
- Revenue and Financing Policy
- Environmental Strategy
- Asset Management Policy
- Significant Forecasting Assumptions
- Rates Remissions Policy

The Consultation Document is currently being finalised and will be presented for adoption at the end of March. Consultation will occur in April.

Council is required to adopt its LTP by 30 June 2024 and it will take effect from 1 July 2024.

Engagement and Relationships

Barnard Road - Consultation on the proposed road reserve revocation ran from 12 January to 11 February 2024. While consultation has been open to the entire community, a targeted group identified living in the area of the reserve received letters outlining the proposed revocation. At reporting date, 6 submissions had been received.

LTP 2024 – The team has developed an engagement activity planner which has been shared with councillors. Councillors will lead the engagement activity which will provide opportunities for the community to connect with council and provide feedback on the proposals set out in the consultation document. The objective of the engagement will continue to be about meeting people where they are and providing opportunities to provide feedback in a way that suits them best.

Engagement will run from 4 April to 3 May and covers a range of activity including drop-in sessions, conversations with a Councillor, children's event at the Library to presentations to community groups, social media, webinars etc.

Ohu: Whakapā – Marketing and Communications

Campaigns

Sir Howard Morrison Centre - Whānau Open Day

The second annual Whānau Open Day (24 February 2024) was announced across multiple channels. This includes paid/organic social media, radio advertising, Te Pou Panui signage, news release distributed to media and stakeholders, extensive flyer-drop (local cafes, schools, ECE centres, Library, Arts Village etc) and MoreFM/The Hits on-air mentions.



Year-enders social media campaign

A series of good news stories were developed to celebrate 2023 milestones, highlight awards received and **Meri Kirimete** compilation [video](#) featuring messages from the community, stakeholders and arts advocates across Rotorua.



Rotorua Museum

On 6 December 2023 Rotorua Trust announced another \$5 million grant for the Museum project, to be added to the initial \$10 million that the Trust agreed in December 2018. A media release and online video of Mayor Tania Tapsell and Trust Chairperson Stewart Edwards was released.

Social media stories about what the Museum team have been doing and successes for 2023 were prepared and scheduled throughout December and January. These included: new collection items, new Museum summer intern, development and kaupapa of the Rotorua Museum Youth Group, Rotorua Museum Education Team new programmes that were taught to 7300 students in 2023.

New Education Team Programme Booklets were created.



Rotorua Nui

A digital campaign to build awareness started mid-November and will run until mid-February to drive more traffic to the website. December saw 76,196 impressions delivered, with a reach of 25,837.

The Summer Events Calendar was completed and launched at the end of November 2023. The events calendar covers events in December, January and February, and showcased 64 events across Rotorua. This is available as a digital download from the Rotorua Nui website.

Events



- The Rotorua Night Market hosted a special Christmas Market (7 December 2023). Santa attended in his sleigh for photos and cans were collected for the Rotorua Daily Post Salvation Army Foodbank Appeal. The market attracted a high number of visitors through social media promotion.
- A wide range of print and digital assets were created for the Rotorua Library School Holiday Programme, Te Aka Mauri Teens and Reading Challenge summer events.

Media & Communications



News and information promoted to residents during December:

- Inner city summer newsletter distributed to CBD retailers
- New look for Safe City Guardians
- Promotion of Tuia programme (applications open)
- Promotion of Sir Howard Morrison Centre as Daily Post Christmas appeal drop-off point
- Council and committee meeting previews and decisions
- Promotion of consultation on Significant and Engagement Policy review

Media Reporting

16 media enquiries were managed during December, relating to various topics.

Top Five Stories (stories that achieved national coverage)

1. Rotorua community fears Lake Tarawera sewerage scheme costs (8.69 million). It was published in Rotorua Daily Post (RDP), NZH, Radio NZ (RNZ), Newstalk ZB and SunLive via Local Democracy Reporting.
2. information for the article as above).
3. Broken Glass scattered on athletic field (8.69 million). The story appeared in RDP, NZH.
4. Four Rotorua accommodation providers are under investigation (7.29 million). The story appeared in RDP, BOPTimes, TVNZ NZH, MSN NZ, SunLive, Rotorua Now, Stuff and RNZ.
5. Lakeland Queen owner told to build, gift, and then lease new jetty. (7.29 million). The story appeared in RDP, NZH, SunLive, Rotorua Now, TVNZ, RNZ and NewsTalk
6. Which council staff are earning more than \$100,000? (6.59 million) The story appeared in Stuff, NZH, SunLive, Rotorua Now, TVNZ, RNZ and NewsTalk ZB

Media Relations

A key part of Council's marketing and communications strategy is to increase reach and strengthen engagement with diverse audiences. Our Media Advisor continues to meet with local and national outlets to discuss proactive story opportunities and recently met with the SunLive/Rotorua Now editor who is keen to feature more Rotorua stories on both news sites. They have since published positive stories about Neighbourhood Matching Fund recipients, the work our Civil Defence Emergency Management Team does with communities and a profile of one of our new animal control officers.

Radio Waatea is also positive about running more Rotorua stories and produced a pre-recorded interview with our new Animal Control Officer, in te reo, to run on its channels. The editor of E-Tangata, an online Sunday magazine, has requested the site be added to our media contact list to receive media releases and community news updates.

Marketing Research and Other Projects**Te Kimihanga | The Search**

The data is in the final stages of analysis getting ready to report to Council. The main objective of the survey was to create "profiles" within our community to optimise our communications and make Council more relevant and accessible to more people who call Rotorua home. These profiles will be completed in late February to be applied to LTP engagement in April.

Who we heard from

Respondents were representative of the Rotorua population in terms of ethnicity, however like many surveys, we struggled to reach enough young people. There was a good geographical spread from across the district, including rural areas, and both high and low deprivation neighbourhoods. The total respondents numbered 1242 which is an exceptional response for consumer research.

Themes:

Our natural environment, lakes, forest, natural beauty, mountain biking and walking are what people love about Rotorua. This is reflected by the high usage of these facilities amongst respondents. Te Arawa Māori are the most positive about Rotorua, most likely to cite community/whanau/home/culture and tourism and activities as what they like about Rotorua.

For most people, the main job of Council is to "keep Rotorua running, provide services, and keep it looking spick and span".

A summary video of the research will be shared with our councillors and community via our digital channels in late February and a presentation of the final findings will be provided at the March Council meeting.

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Design Dashboard		
	Previous month balance:	Current balance:
Design Briefs In	350	406
Videography/Photography/Animation Briefs In	120	168
TOTAL BRIEFS RECEIVED	470	574 (^104)

Digital Dashboard

Websites

Website Performance (1-31 December 2023 vs 31 October-30 November 2023):

Website	Users	Bounce rate (average)	Pageviews (average)	Session duration (average)
RLC (Rotorua Lakes Council)	26,721 ↑	40.14% ↑	73,232 ↓	2m 45s ↓
Let's Talk Kōrero Mai	908 ↓	49.56% ↓	6,621 ↑	2m 55s ↑
Rotorua Nui	6,574 ↑	22.19% ↑	25,985 ↑	1m 51s ↓
SHMC	1,529 ↓	35.46% ↓	3,863 ↓	3m 10s ↑

↑ Significantly up from previous month ↓ Significantly down from previous month

We saw a 400% increase in users visiting our Rubbish and Recycling area on the council website with 675 users visiting our Kerbside Collection services page on 26 December. Also worth mentioning that the “New toxic algae signage at Rotorua lakes” news item made the top 5 pages with 1,236 users visited (news items typically receive 100-200 users). This indicates that this news item had pretty good reach.

Minimal activity is to be expected on Kōrero Mai as there were no active consultations over this period. There were some minor positive increases to the number of views and the average session duration showing that existing users were still engaged.

Users and pageviews were trending down for the SHMC site, but the average browsing session had an increase. The event that had the most users was the “The Sweet Caroline tribute to Neil Diamond tour”

Rotorua Nui web visitors had a 76% increase in Dec from Nov visitors. This is attributed to the digital awareness campaign, the release of the summer events calendar and more local events in December in the lead up to Christmas.

ALGIM website report (RLC website)

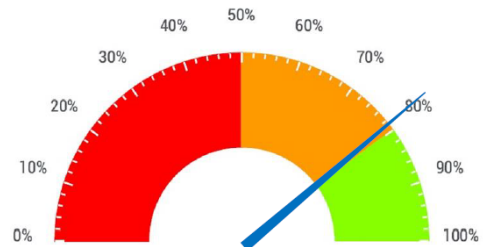
Council’s marketing and communications strategy has a stated goal to increase the community use of its digital channels. A supporting action is to refresh the RLC website to maximise user experience. The latest ALGIM (Association of Local Government Information Managers) report demonstrates our progress in some key criteria for an optimised council website.

Executive summary



The council executive summary for the 2023 Web Audit conducted by ALGIM is as follows.

- 1 From the full assessment of all local government, Rotorua Lakes Councils' ranking is **23rd** out of 80 organisations.
- 2 Overall performance score was a **78.7%** effective website.
- 3 Website human audit metric of **84.8%**.
- 4 Website technical audit - accessibility* score of **96%**.
- 5 Website technical audit – Best Practice* score of **95%**.
- 6 Achieved rating of **Good** website experience provided.
- 7 Web Snapshot survey score of **57.5%**.
- 8 Some technical recommendations may not be able to be actioned due to platform constraints.



Ranking: 23rd
Score: 78.7%

Excellent Rated = Greater than 80%
Good Rated = 50% to 80%
Poor Rated = less than 50%

* Technical audit has elements of: Performance, Accessibility, Best Practice, and SEO scores.

Rotorua Lakes Council has moved up the ranking significantly in the past 2 years and we continue to make improvements. This is due to having dedicated digital content expertise in-house from mid-2022. Our goal is to sit consistently in the top 20 Councils in NZ.

We are currently ranked 23rd out of 80 local government organisations.

Previous results:

2023	23 out of 80
2022	35 out of 78
2021	56 out of 78

Actions taken to make improvements based on audit findings:

- 1) The website platform vendor (Datacom) was briefed to resolve technical platform-related issues that were highlighted in the report. These issues have been addressed and have improved web speed.
- 2) A content audit project is underway which will include adding search engine optimisation (SEO) and streamlined navigation to improve search results on the website.

Social Media

Social Media Definitions:

Reach	number of people who saw your content
Impressions	how many times people saw your content
Engagement rate	number of engagement (reactions + comments + shares) your content got as percentage of your audience (Facebook government benchmark 1.96%)

Facebook Performance (1-31 December 2023 vs 31 October-30 November 2023):

Page	Followers	New followers	Posts	Post Reach	Post Impressions	Average engagement rate
RLC	17,797	180↑	65 ↑	76,652 ↑	296,340↑	3.99% ↓
Rotorua Nui	13,986	73 ↑	20	37,291 ↑	61,305 ↑	3.23%
SHMC	2,829	44↓	26↓	25,762	23,575	4.4%

↑ Significantly up from previous month ↓ Significantly down from previous month

Facebook is the primary RLC social media channel where people go for information from council and generates the highest engagement.

The post with the most engagement was the *Stay wider of the rider* post, with 288 reactions, likes, comments and shares total.

- **RLC:** Engagement rate down on previous period due to the general nature of social media noise over the holiday period. Consumers are being flooded with sales from retailers, so they are less likely to engage with our content.
- **Rotorua Nui:** Strong engagement and reach throughout December. The highest performing post was launching the Summer Events Calendar which saw 21,613 impressions and 8708 reach.
- **SHMC:** Reach and engagement is down during December, due to there being fewer events on. However, we did see positive results from our **2023 Milestones** post reaching 3,201 accounts organically and 143 reactions (likes, comments and shares total).



Instagram Performance (1-31 December 2023 vs 31 October-30 November 2023):

Page	Followers	New followers	Posts & stories	Post Reach	Post Impressions	Average Engagement rate
RLC	2,654	24↓	17	5,597↓	7,828↑	4.69%
Rotorua Nui	1366	0	11	378↓	1,172	3.21%
SHMC	562	13	26	1,732↑	2,087	9.55%

↑ Significantly up from previous month ↓ Significantly down from previous month

LinkedIn Performance (1-31 December 2023 vs 31 October-30 November 2023):

Page	Followers	New followers	Posts	Impressions	Clicks	Reactions	Average Engagement rate
RLC	4927	23	8	5,300	300↓	2,633	11.42%

↑ Significantly up from previous month ↓ Significantly down from previous month

Compared to other Councils: 8th for new followers, 4th for organic (unpaid) content engagement

E-newsletters**E-newsletter Performance (1-31 December 2023 vs 31 October-30 November 2023):**

E-newsletter	Subscribers	Open rate	Click rate
E-pānui	1,691 ↑	52.3% ↓	11.7% ↓
Rotorua Nui	12,560 ↓	23.2% ↑	2% ↑
SHMC	3,174 ↑	46% ↑	3.3% ↑

↑ Up from previous month ↓ Down from previous month

E-pānui: Data shows our e-pānui is well above average government industry benchmarks – we're 16.6% above on open rate and 6.4% above on click rate.

The top clicked links for December:

- 28 November: Infrastructure and Environment Committee meeting update (78 clicks) and Council meeting wrap (60 clicks)
- 13 December: LTP workshop update (69 clicks) and FDS adoption update (41 clicks)

SHMC e-newsletter: Data shows the *Monthly events* eDM was the most successful campaign during December. The open rate was 43% (Entertainment and Events industry average: 20.51%) with a click rate of 4.5% (2.14% above the industry average).

ROTORUA LAKES COUNCIL**6.4 Progress Report – Te Arawa Partnerships (Information Only)****Progress Report**

Doc ID: 20150741

To:	Mayor and Members – Council
Meeting Date:	Feb 2023
Group:	Te Arawa Partnerships
Manahautū:	Gina Rangī
Report approved by:	Gina Rangī, Interim Chief Executive
Components:	Mātauranga Māori; Te Arawa Enablement

Partnering with Te Arawa**Supporting Council to work with Te Arawa**

Rotorua Way Finding - This is a collaboration between RotoruaNZ, Te Tatau o Te Arawa and RLC with regard to inner city way-finding signage. The current focus is on securing a Te Arawa design artist to develop the cultural design elements.

Rotorua Lakefront Development - Te Amorangi continues to support RLC staff to work with Ngāti Whakaue representatives and Te Arawa Waka Trust regarding cultural elements and blessing of the whare waka at the Lakefront. This is timed to coincide with Children’s Day Celebrations at the Lakefront on March 3 2024.

RLC Draft Environmental strategy - Te Amorangi supported the RLC Environment Manager to engage with Te Tatau o Te Arawa and Te Arawa Lakes Trust to provide information on the purpose of the strategy and to invite both entities to offer feedback / consider how they can contribute to it.

RLC Draft Significance and Engagement policy - Te Amorangi provided technical advice on the draft Significance and Engagement Policy.

Matariki 2024 and beyond - The Lakefront is identified as the potential venue for an “umu kohukohu whētū” ceremony at dawn for Matariki 2024. More scoping and further discussions with Te Arawa/Ngāti Whakaue pūkenga, the Lakefront team and RotoruaNZ are underway. The public holiday is Friday 28 June 2024.

Ngāti Rangiwewehi Protocol meeting – Held 30 January 2024. Ngāti Rangiwewehi invited all councillors to attend. Discussion included an introduction to Ngāti Rangiwewehi, updates regarding the Significance and Engagement Policy, Plan Change 9, Rewarewa Springs (negotiations with the Crown) and three waters. Ngāti Rangiwewehi also requested a street name change and review of the protocol agreement.

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Te Whare Taonga - Taonga Māori – The end-of-year hui of te pukenga kōeke mo te whare taonga was held 1 December. The hui continued to wānanga the exhibition development and met the summer intern Kahotea Gardiner. In addition, the final tranche of interviews seeking ideas and feedback regarding the Whare Taonga were added to the Rotorua Museum ‘have your say’ Facebook page. A big mihi and thanks to Anaha Hiini, June Grant, Mercia-Dawn Yates, Monty Morrison, Matariki Mihinui, Te Rangikaheke Kiripatea, Kingi Biddle, Hannah Swale, Eraia Kiel, Hēmi Waerea and Kereama Wright for giving their time to this kaupapa.



BMX World Cup 2024 – Involved in coordination of the BMX World Cup pōhiri February 2024 with mana whenua groups, Tūhourangi and Ngāti Whakaue (Hurungaterangi, Ngāti Te Kahu and Ngāti Taetou). Tamariki from Te Whakarewarewa School, Rotorua Primary and Te Kura Kaupapa o Hurungaterangi were also to be involved with the pōhiri. About 200 elite competitors (including Olympic medallists and world champions) and support crew were to attend the pōhiri, along with dignitaries including Mayor Tania Tapsell, Minister Todd McClay and UCI NZ Representative Tony Mitchell.

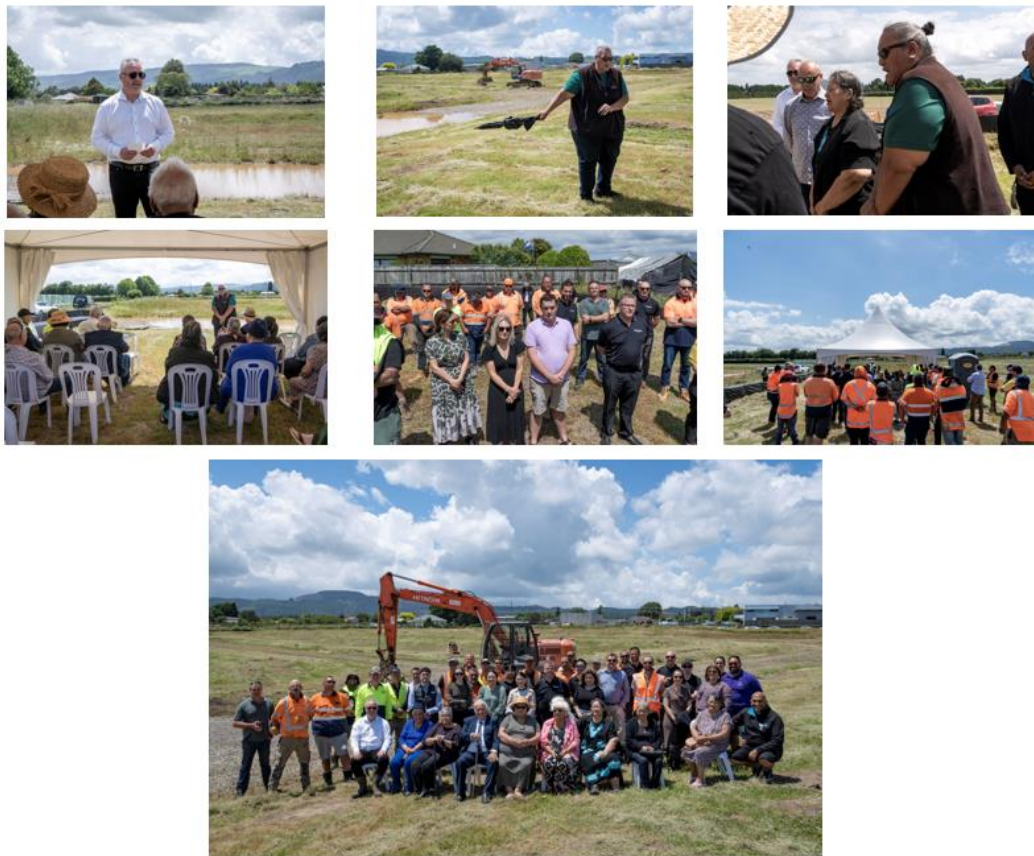
Supporting Te Arawa initiatives

Kauae urupā – meeting of the trustees held 28 November. The urupā is Māori land with trustees appointed by the Māori Land Court. The trustees are nominated by Ngāti Whakaue and Council. There are 9,437 burial plots with about half allocated in the Ngāti Whakaue area and half for the public including other iwi. There is capacity to develop another 2,000 plots. The November meeting considered the financial statements for the year ended 30 June 2023, future plot capacity, the financial model necessary to support ongoing management and development of the block, and the possibility of allowing vaults.

Te Tatau o Te Arawa – Council and Te Tatau have appointed an independent facilitator and a joint working party to review the partnership agreement. In late November/December 2023 the working party met and worked through case studies of good practice, principles of good engagement between partners and possible models going forward. The facilitator is drafting an initial report but this has not yet been received. Council representatives have emphasised Council’s desire to progress this kaupapa.

Marae Emergency Management Plans - Te Amorangi is supporting Uenukukopako and Ngāti Pikiāo entities to seek funding for a Marae Navigator role that to help marae develop emergency management plans. A draft proposal put to local funders Department of Internal Affairs, Te Puni Kokiri and Bay Trust received constructive feedback. A second hui in January invited suggestions from the funders to help align the proposal more closely with funding criteria.

Ōwhata Kōhanga Rākau Housing Development - This development will provide 38 rental homes, 28 social rental homes and 27 homes for whānau to purchase and is a collaboration with MHUD, Emerge Aotearoa Housing Trust with the support of Ngāti Te Roro o te Rangi Hapū Trust. Council approved the resource consent and engineering plans for the first stage of this housing development in December 2023.



Te Taumata o Ngāti Whakaue - Ben Manley continues leading Archive and MoE work while on his partial secondment with Te Taumata o Ngāti Whakaue. He is still available to carry out RLC mahi.

Gold clams – hui were called by Te Arawa to discuss biosecurity concerns regarding gold clam incursions in Waikato waterways. The Ministry for Primary Industry has primary responsibility, supported by BOP Regional Council. Elected members and staff of Council, as well as Rotorua Lakes Community Board members attended to ensure an informed, co-ordinated approach.

Aquatic Centre project – we supported the project manager with drafting a terms of reference for work to be carried out with mana whenua of the area, Ngāti Kea, Ngāti Tuara, and carried out the cultural foundations familiarisation with the project manager.

Working across Council

Staff Engagement and Training

- Weekly waiata for staff and monthly community waiata sessions finished for 2023 in December.
- Working with Vicki Cawte, a Senior Comms Advisor to develop her as a writer of the Kupu o te Wiki section of Pūmanawa.
- In 2024 just one noho marae will be delivered instead of five. Alternatively, Te Amorangi is developing a series of bicultural capability development workshops for staff. These will begin in March.
- Te reo Māori classes were delivered over 40 weeks in 2023. In the first half of the year there were 4 x 1.5hr classes per week. These reduced to 3 x 1hr classes per week in the second half of the year. RLC staff reo class enrollments for 2023:
 - Feb to July - 74 people enrolled in beginner level 1, 2, 3 and rumaki or immersion classes.
 - July to Nov - 48 people enrolled in beginner level 1, a combined level 2 and 3 and a rumaki class.
 - In 2024 there will again see 3 x 1hr classes weekly over a 40-week period from March to November.

Tikanga and Kawa – Cultural Support

- **Rotorua Kuaha Rau** is the Summer Intern Programme at RLC led by Thriving Communities. Te Amorangi Unit provided cultural support to whakatau, welcome and co-host interns from Scion, Te Whatu Ora, Toi Moana (BOPRC), as well as those from RLC.
- **Sod-turning ceremony at Mataarae Marae** was held on 16 December for a new kaumātua housing development. Attended by Councillor Lani Kereopa with support from Gina Rangī.
- Supporting council staff to prepare for the upcoming pōhiri for the new CE, Andrew Moraes.
- Pōhiri for the 11 new youth councillors and their whānau and friends.
- Opened the Ngāti Rangiwewehi Protocol Meeting with mihimihi.
- Prepared kōrero for Mayor Tapsell to acknowledge the passing of Te Arawa leader Anaru Rangīheua.

Rotorua Reo Rua

- Translations provided for:
 - Continued to update Te Papa Kupu (standardising Council's preferred te reo vocab).
 - Provided te reo signage for major events including the BMX World Cup 2024.
 - Supported te reo signage re: Whare Waka at the Lakefront.
 - Supported te reo signage re: the Litter Re-education Campaign.
 - Job titles.
 - Quality control for signage at the Aquatic Centre.
 - Quality Control for translations for the Tuia Project.
 - Quality control on Christmas Greetings.
 - Quality control on the PARRS Strategy document.
 - Quality control on exhibitions at the Rotorua Arts Village.
 - Translations for community consultation (Barnard Road).
 - Translation for Governance Group re Project Particulars.
- Translated a submission that was written in Te Reo Māori for the Significance and Engagement Policy.
- Translations in Te Reo Māori for Youth Council Agenda.
- Quality Control for the Te Ara Pūrākau app.
- Completed subtitles for Kereama Wright video for Te Whare Taonga.

- Provided guidance and advice on new signage design options for the Lakefront.
- Reviewed Lakefront narratives and carried out voice-overs that will be shared via the Te Ara Pūrākau app.
- Composed mihi for Mayoral correspondence with members of Parliament.
- Composed Karakia for Customer Services Team they will use to start and end Team meetings.

7. Te Karakia Whakamutunga - Closing Karakia

Kia whakairia te tapu
Kia wātea ai te ara
Kia turuki whakataha ai
Kia turuki whakataha ai
Hāumi e. Hui e. Tāiki e!

Restrictions are moved aside
So the pathway is clear
To return to every day activities
To return to every day activities
Allied, enriched, unified, and blessed