Our people, our place, our culture, Our Rotorua Rotorua - Tatau tatau Issue 1 | September 2017 In this issue: >Cover Story – power to the people through te reo >Riding the Tech Wave >Mamaku Connections >In Profile – Our Community Boards LAKES COUNCIL



Kia ora koutou,

I'm delighted to welcome you to the first issue of Our Rotorua, a bi-monthly magazine which reflects some of the mahi or work Rotorua Lakes Council does and supports alongside our district's diverse communities.

We are a growing and thriving district – our economy is performing well, we continue to see new businesses being established here and more people are moving here and visiting.

That's not to say we don't still face challenges and Council is working in collaboration with other agencies and organisations, and with communities, to address these. We can't do it alone – we need your support and input to help us ensure the district continues to progress and prosper, to help us create a positive future for all.

The year ahead will be a busy one for Rotorua Lakes Council with a number of key projects to complete and future-focussed projects to deliver.

Thank you to all those who have actively and constructively engaged with Council in recent months. You have provided vital input into important planning and into the Vision 2030 refresh which will further progress our district's long-term aspirations and underpins the work ahead.

One of my favourite stories in this issue of Our Rotorua is that of families who have chosen Rotorua as their home and have recently officially become citizens of New Zealand. Officiating at our regular citizenship ceremonies is a favourite part of my role as mayor, always moving and affirming, confirming that Rotorua is a very special part of the world, a place with people, place and culture at its heart.

Together we can, and do, make a difference, now and for the future.

Ma tem ahi tahi, ma te oho tahi, ma te haere tahi Ku tutiki nga whakakitenga, ka puawai nga moemoea Ka tutuki te korero

Tatau tatau – We together

Rotorua Mayor, Steve Chadwick



Have your say online

We are committed to ensuring that the local community can participate in the decisions that affect their lives and our environment.

Go to **rotorualakescouncil.nz/letstalk** or **rotorualakescouncil.nz/koreromai**



Reo Rua - Our bilingual journey

For the love of te reo

Preston Whare doesn't like to say it, but he knows what true love is – and te reo Māori has helped him find that in his partner, Lisa Allan, who fully embraces the language out of respect for his culture.

The couple own the Lakes Road Toa Advance Health and Fitness Centre, and have welcomed with open arms Bilingual Rotorua

Preston and Lisa say members who come to the gym are welcomed with a cheerful "kia ora" or "morena" and it's warmly welcomed by their clients.

"I think the name Toa resonates with the local culture within Rotorua, I think it's only fitting to speak the native tongue even as a Pākehā Oz," says Lisa.

The gym, which recently celebrated its second birthday, adopts the slogan "A new beginning" as its mantra and is whanau-oriented, becoming a hub for a number of community-led projects.

In the past the gym has hosted community-driven beginner te reo classes and Preston is open to the idea of hosting wānanga reo (Māori classes) in future.

Lisa has fully immersed herself In Māori culture and te reo. "So how I first started how to speak reo is when we'd drive from here to Auckland I'd start with all the suburbs and it's grown from there. Now I've gone off and bought te reo Māori books and do my 30 minutes of reading at home in bed," says Lisa.

Preston is touched at how wholly Lisa has embraced Māoritanga.

"To be honest, it's influenced me a lot. I've been in Australia or a while- about 23 years- and I was back and forth to New Zealand. But just watching Lisa as a non-Māori wanting to learn my culture blows me away. Just listening to her speak or trying to speak our language — it's really touching. I love it," he says.

The couple made the move to New Zealand a few years ago after visiting Aotearoa while on holiday.

Lisa and Preston are big supporters of the initiative to make Rotorua a bilingual city and district and will be expanding their efforts to support the kaupapa at Toa Advance Fitness and Health. In August Rotorua officially declared its commitment to become a reo rua (bilingual) destination. Te Tatau o Te Arawa is leading the initiative with support from Council and Te Puni Kōkiri

Te Tatau o Te Arawa chairperson Te Taru White says it's a logical fit for Rotorua as the birthplace of cultural tourism in Aotearoa.

"Bilingualism is already visible in Rotorua with the beauty of te reo coloured right throughout the district and city street names and suburbs.

"This new initiative, Bilingual Rotorua, is an opportunity to enhance and build on our foundations. I have no doubt the rewards- socially, culturally and economically- will be enduring and will make a major contribution to enhance and strengthen the social fabric of our community," he says.

Rotorua Mayor, Steve Chadwick says the reo rua (bilingual) initiative fits with the district's Vision 2030, which identified culture as a key component of what makes Rotorua special. She believes it could be a game changer for the district.

"This commitment to becoming a bilingual city acknowledges the history and whakapapa of our district and reinforces our reputation as a heartland of Māori culture," she says.

The board, which represents the diverse voices of Te Arawa and provides advice to Council, is working with Te Puni Kōkiri on a planned programme of work that will help bring Rotorua's reo rua aspirations to life. Individuals, organisations and businesses are being encouraged to look for ways to encourage bilingualism through signage, use of te reo among themselves and to clients and customers and initiatives like incorporating Māori translations in the likes of menus and other documents.

For a guide to best practice go to: goo.gl/XxtDSD



Making Rotorua Home

Every year hundreds of Rotorua residents become New Zealand citizens. Mayor Steve Chadwick officiates at these ceremonies which are undertaken by Council on behalf of the Department of Internal Affairs. Between January and August this year 234 locals became New Zealand citizens. Two new citizens share their stories...



Citizenship profile

Ian Baker

Born: Kent, England

Arrived in NZ: January 1998

Occupation: Bank Manager, Westpac Rotorua

Why NZ?

Like many good things it happened accidentally. Around 20 years ago I was travelling and met my now wife who's a Kiwi, and after more time travelling, we came to New Zealand and haven't left. And why would we? New Zealand is beautiful, its relaxed, everything is easily accessible and we're spoilt for choice particularly here in Rotorua, were never far from anywhere — lakes, ski fields, excellent fishing and if needs be, Auckland is only a couple of hours away.

Why Rotorua?

I'm a keen fisherman so having this easy access to great fishing spots is huge and here we have it all – lake and river fishing and excellent coastal or beach fishing is never far away with, one of my favourite place in NZ, the East Coast just down the road.

What's your favourite part of Rotorua?

The great outdoors- Rotorua has it all – forest, lakes, geothermal and then there's all the attractions and activities that you can do here as well as all the great events the city holds, many of which are free. Eat Streat is another highlight for me; it brings buzz and energy to the city. For me it's all about the active lifestyle available here, the strong culture you can feel and see here and the ease of accessibility.

What's the most obvious difference between NZ and your home country?

It's relaxed, it's an easy lifestyle and accessibility is a big part of that. Nothing is too far away, nothing is too hard to get to. The smaller population spread here in Rotorua is great, while there is some of the same diversity you would get in larger cities, there isn't that same congestion.

What do you appreciate most about life in New Zealand?

The people – they make up the heart and soul of any place and the wairua of New Zealanders in general is a great thing and it's something you can feel here in Rotorua – you feel the spirit and energy of the place and people.

Was the decision to apply for citizenship an easy or difficult one to make?

Easy, for sure. I've lived in New Zealand for almost 20 years now so I'm something of a long term resident. I suppose it was more a matter of procrastination – one of those things I knew I always wanted to do and would do, it was just finding the time to do it. New Zealand and Rotorua in particular has been home for so long now and always will be.



Speech by 11 year old Abigail Santhosh

"Good afternoon to all.

Today is a day of great joy for me and my family as we are receiving the NZ citizenship. Firstly I thank the almighty god for giving us this opportunity. Also I thank NZ and its leadership for what it has done for me and my family.

We came from India to NZ in 2008. My mom came here first as a student. My dad and me joined mom three months later. I was only 2 years old at that time.

We love NZ so much because of its beautiful nature, respectable culture, healthy lifestyle, clean air, peaceful and tolerant society and authorities.

God blessed our life here in many ways. Four days after we came to NZ my dad got a full time job as a mechanic. My mom and dad had a very humble beginning in Rotorua. My mom was working as a healthcare assistant in a rest home. But today after nine years we are blessed to have our own home and my mom and dad are in well-respected jobs. My mom completed her post-graduation studies and is working as a registered nurse at Rotorua Hospital.

In 2013 we were blessed with Hosanna who is my little sister. Hosanna is the first NZ citizen in my family because she was born in NZ. On this occasion I would like to express our sincere thanks to 3 families – Uncle Alfred Chote and family, Uncle David Dawson and family and dad's first employer peter Davis and family for their support, help and guidance when we first came to NZ.

The best thing I love in NZ is my school

Find out more about citizenship: dia.govt.nz

Chapman College and my Roosevelt Road Bible Church. The school family and the church family are a great support to us. They have shown me how to love and care for one another, forgive each other for their mistakes and respect each other.

I am proud of my school because of its bible based, Christ centred education focus and our motto is "act justly, love, mercy and walk humbly."

My mom and dad are delighted and faithful Christians. By the grace of God we are receiving our third citizenship.

Firstly we are citizens of India.

Secondly we have received citizenship in heaven by believing in the gospel.

Thank you and God bless you all."



VISION 2030

In 2013 the Rotorua community determined its long-term aspirations which became the district's 2030 vision.

During the past few years the focus has been on addressing key issues that needed immediate attention.

This year we determined the focus for the next phase of Rotorua's long-term progress and we called it The Rotorua Way.

While the goals set in 2013 still apply, The Rotorua Way puts the focus on what makes Rotorua special. It identified the district's key strengths and opportunities to build on those, to provide the focus for council projects and big moves for the next few years.

ROTORUA: VISION 2030

This is our home, we are its people.

We're the heart of Te Arawa and a centre for Māori culture and expression.

We're innovative and we share what we learn.

We're driving opportunity, enterprise and diversity.

We're **supporting a legacy of sustainability** for our environment.

Rotorua is a place for everyone...

Tatau tatau - We together.

Koinei tō tātau kāinga. Ko tātau ōna tāngata.

Nā tātau tonu i ora ai te ahurea Māori me ōna āhuatanga katoa.

He iwi auaha tātau e tuku nei i tā tātau e ako nei.

E kokiri nei tātau i te angitu, i te hihiri me ngā rerekētanga maha.

E kaha tautoko nei tātau i whakapūmautanga o te taiao.

Mō te katoa a Rotorua...Tatau tatau

THE GOALS:



PAPA WHAKATIPU

Outstanding places to play



WAAHI PŪMANAWA

Vibrant city heart



HE HĀPORI PŪMANAWA

A resilient community



KĀINGA NOHO. KĀINGA HAUMARU

Homes that match needs



WHAKAWHANAKE PĀKIHI

Business innovation and prosperity



HE HUARAHI HOU

Employment choices



TIAKINA TO TAIAO

Enhanced environment

The ROTORUA Way

THE ROTORUA WAY IDENTIFIED OUR KEY STRENGTHS:

ACTIVE ENVIRONMENT

Spouting geysers and crater lakes, adventurous spirit, invigorating the senses, expansive forests and farmlands

STRONG CULTURE

Spirit of manaakitanga, heart of te ao Maori, contemporary expression, shared cultures and passions

FOCUS ON

EASY LIFESTYLE

Essence of Rotorua, choice and wellbeing, easy living, key connections

DIVERSE OPPORTUNITIES

Economic strength and diversity, top in tourism, leading the way, central business hub

BIG MOVES AND PROJECTS:

Planning for future growth (Spatial Plan) East Rotoiti -Rotomā waste water scheme Rotorua Waste Water Scheme

Housing Trust Presenting Our Place: Entranceways Te Whare Taonga O Rotorua

Development Company Sports Facility Upgrades

Skate Park

Eastern Corridor Investment

Morrison Performing Arts Centre

Library and

Sir Howard

Kuirau Park Foot Pools

Lakefront Revitalisation (City ring of reserves)

Children's Health Hub Bi-Lingual Rotorua

Aquatic Centre Investment Case

Manawa

i-Site

Whakarewarewa Forest Master Plan, Partnership and Entrance Big Moves

Key Projects

Projects

On the job

Dylan Wright, Animal Control Officer (and proud dad)

I have an absolutely gorgeous little girl who keeps me busy and brings so much happiness and joy to my life.

Tell us about your job at Rotorua Lakes Council

I have been working at Council for 6 years as an Animal Control Officer. On a daily basis I can deal with anything from a barking dog to a dog attacking a person or other animal, as well as dealing with other animals including horses, pigs, sheep, cows, deer and the odd possum. Every job is different with an outcome that can vary from education, warnings, infringement notices, hearings and possibly prosecution.

While we respond to every job, a lot of our time is spent talking to and educating people about looking after their dogs, being a responsible dog owner and how to avoid a visit from Animal Control.

Each job is different and just when you think you've seen and dealt with every

type of person, animal or situation you come across something new so each job requires investigating and a an outcome that is fair and reasonable.

What's challenging about your role?

One of the most challenging aspects of my role is talking to people, trying to make them understand that you just need to love your pets and be responsible. Being a dog owner isn't hard but does require time, money and compassion.

What do you like most about your job?

It's always great when you come to an outcome following a complaint that everyone is happy with. But the most satisfying part of this role is seeing dogs leaving the dog pound with their owners and even better, seeing a dog rehomed from the pound to a loving family.

What do you do to relax?

I love to get out on the lakes trout fishing and swimming enjoying nature, love the Redwoods- mountain biking and running the trails.

What's the best thing about living and working in Rotorua?

Rotorua is a very special place as we

have so much on our doorstep to offer, and even off our doorstep we are close to the beaches, mountains and surrounding cities. I don't think there could be a time when anyone could be scratching their heads thinking of something to do.

Do you have pets yourself?

I've always owned dogs but at the moment I do not. After having to put my last dog down due to cancer I have decided to have a break. But in this job I'm surrounded by dogs and other animals all the time so I do get my animal fix.



Rotorua Library - Digitally Dynamic

Digi Kids School Holiday Activities

Rotorua Library 1238 Pukuatua St Free school holiday activities with a digital theme will run between 2 and 14 October. Visit rotorualibrary. govt.nz closer to the time for details and booking.

Love Lynda

A new digital product available to Rotorua Library members free of charge is Lynda.com rotorualibrary.govt.nz/Lynda Lynda.com is a website with more than 5,000 courses and more than 130,000 videos covering business, creative and technical fields such as web design, digital marketing and project

management. It usually costs at least \$25 a month to subscribe to the site as an individual, but since July 1 2017, Rotorua Library members can access all of Lynda's content for free.

Regan Fraser of Altitude Photography (based at Basecamp) thinks it is great Rotorua Library now offers Lynda.com. "You can find all sorts on YouTube but you have to sift through to get to the good stuff and also, you don't know if you're learning the right thing using the right version. Lydia.com provides you with all the good and right stuff right off the bat."







Regan Fraser of Altitude Photography

Riding the Tech Wave



A chance meeting inspired a group of like-minded 'tech creatives' to move from their home offices into a modern co-working space in Rotorua's inner city.

Established in February, but officially opened on 1 September, Digital Basecamp has grown from 20 members to 33 in just six months.

Basecamp has four directors Leon Thomas, Potaua and Nikolasa Biasiny-Tule and Nigel Ward with Regan Fraser the unofficial 'face' of the agency.

Those working in the shared space cover everything from public relations and photography to 3D printing while third year animation students gain work experience.

Leon says Digital Basecamp doesn't follow the traditional model of one large company responsible for a number of employees.

"Here we are all individually responsible for keeping our own companies alive but collectively, we are really powerful."

"There's no pressure here," Regan says.
"It's really flexible and you don't have
to commit to having your own building.
It's much more affordable and can grow
with your business."

Leon says the group's catch line is 'growing Rotorua's digital economy'.

"We want to be the Silicon Valley of New Zealand. People are coming in with ideas and the best part is that we know the answer, or we might know someone who does. And just through conversation we might have stumbled across new innovation.

The directors met when involved with the Rotorua Lakes Council's innovation group and seeing the Rotorua-based Animation College needed somewhere to go decided to create Digital Basecamp.

"The group brought all the tech people together and from that we got instant synergy," Leon says. "Everyone was talking the same language, we had similar likes and all got excited over the same geeky stuff.

"We got a lot of value from our partnership with the Animation College as well. The students are all third years and we wanted to set up an apprenticeship style thing- getting students who are about to launch into the professional world working with professionals.

"And the real value as directors was that it gave us the confidence to go forward. We owe a lot to the Animation College for that." Leon says.

Regan says the team is focussed on creating industry.

"A lot of people get trained here and if they want to work in the industry they have to move away but if you are in a tech space then you can really work anywhere.

"And the outreach to the community has just blown me away. During TechWeek there were little kids who aren't necessarily engaged in school and their parents were telling us how excited they were and that they want to work at Basecamp when they grow up.

"It's getting those kids engaged again and we can give them advice on how to get there and now they have a reason for what they are doing in school. It's awesome." he says.

Increased visibility in the community has seen clients walking in off the street with ideas.

Ask the group to share the greatest challenge they've faced since setting up Digital Basecamp and they'll struggle to think of one.

"Maybe it's that there is so much opportunity. We could hire 100 people right now but we need to grow sustainably. We want to do it right." Regan says.

While getting to where they are now was hard work, Leon says it wasn't a challenge and they found it very rewarding.

"We believe that the world is in this new wave of information technology and we are on the crest of that wave and in terms of a challenge we just need to make sure we are doing everything we can to ride that wave.



Mamaku Messenger

Keeping their community connected

Meeting new people and sharing local news inspired Lyn Fleet to start a community newsletter.

The long-term Mamaku resident says she hadn't met many of the new people moving into the village and found it hard to break the ice and other than school newsletters, it was hard to know what was happening in the community.

The *Mamaku Messenger* began as a sort of memorial after the local church burned down in March 2016. It was so well received that Lyn decided to continue with it.

"Sharing news and keeping people in touch is important in rural communities. It encourages communication of local topics, as well as keeping local events and opinions in the forefront," Lyn says.

"Keeping the brain power stimulated each month can't be bad either."

While Lyn says it is mostly her who gathers the news she does have some help. Jean Badger, the local gardening expert, supplies an article each month and Annette Kitson and husband David proof-read and check the newsletter before it goes to print so the end product is a shared effort.

Mamaku School provides a child's story each month for the kids page and local clubs and groups also submit news and updates on what's happening and events that are coming up. Delivered to households in Mamaku village each month, the newsletter is also available online and covers everything from

gardening advice and activities for children to local business advertising and crosswords.

Syn Fleet enjoying an issue of the Mamaku Messenger

"It takes about 20 hours a month of actual computer time to edit and lay out the newsletter. On top of that is the time it takes the others to write articles and reports," Lyn says.

"Research is an ongoing task but keeping in touch with local groups and businesses in the community is just what you do in small villages."

Lyn and her group put the newsletter together on a voluntary basis and it's free for residents so relies on grants and sponsorship.

Funding from Rotorua Lakes Council's Neighbourhood Matching Fund has meant they can continue to produce the newsletter.

"The Neighbourhood Matching Fund is the only reason we can continue the newsletter. Without its support it would not be possible. Council staff helped me get started and suggested that I apply for the fund.

"Many of these projects are something that really needs doing but they fall outside the duty of government and councils. They end up falling to local individuals or groups.

"They wouldn't get off the ground without support."

If you think the Neighbourhood Matching Fund is right for your community initiative

To find out more about the Neighbourhood Matching Fund go to: rotorualakescouncil.nz/NMF or phone Council on: 07 348 4199



Phill Thomass
Rotorua Lakes
Community Board chair
Tell us about your whanau/family

I'll be a grandfather soon with my daughter, who is now based in Brisbane, expecting her first child in December

Where do you reside and what is your background?

I've lived at Hinehopu for 16 years after holidaying there growing up. I trained as an architect, worked as a builder and then moved into IT which I did for about 30 years.

What's great about living there?
I've lived in some beautiful places



around the world but I always dreamed of Hinehopu – it has been my turangawaewae since I can remember.

What do you hope to achieve in your role?

We're already seeing a huge uplift in engagement from our communities and I'm keen to build on that further to ensure ongoing independent representation for lakes residents.

Tell us about your experience to date.

I'm really encouraged by the relationships developing between the board and council and the board and lakes communities.

I enjoy helping to move an issue forward, seeing the enthusiasm of the



Nick Chater

community to engage and seeing the board members achieving their goals.

Fred Stevens

What do you enjoy doing in your free time?

What free time? I travelled a lot when I was younger and am enjoying travelling again now.

M: 027 547 4455

E: Phill.Thomass@rotorualc.nz



Shirley Trumper Rotorua Rural Community Board chair

Tell us about your whanau/familyMarried to Steve for 40 years, two add

Married to Steve for 40 years, two adult sons and four gorgeous grandchildren.

Where do you reside and what is your background?

I've lived in Waikite Valley since 1976 dairy farming with my husband, who's been here since 1963. My background is in nursing and tourism but I've worked on the farm on and off and volunteer at Citizens Advice Bureau. These past three years I've also been studying legal executive papers.



What's great about living there?

The gorgeous vista and the multicultural mix of farmers and lifestylers.

What do you hope to achieve in vour role?

Better engagement and communication between Council and the rural community, getting the message to our community that we are being heard and we can make a difference.

Tell us about your experience to date.

I've enjoyed meeting active and engaged councillors and board members and have seen that nothing happens without considerable background work done by hardworking staff.



Bob Martin

It's been a steep learning curve but very rewarding – it's a privilege to be involved in planning processes and being at the committee table, debating important issues and putting rural views forward.

What do you enjoy doing in your free time?

I don't have time for any spare time. One day when I retire perhaps I can enjoy getting back into reading for pleasure.

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What's on Your district, your events

FARMERS MARKET RE-OPENING

When: 1 October, 9am - 1pm Where: Manawa (intersection of Hinemoa and Tutanekai streets)



ROTORUA MUSEUM ART AWARDS EXHIBITION

Winners and finalists of the Rotorua Art Awards will be exhibited at the Sir Howard Morrison Performing Arts Centre.

When: 9 September to 6 October For information on opening hours phone 07 351 8660

MAORI LANGUAGE WEEK

Kia ora te reo Māori is the theme for this year's Māori Language. When: Week to be held from 11 - 17 September





TĒNEI AU YOUTH ART EXHIBITION

Students from alternative local education centre Kokiri share their stories through art.

When: Daily between 8am and 5pm

until 17 October

Where: Rotorua Lakes Council

Galleria, Civic Centre, Haupapa Street



GIANT DOILY PROJECT

When: Every Wednesday until 27 September from 11am – 1pm.

Where: Magazine Area.

Rotorua Library.

Cost: Free

MISS ROTORUA **CROWNING EVENING**

The premiere beauty pageant in the BOP- focusing on diversity, intelligence and talent, offering a platform for Te Arawa women.

When: 16 September, 6:30pm - 9:30pm

Where: The Blue Baths, Rotorua,

Bay of Plenty

Cost: Diamond Seating: \$200.00

Diamond Private Table

(Private Table of 10): \$1900.00

Gold Seating: \$150.00 Gold Private Table

(Private Table of 10): \$1450.00

Silver Seating: \$100.00 Silver Private Table

(Private Table of 10): \$1000.00

BAY OF PLENTY RUGBY

BOP Volcanix v North Harbour

When: 16 September, 2pm - 4pm

Where: Rotorua International Stadium, Rotorua, Bay of Plenty

Cost: Free

BOP Steamers v Southland Stags

When: 20 September, 7:35pm - 9:30pm

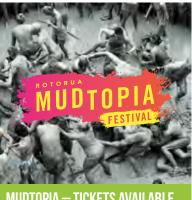
Where: Rotorua International Stadium, Rotorua, Bay of Plenty

Cost: Adult General Admission: \$20.00

Student (with ID): \$10.00 Child (ages 5-16): \$5.00

Under 5's: FREE

Family Pass (2 Adults & 3 Children): \$40.00



MUDTOPIA — TICKETS AVAILABLE

Party, pamper or play at Rotorua's inaugural 3 day Mudtopia Festival. Tickets on sale now at mudtopia.com

When: 1 - 3 December

Where: Arawa Park Racecourse, Fenton Street



Everything in one place: Live music & concerts, markets, family activities, clubs, sports games, business networking and more. This is your guide to know what's happening in Rotorua, a free app for both Android and Apple. aroundtown.co.nz



ROTORUA LAKES COUNCIL

Rotorua Lakes Council, **Customer Centre** Phone: (07) 348 4199



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Have your say online for public consultations: rotorualakescouncil.nz/letstalk rotorualakescouncil.nz/koreromai