

HEAVEN & HAPPINESS
Fermented RAW
Vegan food and lifestyle
— made with love —

ROTORUA-TATAU TATAU

Our people, our culture, our place, our Rotorua

Issue 4 | April 2018



IN THIS ISSUE:

- Bright market futures
- Turning dreams into reality
- Growing business connections
- Respect for Te Reo Māori
- What's on

ROTORUA
LAKES COUNCIL
Te kaunihera o ngā roto o Rotorua

Koinei tō tātau kāinga.

Ko tātau ōna tāngata.

Nā tātau tonu i ora ai **te ahurea Te Arawa** 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.

This is our home.

We are its people.

We're **the heart of Te Arawa 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.




Rotorua provides many opportunities for people to work, to grow businesses and to develop and grow in their mahi (work).

In this issue of our magazine we put the spotlight on people who live, work and study here, opportunities for business people to connect and grow and look at how local markets contributing to the vibrancy of our inner city are also helping to develop businesses and provide job opportunities.


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 rotorualakescouncil.nz

 [RotoruaLakesCouncil](https://www.facebook.com/RotoruaLakesCouncil)

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 [rotoruaouncil](https://twitter.com/rotoruaouncil)

 **Let's talk
Kōrero mai**

REGISTER to get involved!

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/koreromai

**Our
Rotorua**

Stay connected

Keep up to date with work, projects, initiatives and decisions involving the council and your community with our **weekly e-panui**.

Signup at: rotorualakescouncil.nz/epanuisignup



In the community

TEA AND HAPPINESS

The future looks bright for the Rotorua Farmers Market. Sales rank higher than other regional markets and producers are factoring the Rotorua market cycle into their business and growing schedules.

One such local producer is *Tea and Happiness*. Owner Karin Vincent tells us about her journey into market life.

Why did you choose the Rotorua farmers Market?

I love the relaxed atmosphere, lots of fresh seasonal veg for sale and uniquely handcrafted goodies. The space is very inviting and is the kind of market that appeals to customers seeking quality local products and produce. I find the customers are very different from, say, the Rotorua Night Market. Sunday marketers are more the 'stop-and-chat' type, which we love- any opportunity to share plant based knowledge is wonderful!

How important is the Rotorua Farmers Market to your business schedule and success?

We're regulars. Customers are used to finding us at the Farmer's Market and come especially to buy my kombucha or enjoy a vegan lunch- it has become part of their weekly shopping routine. My dream is to open a small vegan cafe or a teaching space and the Farmer's Market is giving me an opportunity to grow my network and build vital business relationships.

What is a typical market day like for you?

We start early, 6am, with setting up and get busy around 10am after the morning rush for fresh vegetables is over. Our food appeals to people who want to make healthier choices when eating out and we get lots of travellers grabbing a healthy lunch before they catch the bus at midday. More and more locals are trying our food too, which is great!

What advice would you give other producers looking to explore the market route?

Do it! The Farmer's Market has a lovely atmosphere and the staff are fabulous, genuinely lovely people. It really is a great opportunity for a small business to showcase their products, upskill, grow a local network and build vital customer relationships.

Markets foster a 'close to food source' relationship and customers get to know where their food has come from and how it's grown or produced.

What feedback do you get from customers around this?

Customers love it! There is always a lengthy conversation which follows. The term "from farm to table" really applies and is a great example of how locally grown produce is used to prepare a dish, sold directly to customers. We buy our zucchinis, spinach, radishes and tomatoes in the morning and use it in our salad bowls later on- so delicious and fresh.

What are your top tips for getting the most out of a trip to the farmers market?

Be there early, bring re-useable bags and containers,

Invite your friends, family, neighbours and take the opportunity to chat and potentially learn something new, because all the stallholders are very friendly and more than happy to tell you all about their products and produce.

 [RotoruaFarmersMarket](#)



Business innovation

BUILDING BIG BUSINESS

Kilwell Sports is all about problem-solving and innovation has been the key to its success. The Rotorua business has gone from strength to strength and is this year celebrating its 85th birthday.

Rotorua's Kilwell Sports was founded in 1933 as an importer and distributor of fishing tackle. Its local base is not a retail store but is one of the country's largest distributors of fishing tackle, firearms, ammunition and outdoor related products.

Its success led to the establishment of Kilwell Fibretube in 1968, to produce fishing rod blanks for the sports division and for export to Australia and South Africa. They now manufacture an extensive range of tubular, fibreglass, graphite and composite products and the Fibretube division is celebrating 50 years in business.

And it doesn't stop there. The company has just opened a new building to enable it to expand its manufacturing business from simple tubular blank manufacture to value added products.

Kilwell Sports Group chief executive Craig Wilson says innovation has been the key to the company's growth and success.

Continuous research and development has enabled Kilwell Fibretube to become a world leader in solution-based design using composite materials. "The introduction of 3D printing and additive manufacturing has further enhanced our product offering."

Craig says expansion was needed to allow the company to continue to grow and improve its offering.

"The new custom-built 3D printer facility is housed within our original building. The new fabrication building will be home to mast rigging, a fabrication project for a US-based company and the construction of the Hemo Gorge sculpture."

Back in 1933 Rotorua was the obvious choice for John L. Wells to start Kilwell Sports. He had a passion for fly fishing, which attracted him to the Rotorua region, but Craig says it is also a great base from which to run the business.

"A little-known fact is that Rotorua also has the best firing range facilities in the Southern Hemisphere, perfect for our shooting competitions and product testing. Rotorua is also centrally located from a distribution perspective."

Since setting up in 1933 the business has remained successful during both challenging economic periods and times of regional growth.

Looking beyond what it currently does and exploring potential has been integral to Kilwell's survival, says Craig.

"We are constantly trialling new materials and experimenting with different ways of making products. We combine these experiences with knowledge gained from 50 years of manufacturing to solve our customers' problems.

"I also believe you cannot be afraid to try something new – if you don't try you will never succeed, and even if success is not immediate, you will still learn and grow in the process."

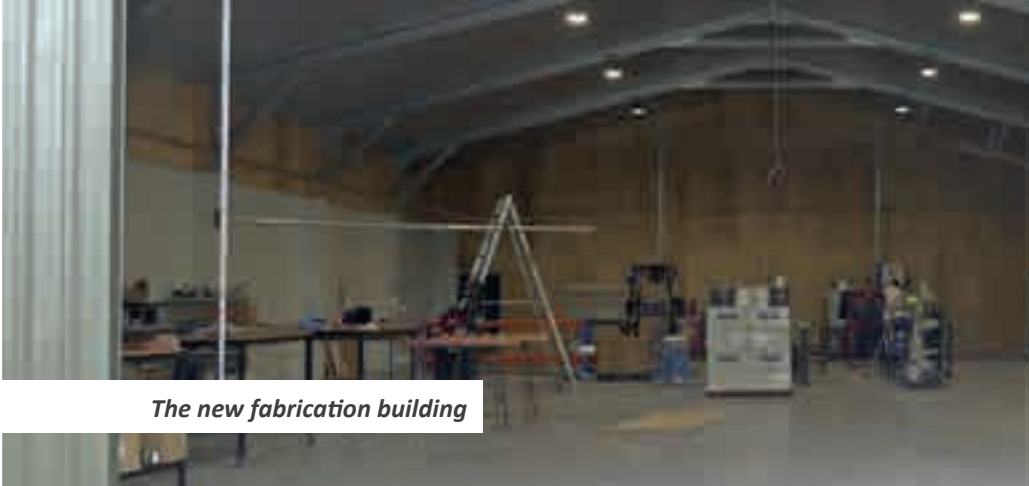
Craig says none of it would be possible without the staff.

Kilwell has more than 20 staff who have served for more than 20 years.

"Our average length of service is 15 years and it is a combination of this experience and



Artist's impression of the Hemo sculpture



The new fabrication building

our willingness to keep reinventing that keeps us ahead of our competition,” Craig says.

With so much of what they manufacture being exported, Craig says the team at Kilwell are excited to be part of the Hemo sculpture project.

The 12m southern entranceway sculpture will take almost 16,500 hours to print.

“We have completed the build of the 3D facility and the new fabrication building, installed the 3D printers and received all the required materials. We have also obtained our preliminary certification from composite engineers Gurit in Auckland. This enabled us to finalise the design and refine the manufacturing process.”

“It is incredibly exciting to be part of such an innovative design project and to collaborate with other local businesses and artists,” Craig says.

With Rotorua currently experiencing high

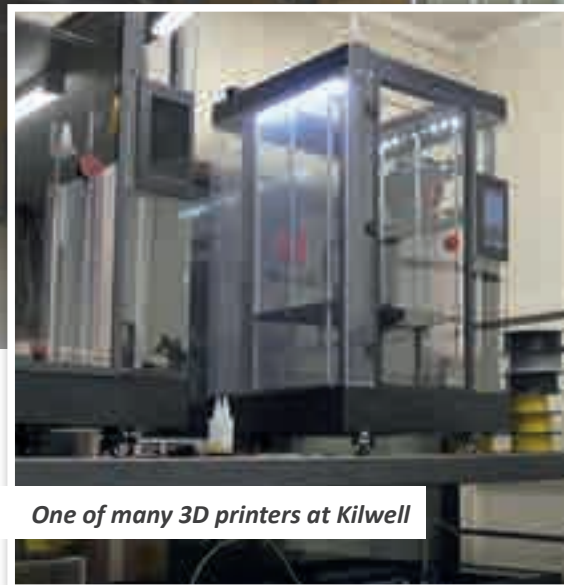
economic and business confidence he says there is a positive atmosphere within the community.

“There is no doubt that [Rotorua is] still profiting from a sustained period of international and domestic business and tourism growth.

“Rotorua’s ability to deliver unique and quality experiences is capturing this and in turn benefitting other industries and areas of the community. There is also a positive atmosphere and culture in the community that we are on the right track and this is continuing to gather momentum.”

Craig believes Rotorua is similar to a business in that the right fundamentals need to be in place for growth to happen and that growth then needs to be nurtured.

“We seem to be getting this right. I still think there is some work to be done delivering the right infrastructure to



One of many 3D printers at Kilwell

allow for future growth, particularly in roading and public amenities, but we are definitely on the up.”

 kilwell.co.nz



To find out more about the Hemo sculpture visit:

 rotorualakescouncil.nz/hemosculpture

THODE

Rising commercial rents in Auckland and the opportunity to be closer to key clients made the decision to move its heads office to Rotorua an easy one for manufacturing company Thode.

A New Zealand owned company, Thode Knife and Saw Limited has more than 30 years’ experience in servicing and supplying industrial knives and saws.

The company is the largest business of its kind in Australasia, servicing businesses in New Zealand, Australia and the Pacific.

Thode general manager Adrian Hoogveen says the move from Auckland to Rotorua has been hugely positive for the business and means it can better support customers in the sawmilling and wood processing sectors.

“Our larger customers are central North Island based such as the sawmills and timber processing businesses.”

Adrian says moving here was cost-effective and was prompted by a lack of available office space in Auckland for additional staff.

In conjunction with moving the head office to Rotorua, Thode moved its Rotorua operations from Sala Street to Te Ngae Road. The location is more than 30 per cent larger and offers more showroom, workshop and warehousing space and facilities

“We have been able to offer a better and more professional service with additional space and layout to have a better workflow with the introduction of new equipment,” Adrian says.

Having worked in both Auckland and Rotorua, it is clear which location he prefers.

“My preference is to work from Rotorua due to lifestyle advantages and traffic congestion issues [in Auckland].”

Would he recommend the move to other businesses?

“Most certainly if the cost advantages of operating are apparent.”

 thode.co.nz

YOUTH CENTRE

Helping young people realise their potential is what it's all about for the team at Rotorua Youth Centre.

The centre comes under the Rotorua Community Youth Centre Trust which also incorporates the RotoVegas youth health centre.

The team at the youth centre work tirelessly to empower Rotorua's youth, offering guidance and support, programmes and activities that contribute to personal development and providing employability programmes to help them into the workforce.

Centre manager Steve Holmes is passionate about the young people in our city and passionate about helping them see their worth.

"We run several projects and employability programmes, including barista training and cooking classes," he says.

"We've placed a number of young people in part time or full time employment."

But the Youth Centre can only do so much and Steve wants to see the whole community involved in empowering young locals.

He is looking to roll the centre's Youth Hub project out to all schools and businesses in Rotorua. Dubbed the LinkedIn for youth, this online project helps young people transition from education to training and employment.

The aim is for youth to build their own personal brand and showcase themselves

to employers, using a digital CV which highlights personality aspects that may not be shown in a conventional CV. It also lists support agencies relevant to youth.

"The whole platform is designed to support the young person – it puts them in the driver's seat," Rotorua Youth Centre Youth Hub co-ordinator Bobby Howard says.

"The platform is a way of accessing or tapping into young people. It is relevant and relatable for them."

Youth Hub users can create profiles, apply for jobs and share their achievements, interests and aspirations.

Steve says it provides potential employers with a full picture.

"Conventional CVs won't capture all of that information."

Steve wants schools to be involved, encouraging students from Year 9 onwards to create a profile and keep it updated.

"It's an online record of learning, but is so much more than just academic. I believe it can be used as a teaching tool."

Youth Hub was launched a year ago and currently has about 30 businesses engaged, as well as 80 service providers and 700 youth.

"It would be great to see more businesses embrace it and motivate our young people, inspire them, offer work experience or internships. There's so much we can do."


So what's Steve's one piece of advice for the youth in Rotorua?

"I want them to know they are so valued and worth so much. It is why we do what we do. They are worthy of good things."

And Bobby's advice?

"Take every opportunity that comes your way. Give it a go. It's okay to make mistakes in order to get meaningful learnings."

Get involved:

Rotorua Youth Centre relies on volunteers. Do you have a skill or knowledge you could pass on to Rotorua's youth? Get in touch with Steve on 07 343 1012 or visit:  rotoruyouthcentre.org



Rotorua Youth Centre's Youth Hub champions Awatea Wairiki, Hone Morris, Ngahuia Hona-Paku, Sincere Tamati and Kassara Boaza.



Hinewai Peri and Te Meiha Rolleston

Developing our youth

SHAKE UP

Hinewai Peri and Te Meiha Rolleston are positive about their job prospects in Rotorua.

The teenagers are the first Shake Up recruits, gaining essential work experience. Shake Up is a social initiative aimed at helping young people into the workforce. It was launched in Rotorua in February and gives young people hands-on experience working in a food caravan, giving them experience to help kick-start their careers.

Founder Matt Browning says the initiative not only gives young people valuable work experience but also helps reduce youth unemployment.

Matt says he often hears from employers who want staff with experience but it can be hard for some young people to get the right experience to land them a job.

"It can be really difficult for some people to get into work, especially if they have left school at a young age or if they have been in trouble with the law," he says.

Hinewai (17) and Te Meiha (18) are the first recruits in the food caravan.

They were thrown in at the deep end when the food truck was part of Te Aka Mauri open day and have become regulars at Rotorua's popular Thursday Night Market.

Hinewai is keen to get into Rotorua's tourism and hospitality industry.

"It's really good fun," Hinewai says. "I've never worked as a kitchen hand and this is great experience."

She says working in a food truck at the Night Market is "intense" and she is learning how to work well under pressure.

"You have to work as a team."

Te Meiha also enjoys the fast pace of the food truck.

"It's really good experience – you don't just learn how to make and serve food.

"I'm definitely keen to get more work in the food industry."

For Matt, the initiative is about more than learning to make coffee and smoothies.

"They learn about customer service, budgeting, work ethic and being part of a team."

He says Rotorua is the ideal location for the initiative due to the city's strong tourism and hospitality industries.

"Tourism and hospitality is a huge part of Rotorua and if we can help get dedicated and motivated young people into meaningful work in these industries it is a win-win situation."

Matt says the initiative wouldn't be possible without the support of generous sponsors including Rotorua Trust (RECT), Rotorua Lakes Council, Blackman Spargo, Jura Design, Toi Toi Manawa, Rotorua Sunrise, Rotary Rotorua North, Bidfood and Spark.

Jump on board:

Keen to become a sponsor?

**Get in touch with Matt Browning
on 022 164 9275.**

GROWING YOUR CONNECTIONS

Putting yourself out there and meeting new people can be tough. However, Rotorua is lucky enough to have a variety of groups designed to get people out and about, experiencing new things and meeting new people. Networking can be a great way to meet like-minded people, build relationships and create ideas.

Rotorua X

Twelve years ago Rachael and Darren McGarvie moved to Rotorua expecting to be here for two to three years.

The lifestyle, people and progressive business opportunities have kept them here, with no desire to return to Auckland.

The couple are the co-founders of local business and professional networking group Rotorua X.

"We started Rotorua X to inspire and connect the business community," Rachael says. "We wanted to create a networking forum that focused on inspiration, leadership and, dare we say it, fun. Our values are E.P.I.C. Everything we do must be Exciting, Pioneering, Innovative and Collaborative."

She says their flagship event Connect features inspirational speakers such as successful entrepreneurs, elite sports stars or community leaders.

"It is an informal, informative and enjoyable event over drinks and nibbles."

The first Rotorua X event was held in

2009 with 12 attendees, but that has grown steadily to between 50 and 70 people at the monthly Connect, one of two main Rotorua X events, the other being Pitch Night.

"Connect is our monthly networking event with our focus to create an energetic event where people share, listen and connect. Pitch Night is an annual event and we get more than 130 people attending. It's a friendly dragon's den style event and we are always humbled by the incredible team on the judges' panel. This is a much longer event and while there is some networking time it is focussed on the pitches."

Pitch Night provides an opportunity for entrepreneurs, both commercial and not-for-profit, to practice their pitch and receive constructive feedback. "We get amazing feedback after each event from audience, judges and pitching teams."

Rachael says there has been huge growth in attendance and interest in Rotorua X, which can in part be attributed to Rotorua's growing population.

"Rotorua X is our philanthropic endeavour and our give back to the community. Events are free and only possible through the amazing support of our sponsors."



Get involved:
To find out more about Rotorua X visit rotoruaX.nz,
connect@rotoruaX.nz
or [f RotoruaX](https://www.facebook.com/RotoruaX)



Darren and Rachael McGarvie

Rachael's networking tips:

- Arrive a few minutes early – it's not so busy and easier to find people who aren't deep in conversation.
- Ask open questions. Use who, what, where, or when, rather than something that can be answered with a simple yes or no. This encourages discussion and shows you are interested in what people have to offer.
- Don't focus on selling your product or service – this will put people off. Networking is about building relationships. People will want to speak with you and are more likely to do business with you if you connect with them and they enjoy your company.
- Try to remember names. To help, repeat people's names back to them when they introduce themselves. Then use the name once or twice throughout the conversation.
- Be prepared. Know how to tell people what you do or what your business is about in a few sentences. Also have business cards handy so you can easily give them out.
- Share your passion. People are more likely to remember you and connect with you if you share why you do what you do.
- Smile. You'll make others feel more comfortable as well as come across as warm and inviting.

Young and Local

Aged between 25 and 35ish? Think there's no one else your age?

Rotorua entrepreneur Matt Browning set up Young and Local in a bid to debunk the myth that there are no young people in Rotorua, and there's nothing for them to do.

He set up the group in 2016 as a way for young professionals to meet new people and experience different parts of Rotorua.

Matt says Young and Local isn't a group for typical business networking, but a more social environment to meet other young people in Rotorua.

"It's low key and it's casual," he says. "We're social not business. It's a great opportunity to meet new people, to hang out and to experience somewhere in Rotorua that they may not have known about."

The group holds monthly events at various venues around Rotorua and has been growing in popularity.

"When people come along for the first time they are often surprised at how many people come."



The group's first event was held at Abracadabra, and owner Justin Kala Genest says it was an awesome experience.

"It was a great opportunity to see the talent young Rotorua entrepreneurs have."

Justin says the events are also great for business.

"We supplied a few platters and it creates great atmosphere and future patronage."

Matt hopes more businesses will come on board as event sponsors.

"It's a great opportunity for both us and businesses."

Get involved:

Keep an eye on the Young and Local Facebook page to find out about upcoming events

f [youngandlocal](#)

Interested in hosting an event at your business, contact Matt on matt@youngandlocal.nz or call 022 164 9275.

Chamber of Commerce

If you want your voice or opinion heard, becoming a member of the Rotorua Chamber of Commerce could be a good option for you.

The Rotorua Chamber of Commerce is a membership based organisation offering members a cohesive voice. It is underpinned by sector-specific workgroups, having strong links to the business community and lobbying to central and national Government on decisions that affect Rotorua.

The Chamber also runs networking events, a Speaker Series, The Rotorua Westpac Business Excellence Awards and is about to launch a Seminar Series.

The organisation's popular networking events, BA5 and Business Connection Breakfast are both held monthly and offer members a chance to mingle and hear from various speakers.

These events are also held at different locations, often the premises of a member's business.

Rotorua Chamber of Commerce business development manager Ruth Goldsbury says the monthly networking events are

attended by members covering the breadth and depth of Rotorua businesses.

She says the number of attendees varies depending on the host, but events are "always well patronised".

The Chamber is also seeing increasing numbers, due to Rotorua's growing population.

"We are seeing increased numbers across the board and it is more visible at events. What is great, our members seem to be more engaged."

Get involved:

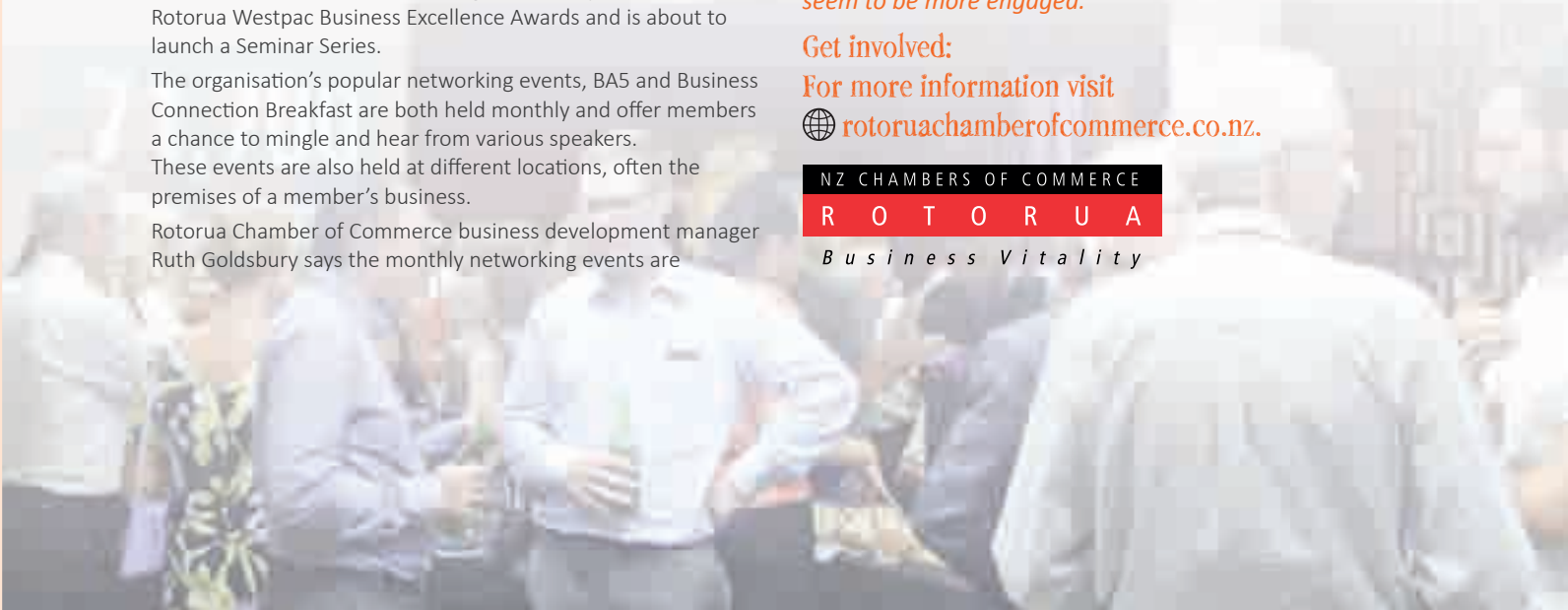
For more information visit

 rotoruchamberofcommerce.co.nz.

NZ CHAMBERS OF COMMERCE

R O T O R U A

B u s i n e s s V i t a l i t y



ROTORUA SNAPSHOT

Business and economic confidence in Rotorua is high, with many different factors contributing to the district's success and many economic indicators trending up.

3.9%
INCREASE
IN TRAFFIC
FLOWS ¹



OUR POPULATION
IS ALMOST

72,000



54

VACANT SHOPS IN THE CBD,
DOWN FROM **65** IN 2016
AND **82** IN 2015.

This is the lowest retail vacancy rate since 2010 and represents an OCCUPANCY RATE OF **89.3%**.²



Electronic retail spending up
5.2%
VS **4.3%**
increase nationally

Rotorua GDP
(Gross Domestic Product)
ROSE **4% IN 2017**
VS **2.8%**
NATIONALLY

TOURISM is the
biggest contributor to
Rotorua's GDP, followed
by **AGRICULTURE, FORESTRY**
and **FISHING**

Visitor spending
\$806M IN 2017
(55% domestic
visitors)³



11,000,000M³

OF LOGS ARE
HARVESTED YEARLY
FROM AROUND ROTORUA



Nearly half of NZ's wood is harvested from central North Island forests within 100km of Rotorua.

FORESTRY AND WOOD PROCESSING ACCOUNTS FOR
ABOUT **15%** OF ROTORUA'S GDP.

JOB LISTINGS INCREASED

6.6% IN 2017

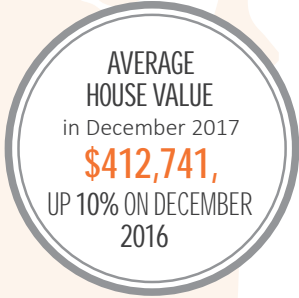
VS **2.6%** NATIONALLY ⁴



Head of Trade Me Jobs Jeremy Wade says trades and services, and transport and logistics are driving Rotorua's job market. Both sectors saw strong growth in job listings, up 47% and 65% respectively in the last quarter of 2017.

"This is most likely a reflection of both population growth and the impact of nationwide spending on infrastructure and housing."

UNEMPLOYMENT RATE **6.7%**,
up from 5.8% a year earlier and higher
than the national average of 4.7% ¹



Events are a major contributor to the local economy and Rotorua had the third largest market share of multi-day conferences in 2017 with

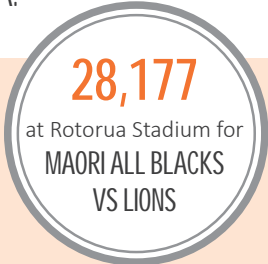
72,798
DELEGATE DAYS.

Auckland (250,674), Wellington (116,322)



DHL NEW ZEALAND LIONS SERIES 2017
IMPACT ON ROTORUA:

> Economic impact of tourism, hosting and activities \$11.1m



> 162 full time equivalent positions required to support the series
> 4 free community events

> 38% of visitors who attended matches said they were 'extremely likely' to visit NZ again in the next 5 years.**



CRANKWORX

More than **100 MEDIA** from around the world
Ongoing WORLDWIDE MEDIA EXPOSURE for Rotorua

Visitors who come for Crankworx stay an average
7.8 NIGHTS



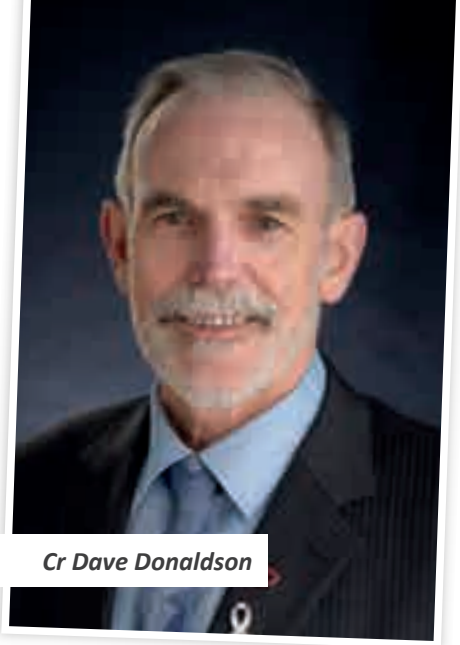
1 Information sourced from Infometrics and is for the year ending December 2017
2 Information sourced from Telfer Young CBD Survey, conducted in December 2017
3 Figures sourced from Ministry of Business, Innovation and Employment for the year ending December 2017
4 Figures sourced from Trade Me quarterly reports for December 2017
5 Figures from QV
*Information provided by Destination Rotorua
**Information sourced from PWC DHL New Zealand Lions Series 2017 Evaluation Report commissioned by Ministry of Business Innovation and Employment



CR DAVE DONALDSON

Deputy Mayor Dave Donaldson has a passion for mountain biking, sustainability and growing our region's economic prosperity.

That in-built passion comes in handy when you're lead Councillor for the Sustainable Economic Development Portfolio



Cr Dave Donaldson

What does your portfolio aim to achieve?

We're focused principally on the Rotorua 2030 goal of Business Innovation and Prosperity, developing our economic base by growing existing businesses and attracting new businesses to our rohe. Success is measured by growth in real jobs, GDP and property values.

How would you describe the development of Council's relationship with the Crankworx festival?

Crankworx is a global mountain biking phenomenon developed and based in Whistler (BC), Canada. It's an event with a prodigious media reach and is unmatched as a marketing tool for the iconic mountain biking destinations on its World Tour. With leadership and generous collaboration from partners Tak Mutu of Multiday Adventures, Skyline Rotorua and Rotorua Lakes Council, not-for-profit Mountain Bike Events Ltd secured an extension of its initial 3-year licence to stage Crankworx until 2027. It is delivering on its mission to sustainably deliver outstanding Crankworx Festivals with legacy effects contributing to Rotorua Vision 2030 goals (Outstanding places to play; Vibrant City Heart; Business Innovation and Prosperity; Employment Choices [grow jobs]).

What is your favourite "uniquely Rotorua" thing to do?

Ride my mountain bike in our unique forest and geothermal landscapes.

Can you rank your current top 3 portfolio projects?

Out of the Forest 2019 – The upgrade of the Wastewater Treatment Plant and alternative to the Whakarewarewa Land Disposal System in the forest are critical for sustainable growth and environmental sustainability. They are equally important in building relationships with iwi

landowners and those passionate about the Puarenga awa and lakes water quality.

Connect Rotorua – This is built on collaboration with NZTA and local stakeholders for highway/roading connectivity between our three main entranceways and through our urban area. Importantly, it has a priority focus on the Eastern Corridor upgrade to the airport.

Spatial Plan – Development of the discussion document was led by the Economic Development Advisory Group [EDAG] and makes the list because it's a key piece of work that informs future planning and investment for growth in Rotorua.

How does your portfolio balance a focus on current projects with being adaptable enough to respond to new opportunities as they arise?

We call together the EDAG and other relevant stakeholders, work closely with council management plus our council-controlled organisations (Rotorua Economic Development and Rotorua Regional Airport) and engage on some of the 'Big Moves' in our long-term and annual plans. And yes, a lot of coffee gets drunk in the process.

What are you most excited to see happen in the second half of 2018?

Apart from witnessing progress on many exciting private developments like Te Wai Ariki Spa at the lakefront, it will be Council getting stuck into implementing the 'Big Moves' in the long-term plan to be adopted late June.

What do you consider your greatest challenge as portfolio lead?

Time – there's so much positive stuff going on. It's getting to all the meetings and business networking events I can while still maintaining a work-life balance and remembering everyone's name when they say 'hello' - particularly if they're wearing a bike helmet!

For more information about the Economic Development portfolio, visit the council website:

 rotorualakescouncil.nz



Councillor Dave Donaldson and Mayor Steve Chadwick with Motion Entertainment developer Ryan Holmes.



ARE YOU READY?

Rotorua has been hit by multiple severe storms during the past year.

More than seven of those events have resulted in surface flooding, fallen trees, landslips and stormwater overflows in various parts of the district.

Rotorua Lakes Council's Emergency Management co-ordinator, Linda Johnston, says people are becoming more aware about the need to be prepared in case of a natural disaster.

"As a result in changing weather patterns, including more severe storms, and media attention on these natural disasters, our community is becoming more aware."

According to the Ministry for the Environment, Aotearoa/New Zealand is

likely to experience more severe weather in future.

If you have to leave your home with little warning, here are Linda's five essential tips to help you get ready this winter:

- > Create or update your emergency evacuation plan for your family and pets
- > How will you ensure you can get out of your home/ school/ office safely?
- > Emergency evacuation kit
- > Extra water and food for up to seven days
- > Have you prepared a pack of essential items such as medicines, torches and batteries?
- > Battery powered portable radio

- > Do you know what local stations to tune in to?
- > Have you downloaded the emergency Civil Defence alert app on your smartphone?
- > Do you have a power bank to charge your phone if the power is out?

You can find answers to Linda's questions at

 rotorualakescouncil.nz/civildefence

Also keep an eye on Council's Facebook page:

 [RotoruaLakesCouncil](https://www.facebook.com/RotoruaLakesCouncil)

AN ESSENTIAL SERVICE

The community is being encouraged to help alleviate pressure on Rotorua's Wastewater Treatment Plant as we head into the wetter, colder months.

The plant is run by nine staff who run the 24/7 operation.

Plant supervisor and engineer Andy Bainbridge says when it rains there is an instant increase in water inflow to the plant.

To help minimise increased inflow engineer Neil Kerrison is encouraging residents to check their drainage connections.

"The first thing is the gully traps – make sure they're about 100 millimetres above ground. It's really simple to go out and buy a cheap extension, doing this means the water that sits on the ground doesn't go into those pipes and to the treatment plant," he explains.

"There's also roof spouting. If it's connected to the sewers it causes major problems because all the rain water from a house roof ends up at the plant."

Over a three-day period in February, regional council rain data showed Rotorua had 123mm of rain.

As a result of rainwater entering the wastewater network, inflow at the treatment plant exceeded the rate at which it could pump treated water to the forest. That resulted in the treated wastewater storage ponds overflowing and the overflow was intermittently released to the Puarenga Stream via the emergency overflow pipeline.

Andy is attuned to what's happening at the plant.

"You have a sixth sense. I live 20 kilometres away from work and I've gotten out of bed [and] come in because there's been something niggling at me and I've found something," he says.

Engineer Ken Jones has been at the plant for 20 years and Andy for 33 years. They attribute their longevity in the job to loving what they do. They see it as part of efforts by successive councils to protect the lake and the Rotorua community.

The plant uses multiple systems:

- > Two thirds of our wastewater goes through 5-stage Bardenpho biological treatments and one third through a Membrane Bio-Reactor process.
- > Treated water from the plant is currently sprayed in Whakarewarewa Forest to remove any remaining phosphorus and pathogens (germs).
- > Remaining sludge goes to Kawerau to be mixed with waste pulp fibre and made into compost using worms.

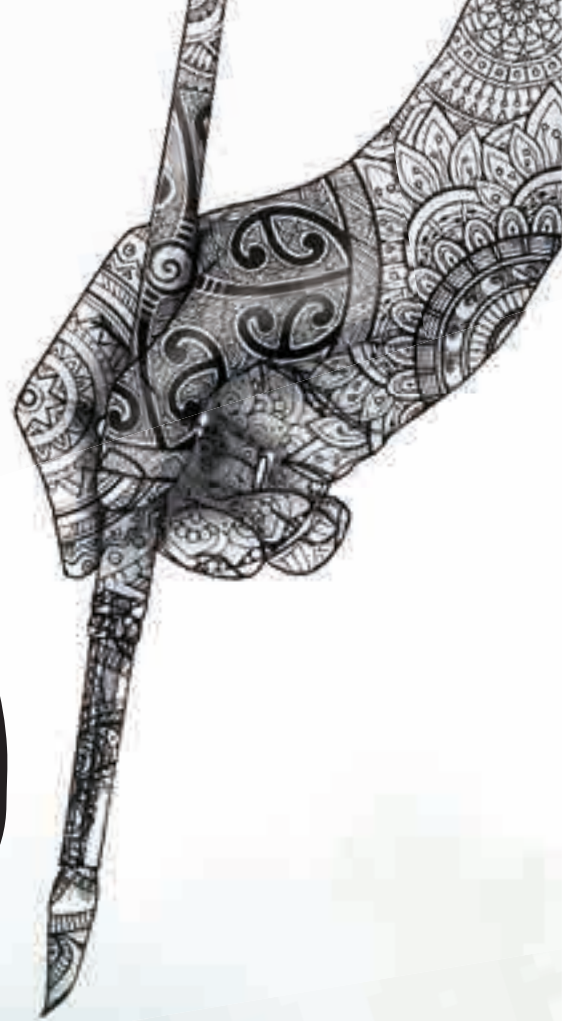
Flushing out the facts out the facts:

- > If it doesn't dissolve in water, don't flush it
- > Common items fished from wastewater arriving at the plant include small toys, baby wipes, paper towels and wipes, rags, undies, false teeth and nappies
- > These can cause problems to the operation of the plant
- > These items equate to about 3 skips a week that the team have to remove from the wastewater arriving at the plant
- > Don't flush fats, oils and hazardous substances



Neil Kerrison, Jonathan Spence, Ken Jones, and Andy Bainbridge

COLOURING ROTORUA'S FUTURE



ROTORUA LAKES COUNCIL HAS BEEN CONSULTING ON A PROPOSED 10-YEAR ACTION PLAN, THE 2018-28 LONG-TERM PLAN, WHICH WILL ESTABLISH WORK TO BE DONE TO PROGRESS ROTORUA.

 **Let's talk**
Kōrero mai


CONSULTATION PERIOD: 5 MARCH TO 13 APRIL
WHAT HAPPENS AFTER CONSULTATION?

Feedback will be collated and assessed and will be considered by elected members to help them finalise the Long-term Plan, which will include work programmes and key projects and how these and council services will be funded.

**THE LONG-TERM PLAN WILL BE ADOPTED
IN LATE JUNE 2018.**

Year 1 of the Long-term Plan is the 2018/19 financial year, which starts 1 July 2018.

**FIND OUT MORE ABOUT WHAT'S PROPOSED
AT KŌRERO MAI**

 rotorualakescouncil.nz/koreromai



Love to learn

DREAMS TO REALITY

Students learning in Rotorua will help fill skills gaps in some of New Zealand's key sectors.

With a growing population, the country is experiencing shortages in several areas including construction, health care and teaching.

Toi Ohomai Institute of Technology is training the next generation of staff in those sectors.

Students are flocking to study here, utilising some state-of-the-art, award-winning facilities.

Toi Ohomai is one of the region's largest tertiary providers with 1393 students currently enrolled at the Rotorua campus, not including those who study online.

Last year the campus' health and science department was awarded the Gold Award in the education category at the New Zealand Commercial Project Awards.

The health and science department provides laboratories, lecture facilities, active learning classrooms, and simulation wards to improve clinical training. The architecturally-designed layout allows continual adaptation to current educational best practice.

Toi Ohomai's bachelor degrees in nursing, social work and early childhood education are consistently popular, helping fill shortages across the country.

Art and design, IT and computing have seen an increase in demand, leading to the launch of the new Bachelor of Applied Information Technology.

Toi Ohomai Trades, Transport and Logistics Academy leader

Brian Dillon says current building trends have also prompted strong interest in carpentry, construction and automotive trades courses this year

"We also run full apprenticeship programmes in both carpentry and automotive engineering, and these are also growing as a result of the boom in demand for trade skills."

Get involved: To explore your study options visit:

 toiohomai.ac.nz

TOI-OHOMAI
Institute of Technology

Rotorua's Cameron Te Wini has just started the third year of his four-year social work course.

Although this is not currently on New Zealand's skills shortage list, according to information from the Ministry of Business, Innovation and Employment (MBIE) a high proportion of current social workers are older than 55 and as they head towards retirement age, that is expected to lead to an increasing demand for new social workers.

Cameron agrees that New Zealand needs more people in the social work profession. "Ideally there would be a social worker for everyone, but that would never happen," he says.

The 45-year-old says there's also a lack of diversity in the profession and a stigma that social workers are older and female.

"There needs to be diversity."

Given current social issues including poverty, suicide and homelessness, Cameron is keen to get into the community to do what he can to help.

"These issues aren't black and white and you need people with a range of backgrounds and experience to help those who are in those situations."

Having two sons, Cameron is passionate about helping children and teenagers.

"Kids can get a bit lost. They can make bad choices but they just need a bit of support and guidance."

Deciding to be a mature student and enrol in study was a daunting prospect for Cameron, but he has no regrets.

He says Toi Ohomai is the perfect place for him to study. It's close to his family and support networks, it's in a casual classroom environment and he has knowledgeable tutors.

"If I was to give people advice, it would be to give it a go. Don't be scared to ask for help and advice and take advantage of any resources or support networks available to you."



Cameron Te Wini



Phil Haines



Reo Rua

IT'S ABOUT RESPECT!

Adopting Māori signage in the workplace is a mark of respect for what makes Aotearoa unique according to two local businesses.

Pita Pit at Trade Central and Westpac are among a number of enterprises that are supporting Bilingual Rotorua, which was launched last year.

Led by Council's Te Arawa partnership board Te Tatau o Te Arawa, the initiative encourages people to start or advance their Māori language journey.

Phil Haines, who owns Rotorua's two Pita Pit franchises, says it made sense to add Māori signage to the Trade Central store, which opened in December.

"Rotorua is arguably the capital of Māoridom in New Zealand," Phil says. The Bilingual Rotorua launch happened about the same time as he was considering the fit-out for his new central store.

"My architect asked me, why would you want Māori words? I said because Rotorua is the first bilingual city in New Zealand. We wanted to throw what weight we had behind it."

On a wall that divides the store into two eating areas, there are a number of Māori and English words which relate to the store and important community values:

| | |
|--------------|--------------|
| Kia ora | Greetings |
| Whānau | Family |
| Manaakitanga | Care for |
| Aroha | love |
| Ka pai | Good |
| Hari | Happy |
| Kai hauora | Healthy food |
| Huawhenua | Vegetables |
| Huarākau | Fruit |
| Inu | Drink |
| Kai | Food |

Phil sees immense value in supporting te reo Māori.

"Māoritanga (Māoridom) is its own world. If you don't embrace it and choose to ignore it, you will miss out. There are a lot of business opportunities."

A report presented by Te Tatau o Te Arawa to Rotorua Lakes Council provides examples of how the Gaeltacht language has contributed to Ireland's Galway city.

In 1987, Gaeltacht contributed \$13m and by 2016 that had increased to \$187m.

Phil says the value of te reo is also reflected by his staff and customers.

Westpac Rotorua, which has Bilingual signage and Māori carvings in some of its branches in the country, agrees.

Area Business manager Pakihi Māori (Māori Business), Kererua Savage, says it's imperative for the bank that its operation reflects the people and place it serves.

"The whenua which is the land the branch is on is owned by Pukeroa Ōruawhata. It's really important to acknowledge Ngāti Whakaue, which has assisted us in the opening of the branch."

"[And] it was really important we reflect the customers we serve. We have quite a few Māori customers using our services

while on the other side we want to attract more Māori to come in to Westpac, [be] an organisation that speaks to them," Kererua says.

The Rotorua branch made a commitment to have bilingual signage in 2012 and now has Māori signage in its Auckland headquarters, a Tauranga branch and in its new branch in Whanganui.

Rotorua branch manager Ian Baker, says the ultimate goal is to support the community.

"For some people it can be quite daunting to come into a bank and meet with a banker. But when people walk in it puts their mind at ease when they see we're multi-cultural."

Westpac is offering learning modules to its staff – the Beginner's Guide to the World of Māori and Simple Māori Greetings and people can withdraw money from their ATM in Māori.

If you're a business or organisation considering implementing Maori signage take a look at Te Puni Kokiri's Bilingual signage guide via: goo.gl/PjT96a



Kererua Savage and Ian Baker

On the job - tunga mahi

DESTINATION ROTORUA

Michelle is CEO of Rotorua Economic Development Limited.

She leads a team focused on Destination Development, Tourism Growth, Investment Attraction and Business Development. She is passionate about the opportunities in Rotorua.

What is Destination Rotorua?

Our ultimate function is 'whanaketanga' or development of Rotorua as a destination to live, work, study and play, for visitors, businesses, investors, employees, students and residents.

Your resume reads like a globe-trotting wish-list – Spain, UK, Australia. Why Rotorua?

It is an exceptional place to live and work! I love Rotorua's deep cultural and creative wealth connected with such a spectacular natural environment; it is a truly special place in the world.

How does Destination Rotorua impact on local residents?

Our focus is on improving the Rotorua economy and its ability to create employment, wealth and wellbeing for all our people.

Growth is a huge part of what you do.

How do you grow Rotorua's economy?

It's a mix of growing existing businesses as well as attracting new investment, operations and people. We do this by providing insights, information and facilitating connections that create a positive platform for growth.

So there's something in it for existing businesses?

Absolutely. We have a strong focus on working in partnership and see it as highly effective to grow and partner with existing business and Iwi to help them achieve their growth aspirations.

How does tourism fit in?

Tourism is a key part of our Destination's DNA and growth in this sector directly impacts city vibrancy. My team is actively engaged in promoting the destination including targeting higher value visitors, who stay longer and do more across domestic, international and business delegates. Our i-SITes in Fenton Street



Michelle Templer

ROTORUA
Economic Development
Te Whanaketanga Ōhanga o Rotorua

and at the Redwoods are a key part of our manaakitanga (hospitality)

What's a typical 'active weekend' like in your household?

After a busy week at work it is great to spend time with my husband and two boys. Weekends generally include sport commitments- cricket, hockey, badminton and social tennis. Getting into the forest on our bikes or walking the dog is a favourite, exploring the stunning lakes, enjoying our markets and the amazing experiences offered by local attractions and activities keeps me engaged and recharged.

TRAILS TRUST

Already famous for world-class mountain biking, Rotorua has an opportunity to take its trail network to the next level, Trails Trust chairman Grant Utteridge says.

As well as extending the existing network of mountain biking trails, the Trust will develop trails for walkers, trampers, runners, cyclists, and horse riders. Some trails will be dual use, while others will be primarily for one or other of these users.

Rotorua Trails Trust was established in 2015. Members are all volunteers and are continuing the work- and achievements - of the Rotorua Mountain Bike Club and trail builders from the past 30 years.

Grant says the Mountain Bike Club developed a superb range and quality of trails in Whakarewarewa Forest which has seen Rotorua become the world's best year-round mountain biking centre.

"The Trails Trust has effectively taken over the development and maintenance of the trails. We want to take things to the next level," Grant says.

It is not just about mountain biking, Grant wants Rotorua's trails to be enjoyed for a variety of uses.

The Trust wants to enhance the value of existing trails by linking and improving them, for multi-use where possible. This includes better links with trails in the surrounding districts and with national networks.

One of the main goals of the Trust is to create a multi-use loop around the forest and to establish the feasibility of a trail which loops around Lake Rotorua.

Since the Trust's inception two popular tracks have undergone major upgrades while six new tracks have been approved, five of which are ready for public use.

Grant says the work couldn't be done without the Trust's 70 track adoptees but he wants everyone in Rotorua to become advocates for the trail network.

"It is not a right to have the use of the forest, but a privilege. "I want to help other people enjoy the amazing assets we have here and understand that it is a huge privilege.

"I know people in Australia who will drive for over an hour to ride on trails which are nowhere near as good as ours. Here, we have people who can go for a ride on their lunch break. We are very lucky."

Get involved:

Support the Rotorua Trails Trust by becoming a member.

Visit:  rotoruastrailstrust.co.nz.

Take part in a working bee.

Keep an eye on:

 [RotoruaTrailsTrust](https://www.facebook.com/RotoruaTrailsTrust)

for upcoming dates.



Te Aka Mauri

YES, WE'RE OPEN ON SUNDAYS



"Is it open on Sundays? We come all the time, every Saturday with the kids. Now, Sundays are going to be a bonus for our whānau."
-Vernon Kuka



"Good idea to open on Sunday. It's something free for families and children and a quiet place for students to come and study on a Sunday and have access to resources they may need."
-Jae Te Are

897
visitors in the
first 2
Sundays

14,500
visitors during first
2 weeks of Te Aka
Mauri opening
203
new library
members

That's some of the feedback Rotorua Library has received since opening at Te Aka Mauri on Haupapa Street in February.

The move to open seven days came as a result of a request from the community. Te Aka Mauri is also home to a Lakes District Health Board Children's Health Hub. The building was gifted the name Te Aka Mauri by Ngā Mahina Toi, a group of iwi leaders brought together to guide the design process. Te Aka means vine or interconnection and Mauri means life force or essence. The name reflects the shared vision to create a facility of excellence to advance community wellbeing and understanding.

Rotorua Library Director Jane Gilbert says like other libraries in growth areas such as Auckland, Tauranga and Wellington, the community facility is now open Monday to Sunday.

"The community told us they wanted us to extend our opening hours from six days a week. [Opening Sundays] means people can call in at the weekend and explore the library at their leisure and possibly grab a coffee," she says.

During the first couple of weeks of the opening of Te Aka Mauri, nearly 14,500 people walked through the doors.

"That included 897 people who visited the library over the first two Sundays that we were open. We're also thrilled 203 people joined the library over the first two weeks. We are really pleased most people are enjoying the space. We still have a few wrinkles to iron out but we're settling in to the new open area," Jane says.

Here's what a few other library visitors think about the new space:

"I'm really loving what I'm seeing - I'm interested in the mesh between health and education. I'd love for schools and teachers to take advantage of this facility," says Wendy Hulse-Schwartfeger.

Andrew Hawkins also thinks Te Aka Mauri is a great space.

"It is awesome to see how the different spaces will be used. I think it is a really good asset for the community."

Elizabeth Bathgate likes the multi-use aspect of the revamped building.

"I think it will be a place which will get used a lot. It is a great use of space and I think it's good that it can be used for a range of activities and events."

"We have been looking forward to Sunday opening for ages."
- anon

"It will be great for families with kids and for the many people who can't make it to the library during the week."
- anon

Rotorua Library features:

- > A 'Maker Space' - a dedicated space epicentre for prototyping, entrepreneurship and leading learning.
- > An iMac Computer Suite
- > The Discovery Centre where people can collaborate, innovate and create using information and resources. Also a space for seminars, holiday programmes and performances.
- > Interactive Fenton Agreement Display
- > Don Stafford Room holds Heritage Collections for Te Arawa and Rotorua research.
- > Genealogy room
- > Community meeting room with kitchen facilities and after-hours access
- > Coffee cart is open 7 days a week

What's on at the Library:

Creative Fibre Charity Knitting Group*

Date: Every Monday

Time: 10am-12pm

Venue: Near the coffee cart, ground floor

Lego Club*

Lego Clubs are currently full but registrations of interest being taken.

Date: Once a month

Venue: Maker Space

Free Computer Classes

Bookings essential as classes fill fast.

Date: Tuesdays and Thursdays during school term

Time: 10-11am

Venue: Internet Area, first floor

He Pī Ka Rere - Adventurers

Song and story time for under-fives.

Date: Every Tuesday and Thursday during school term

Time: 10.30am

Venue: Children's area, ground floor

Cost: Gold coin koha appreciated

Dementia Lakes Drop-in Chat Service*

For members of the public who are concerned about their memory and/or the possibility of having dementia.

Date: Every Tuesday

Time: 10am-12pm

Venue: Interview Room, ground floor

He Pīpī Paopao - First Steps

Interactive sessions for under twos.

Date: Every very Wednesday during school term

Time: 10.30am

Venue: Children's Area, ground floor

Cost: Gold coin koha appreciated

Family History Research Assistance*

Date: 2nd Wednesday of every month (except December & January)

Time: Drop in from 10am

Venue: Heritage and research area, second floor

Reading Round*

A round-the-table discussion about our favourite reads.

Date: 4th Wednesday of every month (except December)

Time: 10.30am

Venue: Meeting room 2, second floor


Justice of the Peace Service Centre*

Date: Every Saturday

Time: 10am-12pm

Venue: Meeting room 3, second floor

*Free activity

Visit  rotorualibrary.govt.nz for more information



TE AKA MAURI
LIBRARY & CHILDREN'S HEALTH HUB

What's on

Your district, your events



GIANT 2W GRAVITY ENDURO

Adventure, challenge, adrenaline and thrill-seeking – everything people love about the sport of mountain biking.

When: Saturday 14 April 2018, 7.30am – 6pm

Where: Holiday Inn Rotorua, 10 Tryon St

2w.co.nz



HOLIDAY ART ACADEMY

These school holidays kids will enjoy a range of art programmes for 8 to 12 year olds. \$25 per child per day

artsvillage.org.nz

When: 16 – 20, 23 – 24 and 26 – 27 April, 9am – 3pm

Where: The Arts Village, 1240 Hinemaru Street



WWI ROTORUA DISTRICT FIELD OF REMEMBRANCE

Marking the anniversary of the Gallipoli landings by ANZAC troops on 25 April 1915, each of the crosses represents a soldier from the Rotorua District who lost their life while serving during World War One.

When: Public consecration ceremony on Wednesday 18 April 2018, 5pm

Where: Cenotaph, Government Gardens- Crosses will remain up until Sunday 29 April 2018

ANZAC DAY – DAWN SERVICE AND CIVIC MEMORIAL SERVICE

Dawn Service

Te Arawa Māori Returned Services League parade and dawn service to honour fallen soldiers.

When: Wednesday 25 April 2018, 5.45am

Where: Ohinemutu

Civic Memorial Service

Join the ANZAC commemorations. Gather at Memorial Drive and join the parade leading to the Civic Memorial Service.

When: Wednesday 25 April 2018, 9am parade, 9.30am service

Where: Southern Trust Sportsdrome, Queen's Drive



OPEN TRANS - TASMAN TOUCH TEST SERIES

The New Zealand and Australian men's, women's and mixed teams will battle it out as they represent their countries

touchnz.co.nz

When: Friday 27 – Sunday 29 April 2018

Where: Rotorua International Stadium



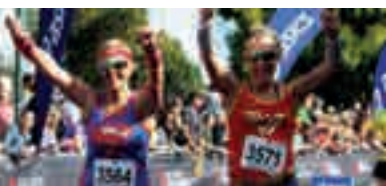
SUPER RUGBY: GALLAGHER CHIEFS V JAGUARES

Super Rugby returns to Rotorua as the Gallagher Chiefs take on the Jaguares from Argentina in what will be a passionately contested match. Ticket prices apply,

ticketdirect.co.nz

When: Friday 4 May 2018, 7.35pm

Where: Rotorua International Stadium



54TH ROTORUA MARATHON

Cheer on runners as they complete the iconic 42km loop around Lake Rotorua.

rotuamarathon.co.nz

When: Saturday 5 May 2018, 8am

Where: Finishes at Rotorua Energy Events Centre

The day also features 21km, 11km and 5.5km events.



ROTORUA CAREERS EXPO

Visit the Rotorua Careers Expo to find out about great career options and the education, training, and employment pathways to help get you there.

When: Tuesday 15 May 2018, 10am – 2.30pm & 4pm – 6pm and Wednesday 16 May 2018, 9am – 2.30pm

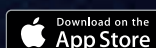
Where: Rotorua Energy Events Centre

AROUND TOWN

WHAT'S ON IN ROTORUA.

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

For more information on these events go to:

rotorualakescouncil.nz/whatson

rotorualakescouncil.nz

[RotoruaLakesCouncil](https://www.facebook.com/RotoruaLakesCouncil)

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