

Bookshop Day
October 2018
nzbookshopday #readnz

ROTORUA-TATAU TATAU

Our people, our culture, our place, our Rotorua

Issue 7 | February 2019

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**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 āhuetanga 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.



Welcome to the first edition of Tatau Tatau for 2019.

We hope you enjoy learning about some of the people, developments, initiatives and innovations contributing to keeping our district ticking along and progressing.


In this issue you'll also find updates and information about key projects and upcoming events.

If you have story ideas for our next edition
email  news@rotorualc.nz.


**Te kaunihera o ngā roto o Rotorua,
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P: 07 348 4199

 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



From the mayor

E nga iwi puta noa i to tatau rohe o Rotorua Tena koutou katoa

I hope you've all enjoyed a wonderful summer as I have. The time I enjoyed with whanau and friends has certainly served to remind me, yet again, of all the wonderful things that make our district unique and special. My moko and I covered a lot of ground and enjoyed a lot of activities.

I've also attended a number of community meetings and events over the summer, a good opportunity to hear about what's important to residents in their local area and general feedback has been that people are noticing incremental improvements in their patch. They know who to contact at Council and are working with us in a very open and ongoing way – there's some great collaboration happening.

Quite a number of people have commented about how great Kuirau Park is looking with the ongoing improvements happening there. They're excited about what's still to come in that popular space – a real must-visit for locals and a great place to take visitors. It's lovely to see so many families enjoying that environment.

I believe the lakefront will also become a must-do for both locals and visitors with the improvements planned for that area. We've been behind other cities in making the most of our waterfront space and I sense growing excitement about the potential that will be realised as a result of the redevelopment. I'm confident it will become even more popular with our locals as well as becoming a much improved drawcard for visitors and providing economic benefit.

Another key project people want to see progressed is the restoration and re-opening of our museum. It's very important to our community, as well as having national importance, and I'm just as anxious as everybody else to see work get underway. There is a lot happening behind the scenes in terms of planning and design work to ensure we can get started. The Rotorua Trust (RECT) commitment to contribute to the project will aid our efforts to secure central government funding.

I've also received some feedback over the summer period about freedom camping and we do still have some issues around this challenge. I look forward to ongoing discussions about "responsible camping" through the national working party review. We're now back into the full swing of business as usual at Council – committee and council meetings are underway again, projects are progressing and my mayoral schedule has filled up again.

Following such a great summer, I think we're all re-energised, raring to go and looking forward to another year of advancement for the benefit of all in our wonderful district.

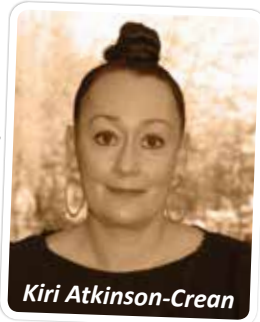
*Steve Chadwick,
Mayor of Rotorua*



FULL STEAM AHEAD AT TE PUĪA

With a tourism legacy dating back more than 200 years and a cultural legacy that goes further back, Te Puia and the New Zealand Māori Arts and Crafts Institute (NZMACI) hold an important place in Rotorua and the hearts and minds of locals.

Tatau Tatau talks to Te Puia General Manager Sales and Marketing, Kiri Atkinson-Crean, about the forward-thinking nature of the business and its contribution to the tourism industry and the Rotorua community.



Kiri Atkinson-Crean

Te Puia is one of Rotorua's earliest tourism operations. What keeps tourists flocking to it?

Te Puia is home to three of New Zealand's most iconic and important cultural identities. At NZMACI, master carvers teach the revered techniques of wood carving, stone and bone carving, weaving, bronze and tā moko (Māori tattoo) to students in front of more than 500,000 manuhiri (visitors) every year. Te Puia is also home to Te Whakarewarewa geothermal valley and the world-famous Pōhutu Geyser, as well as our national bird, the kiwi.

What is your secret to business longevity?

Every visit is founded on our guiding philosophy of manaakitanga (hospitality), handed down through the generations. We also have a national mandated responsibility to promote, preserve and perpetuate Māori art and culture. This gives visitors important insight into our national identity and New Zealand's story, bringing Māori culture to life.

Tell us about recent developments Te Puia has invested in on its site.

The new Wānanga Precinct puts NZMACI at the forefront of every visit. Manuhiri can better interact with students and tutors, gaining a unique perspective and understanding of their work and culture. It allows us to better meet our educational and cultural responsibilities and gives us an even greater presence on the world stage.

The new Pataka Kai (function centre and restaurant – see below) overlooks the spectacular geothermal vista and increases our seated dining capacity.

A new kiwi house now underway and set to open later this year will offer a more natural engagement with our national bird and contribute further to our contribution to the kiwi's survival.

These and other projects enhance the visitor experience and ensure our ongoing relevance in a changing environment. Increased visitor numbers not only benefit the local tourism industry but support wider regional economic development through growth of the Rotorua economy.

Te Puia is also well known for innovation.

What key projects has the business been involved in?

Tuku Iho, an international cultural engagement and events programme, takes our culture to the world. The exhibition includes Māori art, performance, carving and tā moko. It has captivated hundreds of thousands of people around the world and will this year debut in Japan ahead of the Rugby World Cup.

This year, we'll also host our third Tiki Āhua event, bringing innovative and 'edgy' Māori fashion to the region, showcasing the work of emerging and established designers.

How important is ongoing improvement and adding to what's offered?

Extremely, but it's also important to stay true to your roots. All our work is focused on strengthening our mandate and in doing so, enhancing the visitor experience to provide a deeper, richer engagement with our cultural values, people and the land.

We continue to be founded on the concept of manaakitanga and the importance of whānau, which is reflected in the way we share our tāonga and unique cultural heritage. Our goal is to ensure these are insights manuhiri take away from every visit and we are proud and privileged to share our experience with the world.

Rotorua residents can get a free whānau card (for 2 adults and up to 4 children), giving holders unlimited free entry to Te Puia for 12 months, plus other discounts.



As well as free entry, card holders receive a range of discounts including:

- 30% off the daytime experience combo and Te Pō indigenous evening experience
- 30% off the Steambox experience
- 10% off purchases at the gift shop and cafe

Apply here:

tepuia.com/domestic-and-local-visitors/whanau-card-application-form/



Open for business

A CLEOD WITH A SILVER LINING

Nestled in Rotorua's central city is a book lover's safe haven. A place where people can browse the shelves, pore over new releases and immerse themselves in foreign lands or make-believe cities.

McLeods Booksellers has been a staple in Rotorua's inner city for 75 years, albeit in three different locations, the current one on Pukuatua Street.

Manager Jemma Pirrie says the milestone is a huge achievement.

"It is a huge encouragement to still be here in Rotorua and supported by our local and regular customers. It speaks of the longevity of bookshops within communities. They are a cultural hub as much as a retail outlet, and provide an experience that is hard to find elsewhere."

She says the secret to McLeods' success is old-fashioned customer service.

"We are passionate about books, about people and [about] nurturing a love of reading."

"We carry an eclectic range of stock to appeal to a variety of ages and interests, and in particular are renowned for our collection of Māori books which has gained recognition both nationwide and overseas."

She says the store is a sought-after destination and often receives praise about how wonderful it is to walk into a 'real' bookshop.

The store is also involved with the community through author events, poetry and musical evenings, as well as working with other local businesses to promote the benefits of shopping locally.

Staff at the shop also found a way to help those struggling with the loss of the central city Post Shop.

"We are now posting parcels for people and selling stamps to provide a service for people who don't want to walk to the other side of town."

It hasn't been all smooth sailing for the local bookshop. When a surge in e-readers and other digital offerings threatened to take over physical books some book stores worldwide chose to close, but McLeods was able to weather the storm.

"We just kept doing what we do best and eventually people grew tired of the amount of screen time they were spending on their digital devices and returned to printed books and their tactile nature," Jemma says.

"During this time we noticed a lot of publishers really starting to focus on the beauty and feel of the books they released, with embossed covers, retro looking jackets and gorgeous quality bindings and paper that emphasised the connection we can have with the printed word."

Avid book lovers themselves, the staff at McLeods relish their roles and take great pride in their knowledge.

"Collectively, we all love books so to be surrounded by them and seeing new books coming in all the time is a real perk of the job. One of my favourite parts of the job is matching books to customers and hearing that they really enjoyed them when they return for further recommendations. It's also immensely satisfying to have recommended a book to a reluctant young reader and to hear that they have developed a passion for reading as a result of getting hooked into a story."

With McLeods such a long-standing central city business, the staff have seen plenty of changes including the many shops that have come and gone. McLeods employee Gabrielle West says the presence and continual growth of big box stores on the fringes of the city has had a huge impact on the CBD.

"Thankfully we have a range of independent and New Zealand-owned businesses which are

keeping the [inner] city vibrant. Also events such as the Farmer's Market and the Rotorua Night Market keep the city buzzing.

"The [CBD] is looking very picturesque with the flower boxes scattered around the streets and the development of Te Manawa has been great in creating a space for people to sit and relax, as well as providing a performance and installation area," Gabrielle says.

Jemma's must reads:

An absolute must read that we thoroughly enjoyed is *Call Me Evie* which is a thriller set in Maketu and written by J.P. Pomare who grew up in Rotorua.

Other books we are recommending in fiction:

Normal People by Sally Rooney

The Lost Man by Jane Harper

Stephen Hawking and Michelle's Obama's new books are proving holiday must-reads, and a new one that we are excited about is *B Company Maori Battalion* which is due soon and very relevant to Rotorua.

Visit:

McLeods Booksellers, 1148
Pukuatua Street

 mcleodsbooks.co.nz

 07 348 5388

 shop@mcleodsbooks.co.nz



McLeods

Booksellers Ltd Established 1944
www.mcleodsbooks.co.nz



NEW PARKING SYSTEM UP AND RUNNING

The first phase of Rotorua's new inner city parking system is now complete and fully operational.

You will have noticed the bright yellow i-PARK machines springing up in our inner city streets over the past couple of months.

In 2017 a request for parking system proposals was prompted by the need to consider future parking demands, modernise parking equipment and address increasing operating costs against declining revenue. Last year Council decided to partner with parking service provider i-PARK in order to upgrade our parking infrastructure, systems and the way the service is managed.

The new system is focused on providing modern and convenient payment options for users, higher turnover of car parks to ensure ease of parking in our inner city, and to ensure our parking system is consistent and fair for all users.

To date the new parking system is delivering the intended results. Parking throughout the inner city is much more consistent, approximately 60% of users are paying by card, and car parks are more readily available.

The next phase will include introducing the i-PARK scan car and introducing a new parking payment app for smartphones.

The scan car is fitted with cameras that scan car registration plates. Initially it will just check for out-of-date registrations and warrants of fitness. Later on, it will also scan for cars which haven't paid for parking or have gone over the time they've paid for.

The parking payment app will allow users to pay for parking from their smartphone, upload credit to their account, and keep a record of their parking payments.

How much does parking cost?

- Inner city on-street parking costs \$1 per hour.
- Free P60 and P15 parks remain on Tutanekei Street and adjoining streets.
- Free all day parking remains on the outskirts of the inner city.
- The Pukuatua parking building offers a five day concession card for \$20.

How can I pay?

- The new machines take credit/debit card payments. This type of payment will incur a 50c fee which covers the cost of providing the card reader technology, the integration of the technology and on-going maintenance of the card reader technology, as well as the bank transaction fee.
- Half of the new machines take coins. On one side of the street there will be a machine that accepts coins and on the other side there will be one that doesn't. You can pay for your parking on either side of the street, you do not need to move your car.
- A parking payment app for smartphones will be available soon.
- Eftpos payments are not available.

How do I use the new system?

- The new system uses a 'Pay by Plate' model.
- Enter your car's number plate into the machine and pay for the amount of time you'd like to park for.
- The new system is paperless. You **do not** need to return to your car to place a ticket on your dashboard.
- You have the option of requesting a receipt via email or SMS. SMS receipts will incur a 20c fee.

How will I know how long I can park for?

New parking signs have popped up alongside the new machines. We encourage you to check these signs carefully to ensure you are using your parking space correctly and to avoid receiving a parking infringement.

Examples of parking signage:

P 15 You can park here for 15 minutes at no charge.

P 60 You can park here for 60 minutes at no charge.

P \$ 90 You can pay to park here for 90 minutes maximum.

P \$ 180 You can pay to park here for 180 minutes maximum.

Parking infringements and fines remain the same.

On-street parking is enforced from 9am to 5pm Monday to Friday, and 9am to 12noon on Saturdays. It is not enforced on Sundays and public holidays.

Keep an eye out for our friendly parking wardens who are able to provide assistance if required.

Keep up to date with parking progress at rotorualakescouncil.nz/parking



Business innovation

ENHANCING REALITY IN WAIMANGU

Latest technology is helping one Rotorua tourist attraction share a glimpse of history with its visitors.

Waimangu Volcanic Valley is using augmented reality (AR) to allow visitors to rediscover the famed Pink and White Terraces.

General Manager David Blackmore says the technology, which visitors to the park can access via an app, brings history back to life.

The app was specifically designed for Waimangu with help from GNS and NIWA scientists.

As visitors walk around the park, the app provides information and hidden content to connect them with the rich cultural and geological history of the area.

The app that brings the famous site back to life was built by local Rotorua company Digital Elements along with Specialist Apps in Australia.

One of the creators, Leon Thomas from Digital Elements, says AR doesn't replace real life in the way VR headsets do but instead adds a layer of interest and excitement over what is already visible.

"Through a process of computer-generated graphics and cutting-edge software, AR can give visitors an enriched experience in a way that brings them into the picture," he says.

"Locations of interest are geo-tagged, so once you've got the app your device will let you know when there is something you can see through AR."

Leon says he jumped at the chance to work on this project.

"I have a passion for helping people get technology in the right spaces.

"This was the perfect location for AR. It works really well."

Leon says other businesses should look at what technology can offer them to enhance their storytelling.

David believes it's important for businesses, especially those in tourism, to stay ahead of the game when it comes to technology.

"Everyone has a device. Although you don't want people experiencing things purely through their phone, it can enhance their user experience," he says.

"This is what we have tried to achieve. It just adds another layer to what we offer."

The AR experience was developed using a variety of resources, including work from early explorers Ferdinand von Hochstetter and Charles Spencer, work by GNS and the latest research by NIWA.

David says old reference photos and paintings have also been used to re-create the terraces in AR.

"AR is not new, but the technology we have available to us through our devices is, and this is what has made the recreation of the terraces possible. Having the old images brought to life by the latest in technology is really something to see."

Waimangu Volcanic Valley chairman Alan Skipwith says it will be amazing to see modern visitors experience the re-created terraces from the boat Arika Moana on its daily cruises.

"For many New Zealanders the Pink and White Terraces formed part of the classroom curriculum," he says. "For international visitors they're intriguing because so many European travellers gathered on its shores to experience the natural spa and health benefits the terraces provided, as well as the mystery about where they are now.

"This is the closest we can get to restoring the natural taonga of Te Tarata and Otukapuarangi."

Learn more about the Waimangu app at:

waimangu.co.nz/plan/app

About Waimangu Volcanic Valley

Created following the Mount Tarawera eruption in 1886, Waimangu Volcanic Valley is an eco-tourism experience featuring spectacular volcanic craters, enormous hot water springs, beautiful geothermal features, rare and unusual plant life, brilliantly coloured microbiology and a wide array of birds.

One of the area's many highlights is Lake Rotomahana, formerly home to the 'Eighth Wonder of the World', the Pink and White Terraces, which were buried in the 1886 eruption.

Today Waimangu welcomes visitors to explore its unique geothermal system on foot, or by boat, to discover its 22 volcanic craters, one of the world's largest hot water springs and the site of the Pink and White Terraces.

Waimangu is owned by a partnership between Te Mana o Ngāti Rangitihī, Tūhourangi Tribal Authority and Te Puia | New Zealand Māori Arts and Crafts Institute.

David Blackmore, General Manager



Rotorua locals can do the self-guided walk/hike for half price!

Just bring along proof of your Rotorua address to get the local rate.



Making Rotorua home

WILL O'CONNOR

Rotorua ticked all the boxes for Will O'Connor when he was looking for a new place to live.

The endurance sports coach moved here with his wife in July last year and says it has been one of their best decisions.

With his work, Will could work anywhere in New Zealand or even the world, but says Rotorua was the place that provided everything he and his wife wanted.

"We had a bit of a shortlist. We considered the Bay of Islands, Rotorua, Taupo, Nelson and Queenstown and Wanaka, but Rotorua just had everything we wanted."

"We love it here."

Will says the move has "exceeded expectations" and that he has easily found a place to work and a circle of friends.

He is based out of co-working space The Firestation in Rotorua's central city.

"Firestation is great. I just found it online and for me it provides that balance I need between switching from home and work."

When he arrived in Rotorua Will joined the trail running club and Lake City Athletics and says he has met a great bunch of like-minded people.

His business, Performance Advantage, is an endurance sport consultancy firm and some clients are based internationally, with others scattered around New Zealand.

"I'm also just about to launch a new online platform which is membership-based," he says.

"It will have lots of information for endurance athletes, including blogs, videos, live Q and As. Anyone will have access to it.

"I also offer one on one coaching or one-off nutrition plans or training plans."

Will says the work/life balance he can have in Rotorua is ideal.

"We are in the forest every day. It's only a five minute bike ride from our house. It's so good."

Another aspect of living here, Will says, is the increase in visitors.

"We definitely have more friends and family coming to see us here. A lot of our friends were excited when we told them we were moving to Rotorua. They definitely understand the appeal.

"I find Rotorua to be really progressive. There seems to be a real push to get stuff done, especially in the outdoor space. We are really glad we moved here."



performanceadvantage.co.nz

hello@performanceadvantage.co.nz

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



1289 Fenton Street, Rotorua

thefirestation.nz

grow@thefirestation.nz

Making Rotorua home

CLAIRE MAHON

A yearning to return to her roots and reconnect with her whakapapa have helped bring Claire Mahon home.

For 15 years she lived in Switzerland, working as an international human rights lawyer and activist.

She would often visit Rotorua to spend time with family, but hadn't always considered it a viable location to either live or work.

Last October she made the move and hasn't looked back.

Improvements in technology and infrastructure here mean Claire can easily work out of co-working space Digital Basecamp and still liaise with clients in 50 countries around the world.

Claire could base herself anywhere in the world but chooses to be here in Rotorua.

"This town and its development has always held a very special place in my heart, and I am excited to come back and make a contribution.

"I'm the great-granddaughter of one of Rotorua's founding families – my great-grandfather Henry Pullar Ford was Chairman of the Rotorua County Council for more than two decades. What is now Fordlands was the site of the family farm."

Claire says some of Rotorua's older residents may remember being taught by her great-aunt Peggy Allen who, along with her husband Gerry, founded Otonga Primary School.

"So involvement in community development and education and similar issues is a passion I've inherited, and it is one I've embraced throughout my life, it's really shaped my entire professional career," she says.

Claire's CV is filled with inspirational positions and projects and she is currently running a social enterprise called the Global Human Rights Group. It consists of a non-profit organisation, the Global Human Rights Clinic through which she trains the next generation of human rights defenders and advocates, and a boutique international consulting firm called Global Human Rights Consultants, taking on emerging and up-and-coming human rights lawyers and training them via involvement in real world consulting projects.

Part of Claire's decision to relocate to Rotorua was the idea of giving back

to the place she came from.

"I just feel that people should be able to bring their experience and their knowledge to their home towns, to benefit their local communities."

In some of her previous roles Claire has seen third world deprivation and is passionate about seeing change. She feels Rotorua needs people to step up and help improve some of the current inequities in the community.

"Rotorua has one of the highest socio-economic disadvantages. Human rights begins at home. You don't have to travel the world to be hands-on with human rights issues."

Claire wants to help address inequities in health, education, housing and worker rights.

"I also want to help inspire people. It is possible to go and do amazing things in the world and come back. I'm a real person, there's nothing uniquely amazing or special about me which has enabled me to do this."

Claire says she wouldn't have been able to settle into life here without the support of the team at Digital Basecamp.

"They are a great group of professional people and a lot of them are also really community minded and working on projects which will benefit the community.

"It's great that Rotorua has places like Basecamp where the technology and infrastructure allows you to work globally."

Want to check out what Digital Basecamp has to offer? Visit or contact:

1132 Hinemoa Street

 reachthesummit.nz

 david@reachthesummit.nz



Reo Rua

TE REO CALLS ME

*Standing in the wind,
I watch the branches of a tōtara tree swaying in the breeze.
I hear the sound of words whispering in the wind,
a language so crisp and sweet.*

It calls to me ...

My heart beats with thoughts jumbling through my head.

I know this voice,

*I know the language **echoing in the wind***

Nau mai ... the voice whispers to me.

I'm drawn forward, my ear alert to the sound.

Nau mai! Te reo Māori calls to me.

Singing me forward to the ancient tōtara tree ...

-Rosemary Rangitauira

Te Reo Māori is a beautiful language that is fuelled by energy.

Was learning more reo Māori on your New Year Resolutions list? To help us on our Rotorua Reorua journey, here are some basic kupu (words) to practise using:

Days of the week

Rāhina – Monday	Rātū – Tuesday	Rāapa – Wednesday	Rāpare – Thursday	Rāmere – Friday	Rāhoroi – Saturday	Rātapu – Sunday
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The weekdays pay tribute to astronomy such as the kupu:

Rāhina – Rā means day and hina, is taken from the word Māhina, a name anciently known for the moon.

If you'd briefly like to learn about the other days of the week or test your knowledge, visit:

[🌐 \[kupu.maori.nz/set/Days-of-the-week\]\(https://kupu.maori.nz/set/Days-of-the-week\)](https://kupu.maori.nz/set/Days-of-the-week) as well as other interesting tips to help you.

Here are some other useful kupu that maybe helpful this year.

Months of the year

Kohitātea – January	Huitāngaru – February	Poutūterangi – March	Paengawhāwhā – April
Haratua – May	Pipiri – June	Hōngongoi – July	Hereturikōkā – August
Mahuru – September	Whiringa-ā-nuku – October	Whiringa-ā-rangi – November	Hakihea – December

Seasons of the year

Summer – Raumati	Autumn – Ngahuru	Winter – Takurua	Spring – Koanga
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If you'd like to learn more about the Rotorua district's Bilingual journey visit:

[🌐 \[tetatau.nz/rotorua-reorua/#akonatero\]\(https://tetatau.nz/rotorua-reorua/#akonatero\)](https://tetatau.nz/rotorua-reorua/#akonatero)

WELCOME TO MANAAKI ROTORUA

Improving Rotorua's level of service is something Oscar Nathan is passionate about.

Well known in tourism and hospitality circles after many years of destination marketing, he is now leading the charge with Manaaki Rotorua, an online-based tool which will help businesses lift their game in terms of customer service.



Oscar Nathan

The initiative is a collaboration, led by Māori in Tourism Rotorua and supported by Rotorua Economic Development Limited, NZ Hospitality Training Trust and NZ Māori Tourism.

Maori in Tourism Rotorua is a collaboration of Maori businesses spread across a range of sectors and industries.

The aim is to share Rotorua's culture, history, people and land. Maori Tourism in Rotorua offers visitors a unique experience that provides an insight into the rich history of the indigenous people of New Zealand. This includes Maori culture, traditions and activities.

While Rotorua is famous for its manaakitanga (hospitality), some survey results highlight there is always room for improvement, Oscar says.

"Manaaki Rotorua is a unique, for Rotorua by Rotorua, online customer service and destination training programme.

"It is designed to assist Rotorua employers and frontline service staff in day to day interactions with customers, be they visitors or locals."

The course is made up of three modules, covering the essence of manaakitanga and importance of providing excellent customer service, a basic introduction to te reo Māori including common phrases and local place name pronunciation, and key insights and local knowledge tips to assist in becoming a great Rotorua ambassador.

Oscar says the programme is not just for those in the tourism and hospitality industries, but is a good tool for anyone in customer service roles.

"We've got a responsibility and we've got to step up and do this."

The online programme includes free resources for people to use and aims to give users more confidence in their knowledge of Rotorua, its history and its people.

Manaaki Rotorua is targeted at employers who then sign up their staff to take part. The cost of the programme varies, depending on the number of participants enrolled from a workplace.

The course can be completed on any device and at any time. Users can progress through modules at their own pace, with progress tracked so they can stop and return at any time.

Everything from the course contents to its logo has a distinct Rotorua flavour with key components worked into the design. "Everything is designed to tell our story," Oscar says.

He has been approached by various industry groups who want to take part.

"Anyone from hospitality to real estate agents [who] are not just selling a house, they are selling the destination. It's important for them to know what they are talking about."

For Oscar, being involved in Manaaki Rotorua is an extension of the work he's been involved with for many years.

"I have been fortunate enough to promote this destination for as long as I have. Essentially, you are selling a promise and I think we all have a responsibility to deliver that and build on the quality of our in-destination experience."

Get involved:

 join-manaaki.org

 admin@manaaki.org

Call Oscar Nathan:

 021 801 559





KIA TŪPATO! WARNING! **STOP CATFISH SPREADING** **TO OUR OTHER LAKES.**

Catfish are an unwanted pest threatening to ruin the renowned Rotorua lakes and tributaries. They prey on trout, native fish, and they also lower water quality by churning up mud.

Catfish have already made it into Lake Rotoiti and Lake Rotorua, if they spread to our other lakes, it could be devastating.

**OUR BEST DEFENCE AGAINST
THE SPREAD IS YOU.**

~~BEFORE YOU LEAVE~~

1

Remove all weeds from your boat, trailer and gear.

2

Empty any ballast or lake water you may be carrying.

3

Don't leave your trailer in the water, catfish love hiding in them.

Unlocking Rotorua's potential

CHAMBER OF COMMERCE

Rotorua Chamber of Commerce president John McRae, says there is real business confidence in the city and he's looking forward to the chamber continuing to contribute to Rotorua's sustainable growth. He shares what the organisation will focus on in the immediate future.



The Rotorua Chamber of Commerce Board has taken considerable time to look strategically at the ways we can best ensure our relevance to local businesses, while adding value to the local economy.

As part of this, we've taken a broad view to look at a range of different options around how the Chamber can better drive business growth and positively influence the Rotorua economy. The Chamber has been around since 1908 and we have a strong legacy.

But we want to ensure we don't simply rely on that legacy - instead looking beyond what we've done in the past, and considering new ways in the future.

Last year saw steady membership growth putting the organisation in a strong position and we know our members enjoy the networking events we put on, such as the BA5 events and Speakers Series, as well as the successful Westpac Rotorua Business Excellence Awards.

Now we want to extend our reach further so that as well as providing the events our members benefit from, we are making a measurable impact on the wider Rotorua economy.

It's not just about growth for growth's sake, but about ensuring the growth we attract will have a significant impact on the wellbeing of Rotorua.

As part of this, we've been in discussions with Rotorua Lakes Council and Priority 1 from Tauranga, looking at a more collaborative approach to growth, and the areas on which each business community should focus.

I expect this will be the start of further collaboration.

Meanwhile, our growing team of five staff has now moved into the new Hinemoa St office, beside Quest Rotorua.

We will keep members updated as we progress with some exciting new opportunities for business growth in Rotorua and as we evolve to play a role in our business community. This is shaping up to be an exciting year.

Established in 1908, the Rotorua Chamber of Commerce is the district's leading business organisation and is an affiliate member of the New Zealand Chambers of Commerce.

The Rotorua Chamber of Commerce works with all business organisations and agencies by providing advocacy, support services and networking towards building a better business environment in its city.

The Chamber is governed by an executive board of local business leaders with experience in local, national and global business.

Joining the chamber enables members to build their business connections, access business expertise and save on business expenses.

Members are able to access a team of expert business advisors who will support them with sound advice and practical help.


If you're doing business internationally, the Rotorua Chamber can put you in touch with a specialist Global team to help you break down trade barriers, understand overseas trading conditions and connect with the right people in your destination market.


Join the chamber to:

- > Make new contacts, locally and internationally
- > Promote your products and services to other business owners
- > Save money on business expenses
- > Get sound advice on the many issues small and medium businesses face

Call 07 346 3657 for more information.

For more about the Rotorua Chamber of Commerce visit

 rotoruchamber.co.nz

Phone  07 346 3657

Or call in and see us at 1192 Hinemoa Street

NZ CHAMBERS OF COMMERCE

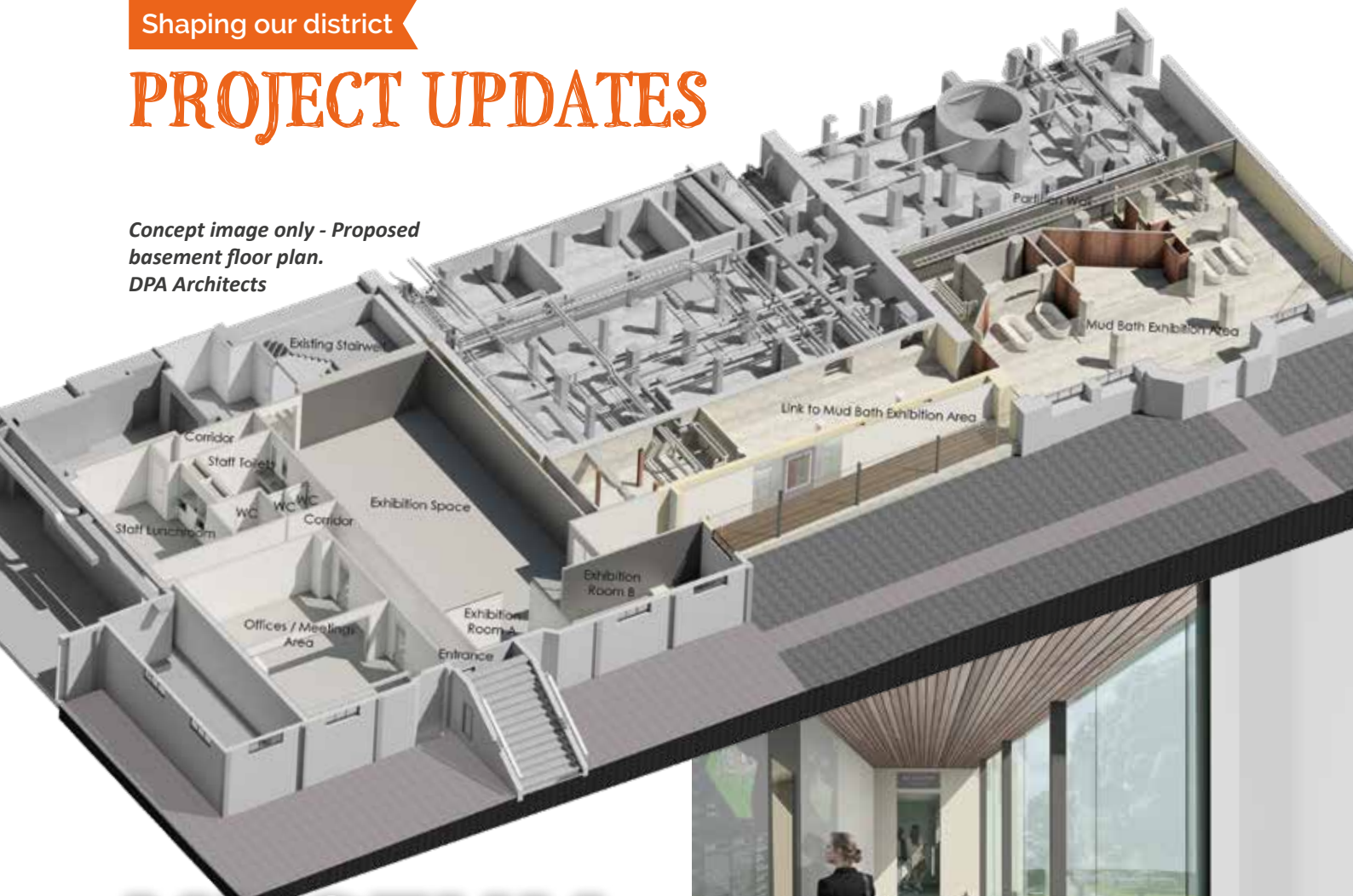
R O T O R U A

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

Shaping our district

PROJECT UPDATES

Concept image only - Proposed basement floor plan.
DPA Architects



MUSEUM

Latest design concepts for Rotorua Museum

The strengthening and reopening of Rotorua Museum remains a key focus for Council.

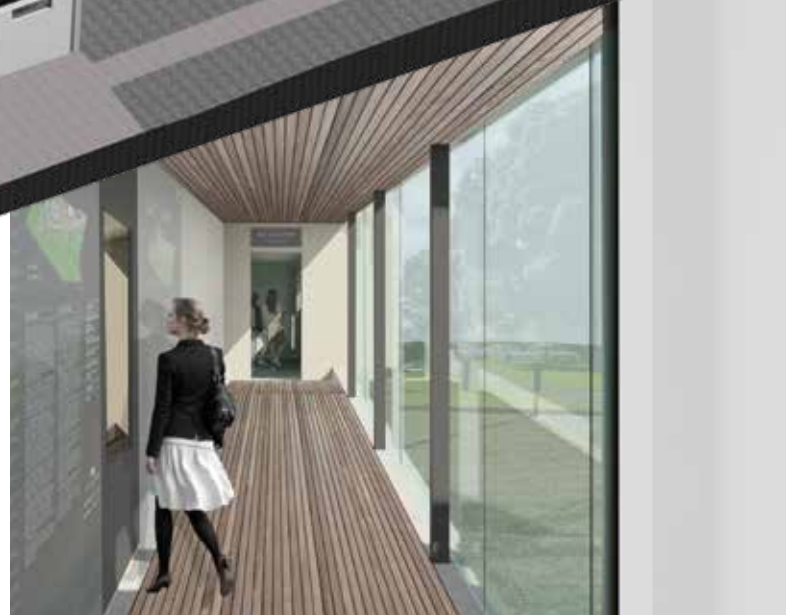
Last year Rotorua Trust agreed to commit \$10 million towards the rebuild of the Rotorua Museum, with trustees unanimously agreeing that rebuilding and reopening the Museum is a key priority for the Rotorua community. This generous contribution will provide us with the opportunity to attract further external funding from Central Government to help complete the project.

In the meantime, the architects and engineers continue to develop the design to ensure the construction phase for the project is ready to start in July.

The latest concept designs feature a new glass corridor and a new 95m² downstairs gallery which will provide another exhibition space for the Museum.

The glass corridor will lead to the mud bath basement which can no longer be accessed via the stairs due to under-floor seismic strengthening lowering the ceiling levels. This glass corridor will also provide the first ever disability access to the mud bath basement.

Keep up to date with what's happening at the Museum at rotorualakescouncil.nz/repairmuseum



Concept image only – Glass corridor to mudbath basement. DPA Architects

SIR HOWARD MORRISON PERFORMING ARTS CENTRE

More funding has been secured for Rotorua's Sir Howard Morrison Performing Arts Centre (SHMPAC), but more is still needed before work can start.

Rotorua Lakes Council Manager Arts and Culture Stewart Brown says The New Zealand Lotteries Environment & Heritage Fund recently committed \$450,000 and the Lotteries Community Facilities fund \$750,000 to the project and more is being sought.

Redevelopment of the performing arts centre is a key project in Council's 2018-28 Long-term Plan.

Stewart says recent contributions to the project are greatly appreciated.

"We are also now well underway with the design process with architects. It is great to see this project progressing."

For more information visit:

 rotorualakescouncil.nz/reopenshmpac

LAKEFRONT DEVELOPMENT

Rotorua's Lakefront is getting a makeover that will improve this popular community space for both locals and visitors.

Work is progressing and a cultural impact assessment is currently underway. An ecological impact assessment has been completed by Wildlands and has found that with recommendations, the lakefront project will have positive effects on the ecological environment.

Meanwhile, four creative workshops, including one in reo Māori, have provided children and youth with the opportunity to help shape the development of the new Lakefront play space. This has provided invaluable feedback for the designers and the key themes coming from these workshops are being incorporated into the play space design.

For more information visit:

 rotorualakescouncil.nz/lakefrontdevelopment



WHAKAREWAREWA FOREST DEVELOPMENT

Further development of Whakarewarewa Forest, starting at Tokorangi Forest (Redwoods) will add to what's already on offer to walkers, runners, cyclists and others who visit this vast recreation area.

Work will begin on Tarawera Road, working towards the current visitor centre in the Redwoods. Work on another forest hub, further along Tarawera Road on the way to Tikitapu (Blue Lake) will be the next phase.

Plans for the proposed forest bike loop and Te Pā o Tāne (Visitor Centre replacement) are progressing.

For more information visit:

 rotorualakescouncil.nz/forestdevelopment

On the job - tunga mahi

JULIANNE WILKINSON

What does your role as Recreation and Open Spaces Manager involve?

I provide leadership to a group of passionate people who work really hard to add value to peoples' everyday lives. We create and maintain outstanding recreational spaces; this includes our gardens, parks, reserves and playgrounds, to name a few.

What attracted you to this job and what do you love about it?

I have worked in the Sport, Recreation and Environment Team for some time and this position was a fantastic opportunity to extend my leadership role and knowledge across a broader area. Most of all though I love the people I work with and I love having the opportunity to do cool things for and with the people of Rotorua, for my community and for the place I am proud to live.

What are some of the more challenging aspects of your role?

Managing people's expectations and the budget. We just can't please everyone all of the time. We have to prioritise and make some tough calls and sometimes this can be a real challenge.

You were recently involved in the Rotorua's Royal Visit. What was it like to be involved in high profile events such as this?

It's exciting and challenging. There is a lot of planning and collaboration with multiple organisations to ensure everything goes smoothly on the day. It was fantastic that Rotorua was on the tour and we wanted to ensure it would be a memorable visit for the Duke and Duchess

You also got to meet the Royal couple. What was this like?

I felt very privileged to have been introduced to this lovely couple who despite their positions seemed very normal. They appeared relaxed, invested and engaged which was nice as I must have been the zillionth person they were introduced to on their trip.

There are several projects underway which will change Rotorua's open spaces. What are some of the benefits of these and what impact do you think this will have on Rotorua and its residents?

Projects such as the Lakefront, Whakarewarewa Forest, Sanitorium Reserve and Kuirau Park developments will revive some of our most important and well used spaces and will better provide for our residents and tourists.

Residents will be better connected with these spaces, be proud of them and love the opportunities they provide. If Rotorua is attractive and people love to live here and visit here then businesses will grow and thrive as a result.

Being out and about you must know Rotorua well. What are some of Rotorua's hidden gems?

Rotorua has so many amazing places and to be honest most of them are pretty obvious if you get out and about and explore. Everyone has a park or reserve, river or lake close to where they live where they can get out and enjoy the outdoors. I think the biggest hidden gems are the people in our communities who understand what amazing places we have and work, often for free, to look after aspects of these spaces and create opportunities for people to connect and be active.

What do you do to unwind?

I get out and enjoy our environment with my whanau especially the lakes and forests. I love camping in the holidays, do a bit of gardening as we have a small lifestyle block (a bit like *The Good Life* really), and love to get my nose into a good book when I have a chance.



Age Concern New Zealand

Valuing Age - The economic contribution of older New Zealanders

POSITIVE AGEING EXPO

Sunday 14 April 2019

Age Concern Rotorua District with support from Rotorua Energy Charitable Trust will be holding a Positive Ageing Expo to celebrate the many ways our elderly contributes to our society. With a wide variety of stall holders, the majority being not for profit charities, there will be something for everyone with an emphasis on health, wellbeing, lifestyle and being connected to our community.

Positive Ageing Expo
Free entry

Over 50 stalls all focused on
positive ageing and elderly
lifestyle

Activities and demonstrations
throughout the day

Southern Trust Sportsdrome
Rotorua Events Centre

AGE CONCERN

1333 Eruera Street, Rotorua

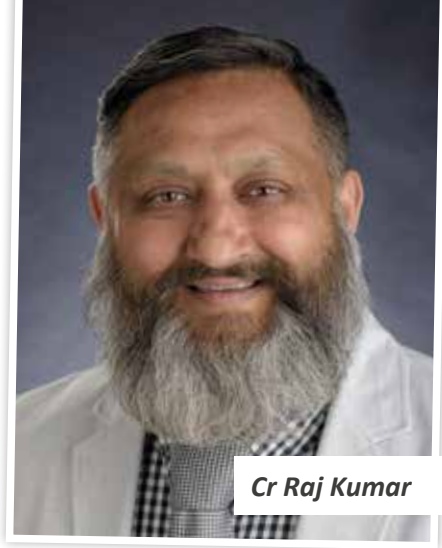
07 347 1539

manager@acrotorua.nz



CR RAJ KUMAR

Raj Kumar is currently serving his first term as a councillor. He is a well-known face in Springfield where he runs a busy dairy. He supports Council's Sport and Recreation portfolio.



Cr Raj Kumar

Tell us a bit about yourself

In a previous life, many, many moons ago, I grew up in the beautiful island nation of Fiji. It was an absolute paradise then. My upbringing was in a multi-racial, multi-religious community. In 1989 I moved to New Zealand with my family. I worked in several stores as well the family business in Sandringham, Auckland and in 1999 moved to Rotorua which has been my home since.

What do you love about Rotorua?

Rotorua is a beautiful God's own country that's never been promoted as such, yet thousands of visitors and revellers have passed through and been delighted with the wonders of our city. The lakes and forest, the people and Rotorua's proximity to other urban centres puts us in a great position to be in touch, yet be a place where one can truly get away for adventure tourism as well as serenity.

You support Cr Charles Sturt on the Sport and Recreation portfolio. What does this portfolio aim to achieve?

Sport participation in Rotorua is very high. The council invests a lot of energy in this to improve partnerships with various codes. I believe once the skate park project is completed and a proper usage of sports ground report is out the picture will become clearer.

How do you find being a councillor?

I enjoy the honesty although at times it's brutal, but I know I have a responsibility to the ratepayer. I'm also a person who will agree to disagree if I think not. Through different councillors I've learnt different skills and values. All have assisted and blessed me in some way or other to be in this role.

You also run a busy dairy, how do you balance your time?

Being a shop owner means people have easy access to me – it's an opportunity to reach out to immigrants as well as others who may find me. Working from my store I can listen to people's views and give them updates on what is happening around town.



What are you most looking forward to for the year ahead?

Rotorua is continuing to grow and there is much infrastructure to be built for the future. As a council we have to balance need with affordability and if we grow on the fringes as well as in existing suburbs we have to make sure the city is properly facilitated. The lakefront is a good opportunity to showcase a hub that will draw more visitors to our town. I also look forward to ongoing improvements in our neighbourhoods and progress towards re-opening of the Museum and Sir Howard Morrison Performing Arts Centre for the benefit of locals and visitors.





...1.5m...

Cyclists

-  Use roundabouts like a car – ride in the middle of the lane not around the outer edge
-  Use hand signals to show other road users where you are going

Motorists

-  At intersections, apply the same rules to cyclists that you would any other vehicle on the road.
-  Wait for a clear space before passing a cyclist on a narrow road.



CIVIL DEFENCE

Getting the community to work together to build local resilience is a key focus for Rotorua Lakes Council's Civil Defence co-ordinator Linda Johnston.

She wants to help communities understand how they can help each other after a disaster or in an emergency.

"That is why we are creating Community Response Plans," she says. "This helps build resilience in our communities."

In an emergency you could be stuck at home for several days. That's why you're advised to have enough supplies to last three days or more.

A community response plan helps in the event that your neighbourhood is cut off from other sources of aid and residents have to rely on each other for help.

The plans are developed by residents in communities and each plan is unique to that group.

"People in different areas face different hazards and issues," Linda says. "So the whole point of having a plan is to make sure everyone is on the same page about what could happen during an emergency and how residents could help each other."

Some of Rotorua's rural communities are already in the early stages of their Community Response Plans.

"This has been as a direct result of the weather event in April last year," Linda says. "People want to be prepared."

She says some communities have identified areas which could lead to them being isolated in the event of a natural disaster.

"For example, Tarawera has only one road in and out, so if something happened to that road then those residents would be isolated and cut off."

The process of developing a plan can take a while as it needs the whole community to be involved.

"Examples from around the world show that the communities that get through disasters the best are the ones that already have a history of working together," Linda says.

They are communities that have formed networks of strong relationships, they know each other and understand how to collaborate and work together, they are aware of the strengths, skills and resources within their community, and they are aware of areas of potential vulnerability. This makes for a vibrant, active community day-to-day, with capacity to support each other in times of stress.

Linda says our local communities are made up of a variety of businesses, organisations, groups, clubs and households. They all have resources that they use on a daily basis and will be useful during an emergency.

Linda says Council will help with information, expertise and resources, tailored to what each community needs.

Tips:

- > Try to connect with a few people in your street so that in an emergency you can:
- > Make sure everyone is looked after, especially those who might need extra help;
- > Share resources and skills to help each other – three families cooking on one BBQ uses a lot less gas than three families each cooking by themselves;
- > Recover faster with less chaos or duplication of effort;
- > Help build a friendlier, more resilient community every day of the year.
- > Start with a simple smile and introduction. The first step is always the hardest! Then suggest a few of you exchange contact details in case of an emergency.

Get involved

If you want to talk about a community response plan or want advice on how to be prepared for an emergency contact Linda Johnston on

☎ 07 351 8312 or visit

🌐 rotorualakescouncil.nz/civildefence



PROGRESS ON POST-FLOOD ACTION PLAN FOR NGONGOTAHĀ

A community reference group will help Rotorua Lakes Council and Bay of Plenty Regional Council create a Ngongotahā Action Plan following last April's floods.

The final plan will include a range of work, agreed by the community reference group and the project team, aimed at reducing the risk and impact of future floods in Ngongotahā.

A project team, made up of executive and specialist/technical staff from both councils, has met regularly since an Independent Review Panel's report was released in December and determined how the community reference group would be established, resourced and operated.

The reference group is being made up of community and iwi representatives and elected members.

It will provide advice and recommendations to the two councils and will lead community engagement and consultation around the development of plans for short/medium and long term actions.

The final agreed action plan is expected to inform considerations for both councils.

Rotorua Lakes Council and Bay of Plenty Regional Council have also been working together on immediate remedial works since the severe weather event of April 29, 2018.

Following the event, the two councils jointly commissioned an Independent Panel to investigate the factors that may have contributed to the flood. The Panel's report was released in December and made 24 recommendations to help reduce the risk and the potential impact of severe storm events in the area for the future.

While the review was primarily focussed on Ngongotahā, the learnings and recommendations are expected to be applied to future decision-making for the whole of the Rotorua district where applicable.

Work already undertaken and in progress includes:

- > A new rain gauge has been installed on Mt Ngongotahā to provide earlier flood warnings.
- > Stream flow modelling work on the catchment to assess risks of flooding from different storm scenarios. This is continuing.
- > Other Rotorua streams are also being modelled for flood risk assessment and potential intervention works.
- > The appointment of a Bay of Plenty Regional Council engineer in Rotorua, available to work with residents.
- > Rotorua Lakes Council and Bay of Plenty Regional Council working together to ensure land development and consenting processes are well integrated and reflect new target levels of protection including the effects of climate change.
- > The Bay of Plenty Regional Council has been stabilising stream banks with rock armouring, re-establishing trout habitats and has planted more than 700 native plants to help regenerate the Ngongotahā Stream.
- > A Ngongotahā community emergency response plan has been created in collaboration with the community and Rotorua Lakes Council civil defence team and sister emergency agencies.

Rotorua Mayor Steve Chadwick says progress to date towards developing an action plan for Ngongotahā is reassuring.

"It is important for everyone to work together on this, pooling skills and resources to get the best outcome for the community."

"We want to ensure we get this right. We want to put things in place to try and reduce, as much as is possible, the impact of future extreme weather events."

Bay of Plenty Regional Council Chairman Doug Leader says the opportunity to work collaboratively with Rotorua Lakes Council and the Ngongotahā community to help implement recommendations of the flood review is welcomed.

"We are keen to see both councils working together to achieve a safe and resilient Ngongotahā community."

Project Timeline



FINDING A SOLUTION FOR THE FUTURE

Construction of a sewerage scheme to serve the communities of east Rotoiti and Rotomā is underway.

The project, which began last year, includes:

- > building a wastewater treatment plant at Rotoiti;
- > laying 22km of reticulation network from Matahī Spit at Rotomā to Rotoiti;
- > installing wastewater pre-treatment systems at each property in both communities.

Developing a scheme has taken more than 10 years and has in recent years been led by the Rotoiti Rotomā Sewerage Steering Committee, a community-led group which also included representatives with technical and Māori knowledge expertise as well as iwi/ hapū, Bay of Plenty Regional Council and Rotorua Lakes Council.

Background

In 2012, following an abatement notice from the regional council, the Environment Court directed Rotorua Lakes Council to investigate alternative options to dispose of recovered water. This directive followed concerns from tāngata whenua about the Council's then preferred sewerage scheme option.

In 2014 the community-led steering committee was established and charged with finding a preferred solution that: protects public health; is environmentally sustainable and helps protect the mauri (life force) of the lake; is culturally appropriate.

Rotorua Lakes Council acknowledges the work of the committee. Much of their work has been completed however there are some outstanding matters to work through including finding a preferred on-property wastewater pre-treatment system for east Rotoiti households.

Council will consult with the steering committee, Iwi Liaison Group and the Rotoiti community to make a decision on a pre-treatment device.

If you'd like to keep up-to-date or learn more about the East Rotoiti | Rotomā Sewerage scheme please subscribe to:

 rotorualakescouncil.nz/rotoititrotoma

There, along with information, you can also find drone footage of the under-construction wastewater treatment plant and other images related to the project.

Project progress:

Now

- > Wastewater treatment plant and permanent plant access road under construction;
- > Reticulation network from Rotomā to plant site, behind the Emery Storey, under construction;
- > Installation of Rotomā on-property pre-treatment systems underway.

Soon

- > Tenders for Rotoiti reticulation network and pre-treatment to be considered;
- > Decision about pre-treatment systems for Rotoiti to be made after consultation with Rotoiti | Rotomā Sewerage Steering Committee, Iwi Liaison Group and Rotoiti community.

Later

- > Wastewater treatment plant construction to be finished later this year;
- > Construction of Rotoiti reticulation network and pre-treatment system to start next year.



Rotorua Wastewater Treatment Plant



Rotorua Lakes Council is planning to improve wastewater treatment processes by upgrading the current wastewater treatment plant. A new disposal system is also proposed.

Discharging treated or recovered wastewater into Whakarewarewa Forest is no longer sustainable and Council needs to find an alternative solution and serve a growing population while also taking changing weather patterns into consideration.

The community has helped design the city's wastewater treatment upgrade proposal which has been submitted by Council for resource consent.

Quick guide

Goal

Upgrade treatment plant to enable it to treat more than 70 million litres of wastewater a day.

How

- > Using multiple technology methods to strip nutrients from the wastewater including:
- > Upgrading the plant to a full membrane bioreactor;
- > Additional ultraviolet light disinfection;
- > Additional phosphorus removal;
- > Returning recovered water to the environment via land contact bed system designed using Māori knowledge (Mātauranga Māori).

Background

In 2013 the Environment Court directed Council to investigate alternative options to dispose of recovered water following concerns from tāngata whenua. That year, Council signed a deed with CNI, which owns the Whakarewarewa Forest, to end spraying in the forest by the end of 2019. In 2015, Council sought help from the community and set up an engagement group led by residents including an independent chair, Te Arawa

hapū and iwi, technical advisors and representatives from Rotorua Lakes Council and Bay of Plenty Regional Council.

A Project Steering Committee investigated multiple alternative discharge methods including land-based and water-based discharge options such as:

- > Base upgrade that dissolves phosphorous and kills pathogens
- > Base upgrade which includes filtration
- > New Land Treatment System
- > Algae system
- > Dual discharge using both Lake and Land Treatment Systems

With help from a cultural team and technical experts, the committee put forward a preferred option.

A pool of Mātauranga Māori experts were also brought in to help refine the cultural treatment of the recovered water in a way that adopted mātāpono Māori (Māori values).

Why can't Council continue to irrigate in the forest?

Council does not own the land. It has an easement over 433 hectares within Whakarewarewa Forest where the recovered water is sprayed onto irrigation fields. Council has been irrigating there since 1991 and during that time the land has been returned to CNI by the Crown through its Waitangi Tribunal settlement.

CNI and Council signed an agreement to end spraying in the forest which is no longer environmentally sustainable. Its effectiveness in filtering nutrients from the wastewater being sprayed in the forest has reduced over time and over-saturation is detrimental to the health of the trees, land and waterways. Council would need ongoing support from the landowners to continue using the forest in order to gain ongoing resource consent.

Rotorua Wastewater Treatment Plant

Why does the Rotorua Wastewater Treatment Plant need to be upgraded?

Rotorua's current plant has to date been the most successful initiative in reducing nitrogen going into Lake Rotorua. Among the best in the country, the plant treats wastewater to a very high standard. It is in need of an upgrade to meet projected higher demand resulting from growth, and to continue to reduce and maintain nutrient levels below the targets agreed under the Rotorua Te Arawa Lakes Programme. This is a three-way partnership between Te Arawa Lakes Trust, Rotorua Lakes Council and Bay of Plenty Regional Council which implements the programme. The aim is to protect and restore water quality in Rotorua's lakes.

Discharging into Whakarewarewa Forest is no longer viable as a sustainable option. It causes ground over-saturation that's detrimental to trees and makes it an unreliable filtering system, which can add pollutants to the Puarenga Stream and Lake Rotorua.

What is the preferred option to upgrade the Rotorua Wastewater Treatment Plant?

To upgrade the treatment plant processes so that all wastewater is fully treated and safe before the treated recovered water is returned to the environment including:

- > Increase the capacity and provide storm flow storage;
- > Additional phosphorus removal;
- > Ultra-filtration;
- > UV treatment;
- > Land contact bed.

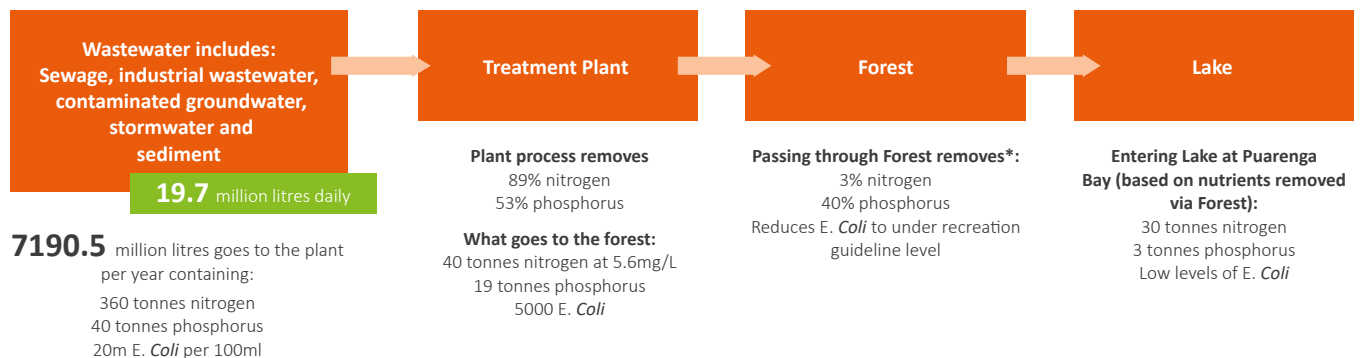
Is Council proposing to discharge effluent into Lake Rotorua?

No. Council's resource consent application for the proposed treatment plant upgrade uses multiple technology systems to cleanse wastewater, including a full membrane bioreactor upgrade, with additional ultraviolet light disinfection and additional phosphorus removal. The upgrade would help to remove paru such as *E. Coli*, phosphorus and nitrogen. It also incorporates Mātauranga Māori in the design of the Land Contact Bed which aims to whakanoa wai (re-energise and lift tapu from the recovered water) before it is released to Lake Rotorua via Te Arikiroa Bay.

How does the plant work?

Current Wastewater Treatment Plant – Now

Entire treatment process removes a total of: 330 tonnes nitrogen/37 tonnes phosphorus

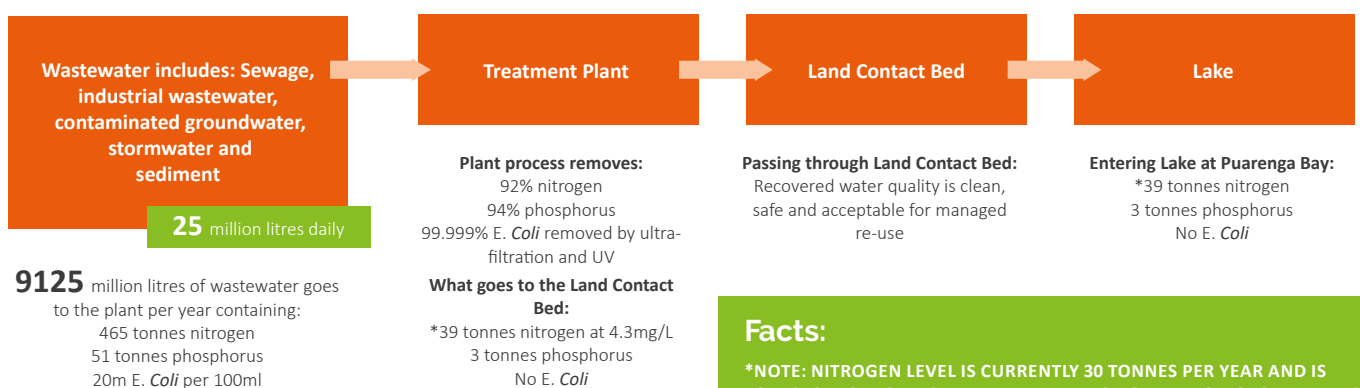


**Note: With the Forest process becoming more unreliable, nutrient removal is becoming less effective*

How would the upgraded plant work?

Proposed Wastewater Treatment Plant upgrade – 2054 (factoring in population growth)

Entire treatment process removes a total of: 426 tonnes nitrogen/48 tonnes phosphorus



Facts:

***NOTE: NITROGEN LEVEL IS CURRENTLY 30 TONNES PER YEAR AND IS FORECAST TO INCREASE IN FUTURE DUE TO POPULATION GROWTH. THIS WOULD NOT CHANGE THE TOTAL NITROGEN LEVEL ENTERING THE LAKE.**

Urban recovered water makes up 5% of the current amount of nitrogen entering the lake each year and rain also contributes about 5% of nitrogen to the lake over that time

Rotorua Wastewater Treatment Plant

Latest upgrade proposal - Public consultation timeline

Early 2013:

Environment Court directs Council to investigate alternative recovered wastewater disposal methods and Council signs agreement with CNI to end forest irrigation of treated water.

February 2014:

Project Steering Committee set up to find alternative treatment system and discharge options to recommend to Council.

July 2014:

Council announces project initiation stage and establishment of the steering committee, which agrees to treatment and discharge option shortlist.

October 2014:

Two pre-consultation hui with Eastside hapū and iwi to inform them about the project.

November 2015:

Public engagement to share project overview:

Whakaue Marae in Maketū

Te Ao Marama Hall in Ōhinemutu

Public engagement/open day at Rotorua Wastewater Treatment Plant

February to August 2016:

Meetings with Eastside hapū and iwi representatives about potential land-based discharge option.

Several hui between Council and Ōwhata/ Rotokawa iwi and hapū representatives to canvas concerns and consider possible discharge to land locations/options.

May 2016:

Formal public consultation on preferred option:

Te Papaiōuru Marae in Ōhinemutu

Whakaue Marae in Maketū

Public open day at Wastewater Treatment Plant

Brochure published in 2016 detailing project purpose and.

March to July 2017:

Hui with iwi/hapū representatives, Iwi authorities, and other entities. More than 20 hui held to share cultural treatment approach (and district spatial plan).

Mātauranga Māori experts sought and dates booked for formal consultation hui.

May & July 2017:

Mātauranga Māori wānanga (workshops). Two wānanga held 18 May 2017 and 7 July 2017 with recognised Te Arawa Mātauranga Māori experts to consider proposed cultural treatment concept

June to October 2017:

Formal consultation on proposed Cultural Treatment/ Land Contact Bed:

More than 10 hui held with affected hapū/iwi to discuss proposal, answer questions and seek feedback and submissions (from 1 October 2017 to 26 November, 2017);

Kōrero Mai – Public online engagement to inform community and seek feedback;

Four presentations (by invitation) to industry, partnership and local government forums;

Public lecture/engagement at Rotorua Library.

1 October 2017 – 26 November 2018:

Call for submissions. During consultation, Council made it clear it would appreciate feedback from the community to help shape cultural impact assessment and redefine the proposed Land Contact Bed.

Land Contact Bed

- 1 Entry via Sanatorium reserve
- 2 Walking platform/boardwalk
- 3 Water source
- 4 Gabian baskets filled with local stone
- 5 Bands of wetland planting
- 6 Sculptural water fountains to create turbulence and aeration
- 7 Locally sourced loose rock; placed to create mounds to replicate Rotorua landform
- 8 Rills; shallow water channels with carefully designed surfaces which create different water movement and sounds
- 9 Calm water; pond containing aquatic life
- 10 Weir with stepping stones
- 11 Waterfall
- 12 Waterfall viewing platform with feature Pouwhenua
- 13 Compacted lime chip path
- 14 Create natural looking stream with planting (watercourse connects into Lake Rotorua)



WHEN A LITTLE ADVICE GOES A LONG WAY

Every day that Citizens Advice Bureau Rotorua is able to open its doors is another opportunity to make a difference in someone's life.

No two days are the same, and the variety of issues people need help with is incredible says Citizens Advice Bureau Rotorua manager Jane Eynon-Richards. "Citizens Advice Bureau (CAB) is an integral part of Rotorua district's infrastructure, and delivers a vital community service that is helping us build resilient communities.

"Many people we assist lack the resilience to cope with the day to day challenges that can be involved in finding and keeping work, managing financially, and maintaining healthy relationships."

Jane says because of this people can often be taken advantage of, or miss out on their rights and entitlements. CAB provides advocacy, support, information, guidance, and access to the internet or other agencies to empower these people to become resilient and proactive citizens.

"The services we provide are free, independent, confidential and impartial, and can be accessed by anyone regardless of their residency status."

CAB Rotorua services are currently provided by a team of 61 volunteers who are supported by monthly learning and development sessions, and a comprehensive database.

A key benefit of CAB is that it provides a wrap-around service which means clients get "much more than a simple referral and don't have to go from service to

service to get what they need", Jane says. Last year Rotorua Lakes Council announced 11 three-year partnership agreements with a variety of community groups focused on making a difference in Rotorua, including Citizens Advice Bureau Rotorua.

Securing funding is one of the biggest challenges CAB Rotorua faces.

"We aren't project-based so it's often difficult to find funding for day to day operational costs. That's why the partnership agreement with Council is so wonderful. It's a huge weight off our shoulders and it means that we can continue to focus on what we do best – supporting our community – rather than worrying about where the money is going to come from.

"The national CAB website is very good and many people access services and advice online. However, in Rotorua, we often find clients either do not have access to a computer or the internet, or they are not confident navigating through information and forms online. We have a computer available for public use and can help clients fill out various forms and applications online when required.

"Some people also just really value mulling over an issue with someone face-to-face."

During the 2017/18 financial year CAB Rotorua provided 14,066 client

contacts – face-to-face, telephone, email, and online sources.

"We often receive positive feedback from clients who are really grateful for how we have helped them," Jane says. "You don't always hear how someone got on, and you do often wonder, so it's awesome when we do hear about positive outcomes."

The contact with people is the best part of the job for Jane.

"Our team of volunteers is like a family and helping people in our community is so rewarding. It's awesome to know that a small bit of advice from us can make a huge change in someone's life.

"Often our clients feel like they have gotten themselves into a bit of a mess, or have made a bad decision and can't see any way out. It can take a lot of courage to walk in here and talk to us about it. Being able to reduce the weight on their shoulders, and sometimes remove it all together, is a great feeling," Jane says.

"Everyone deserves to have access to this sort of information and advice, and to making the most of the opportunities available to them."

For more information about Citizens Advice Bureau Rotorua visit

 cab.org.nz/acabnearyou/rotorua/Pages/home.aspx



The friendly team at Citizens Advice Bureau Rotorua are ready to help! From left, Achla, Jane, Glenda and John.



In the community

PARKSYDE PARTNERSHIP SUPPORTS UNIQUE CENTRE

It's all go at Parksyde, the unique events centre in the heart of Rotorua which caters to the social and recreational needs of our 55+ generation.

Parksyde is one of the community groups with which Rotorua Lakes Council has formed a three-year partnership agreement. With a growing list of activity programmes, a social dining room, its own café, library and hairdressing facility, it's easy to see why Parksyde has proven to be so popular with about 800 visits each week.

Parksyde's popularity is driven by changing attitudes and an increasing awareness about the benefits of physical health and wellbeing, Parksyde Manager Dave says.

"We're seeing a new generation of 55+. They're done with computers and are far more interested in social interaction. It's become a very important aspect of their lives.

"Additionally, there is an ever increasing awareness about the importance of keeping fit and healthy. This is particularly relevant for the 55+ age group as they look to combat age-related illness and mobility issues," he says.

Parksyde hosts a range of programmes catering to these needs including Tai Chi, Zumba, square dancing, indoor bowls, table tennis and games such as Canasta, Mah Jong, Numero and Scrabble.

"A great deal of time and energy is put into ensuring the dining room plays a central role at Parksyde," Dave says. "The dining room is a popular meeting area to socialise before and after activities and a great place to meet friends. The café also provides good quality healthy meals which aligns with our goal of contributing to a healthy community."

Parksyde was established in 2000 to provide a unique community centre for older people in the Rotorua district. It was one of the Millennium Projects funded by the Rotorua Trust (Rotorua Energy Charitable Trust) and the site for the centre was provided by the district council with the Rotary Club of Rotorua Lakes project managing the building.



"Our building is now 17 years old and does require maintenance and upkeep. Part of our partnership agreement grant from Council will go towards this type of work and other day-to-day operational costs to ensure we're able to continue to provide an outstanding service to our 55+ population," Dave says.



"These are the types of costs that a membership fee would usually cover. At Parksyde we don't have membership fees. Anyone in the 55+ age range is welcome to come along. Clients pay a small fee of around \$3 to participate in each activity and this goes towards covering the cost of hosting our various programmes.

"Facilities like ours are particularly important as demographic trends tell us that in the next ten years the number of Rotorua people in the 50+ age range is forecast to almost double. This is partly due to the aging of those currently in their 40-60s (the baby boomer generation) that appear as a bulge in Rotorua's age profile.

"Visitors from out of town or overseas are often impressed by what we have to offer. While many retirement homes are now providing activity programmes, it's always nice to get out into a new environment for a bit of change and to meet new people," Dave says.

"Our clients love what we offer at Parksyde. Our activity leaders have so much personality and put so much passion and energy into what they do – it's what many of our clients come for and value."

Parksyde operates with the help of around 30 volunteers who ensure the centre is relevant and running smoothly.

Visit  parksyde.org.nz or call  07 348 9892 for a full range of information about what they offer.



Making a difference

COLLABORATION

A year after opening its doors, Te Aka Mauri is making a difference in the community.



In 2014 Council was addressing the need to review library services and develop a strategic plan to meet current and future community needs, as well as making necessary improvements to the library building.

At the same time Lakes DHB was approved to establish a child health centre away from the hospital environment but in a central location that would be easily accessible and welcoming for families.

Council and the DHB saw the opportunity to collaborate and create a unique facility that would be focused on community wellbeing.

Te Aka Mauri officially opened in 2018 and after celebrating its one year anniversary, the collaboration is working well.

Rotorua Library Director Jane Gilbert says the new space and collaboration had proved popular with visitors and staff.

“Since we have opened Te Aka Mauri the number of people through the doors has remained steady while book issues are up by 5 per cent, which is bucking the national trend. Numbers taking part in our programmes have increased by more than 50 per cent with 14,933 taking part in activities and programmes.”

The library space has been completely overhauled, maximising space for various activities and events.

Because of how the building is now configured, there may appear to be fewer books on the shelves but Jane says they are still buying the same number each year.

“We feel the collaboration with the DHB has had a positive impact on our community. From the very beginning we were determined that this wouldn’t just be two separate entities occupying the same building.

“The collaboration works well. People come in here and we don’t know what they’ve come in for but we just buzz them through into the DHB rooms if they’ve got an appointment. And then they take part in our children’s programmes as well, so the families are actively participating in what is on offer at the library as well as coming for their appointments.”

Lakes District Health Board acting Chief Executive Nick Saville-Wood says the collaboration with the library has worked very well.

“The library staff are very proactive in helping source health information for the families of patients.”

Nick says children and families have reacted with pleasure at the child-centred environment for health activities, particularly in relation to the décor, the larger rooms which allow several family members to easily fit into the room, and the more personal welcome that can be achieved in a smaller facility dedicated to children.

“The adult-sized changing table for larger disabled children is considered a great asset by the parents of disabled children and is still the only such disabled public toilet facility available in Rotorua. He says greater collaboration and integration between social sector service providers is vital to improving the health status of our communities.

“There are significant factors such as social deprivation, housing, education which all have an impact on health but are not directly influenced by health. The Children’s Health hub and Library has encouraged a greater participation by both Lakes DHB and the Rotorua Lakes Council in what is important to ensure we have the best possible environment for children to grow up in.”

Get Involved

Check out Te Aka Mauri, 1127 Haupapa Street or visit rotorualibrary.govt.nz



Photo by clint trahan/clintrahan.com

CRANKWORX ROTORUA

MARCH 19 - 24 ♦ 2019

Rotorua is all set to again host world-class mountain biking event Crankworx and locals are encouraged to get in on the action.

The jam-packed schedule includes an extra day of Kidsworx activity at Wattles on the 18 March and leads straight into the 6 day program including elite and pro competition, amateur competition, as well as expo and demo areas showcasing the latest and greatest products in mountain biking.

Crankworx is the ultimate experience in mountain biking and Rotorua event director Ariki Tibble says Rotorua is the ideal location because of its trails, community and environment.

“Rotorua has the secret sauce required to host a world class mountain biking event. Originally the vision was to showcase our home as a year-round world class mountain biking mecca, to grow the economy and to build the reputation of Rotorua as a compelling place to visit, live, work, play and relax, and Crankworx was the perfect way to do this.”

The event brings thousands of competitors, spectators and media from around New Zealand and the world to Rotorua.

There are benefits to being a local – there are two days when Rotorua residents can get free entry to all the action at the

Crankworx base at Skyline. All you’ll need is proof of address.

There are also events in Whakarewarewa Forest which are free to attend.

“We have people travelling from all around the world to be here for this event,” Ariki says. “You have to ask yourself, what does it take for thousands of people to get so motivated that they take time from their busy lives to spend tens of thousands of dollars to travel half the planet for a mountain bike event in Rotorua? The answers are right here on our doorstep...and only those who attend will get a full appreciation of just how special Rotorua is from this perspective.”

“We have removed the barriers so locals can check it out so it seems absolutely crazy for locals to not take advantage of the opportunity.”

Ariki says there is a great line up of events and it’s hard to pick just one “must watch”. “Every event has its own unique value... they are all epic in their own way.”

Locals who really want to get stuck in could also consider becoming a volunteer. More than 90 per cent of the Crankworx Rotorua volunteers are locals and Ariki

🔗 **Best places to find up-to-date information, schedule and ticket information:**

🌐 crankworx.com/festival/rotorua

📱 search for “Crankworx Rotorua 2019” under events

🔗 **Become a volunteer:**

🌐 crankworx.com/rotorua/volunteer

🔗 **Locals days**

(gates open at 10am):

Wednesday, 20 March

Main event: Rotorua Air DH presented by Bosch from 3.30pm to 5.30pm.

Thursday, 21 March

Main events: Mons Royale Dual Speed & Style Rotorua from 5pm to 7pm, Official Oceania Whip Off Championships presented by SPANK from 7.30pm to 9pm.

says it is an awesome way to get close to the action.

Volunteers are needed across a range of areas, so it’s a unique way to experience the event.

“All volunteers receive a crew t-shirt, free general admission and lunch on days worked.”

For Rotorua’s younger residents Kidsworx is back and is an opportunity for the next generation of riders to take part in a world class event and be a part of the new Kidsworx Pump Track Skills Clinic that includes training alongside two professional MTB riders.

“There are plenty of options for kids this year. If they want to get a taste of what it’s like to enter a mountain bike event but don’t want any competition pressures, the Challenger events are perfect for them,” Ariki says. “If they’re ready to take their riding to the next level, the Kidsworx Races are a step up in difficulty and competition.”

For more information and the full schedule of events visit:
🌐 crankworx.com/rotorua

What's on

your district, your events



CHILDREN'S WEEKEND

Enjoy free, fun activities for kids over two fun-filled days.

When: 2- 3 March 2019

Where: Various Rotorua locations

[rotorualakescouncil.nz/
childrenswweekend](http://rotorualakescouncil.nz/childrenswweekend)



ANZ PREMIERSHIP NETBALL

The Splice Magic take on Te Wānanga Raukawa Pulse.

When: 4 March 2019, 7.40pm

Where: Rotorua Energy Events Centre

anzpremiership.co.nz



ROTORUA LAKESIDE CONCERT

Free annual concert, this year showcasing well known and home-grown entertainers.

When: 9 March 2019, 7pm

Where: Rotorua Village Green

rotorualakesideconcert.co.nz



26TH ROTORUA WALKING FESTIVAL

Enjoy walks in Whakarewarewa Forest and amongst geothermal and urban sights.

When: 16 - 17 March 2019

Where: Various Rotorua locations

rotoruawalkingfestival.org.nz



CRANKWORX ROTORUA

The best international MTB athletes competing in elite-level competitions.

When: 18 - 24 March 2019

Where: Skyline Rotorua

crankworx.com/festival/rotorua



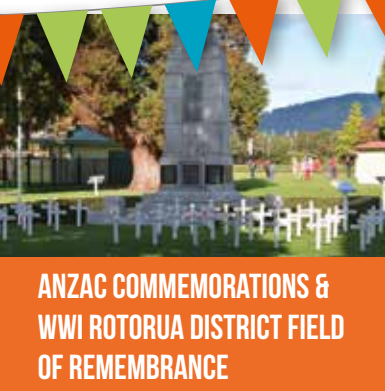
ROTORUA FRINGE FESTIVAL

Join us for the inaugural Rotorua Fringe Festival – A testing ground for bold, brave and out-of-the-box arts activations in Rotorua.

When: 6- 13 April 2019

Where: Various locations around Rotorua

[@rotoruafringe](https://www.facebook.com/rotoruafringe)



ANZAC COMMEMORATIONS & WWI ROTORUA DISTRICT FIELD OF REMEMBRANCE

Marking the anniversary of the Gallipoli landings, the WWI Field of Remembrance will be in place ahead of ANZAC Day when there will be dawn and civic ceremonies.

When: 25 April 2019

Where: Ohinemutu and Energy Events Centre

rotorualakescouncil.nz



55TH ROTORUA MARATHON

Enter an event or cheer on runners as they complete the iconic lap around Lake Rotorua.

When: 4 May 2019 from 8am

Where: Energy Events Centre

rotoruaamarathon.co.nz



AUTUMN EVENTS CALENDAR

Check out what's happening in Rotorua this March, April and May in the new calendar.

When: Available from 1 March 2019

Where: Rotorua Lakes Council

rotorualakescouncil.nz/whatson



ROTORUA LAKES COUNCIL

Te Kaunihera o ngā Roto o Rotorua

For more information on these events go to:

[rotorualakescouncil.nz/
whatson](http://rotorualakescouncil.nz/whatson)

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