

ROTORUA-TATAU TATAU

Our people, our culture, our place, our Rotorua

Issue 8 | June 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.



Rotorua residents are passionate about their places and spaces.

Partnerships are key to improving our neighbourhoods and community facilities and ensuring that our district continues to progress. This issue of Tatau Tatau highlights some of those who are dedicated to improve Rotorua and the lives of those who live here. In this issue you'll also find updates and information about key projects also designed to improve our places and spaces.

If you have story ideas for our next edition email:

 news@rotorualc.nz

 **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

Te kaunihera o ngā roto o Rotorua,
Rotorua Lakes Council, Civic Centre,
1061 Haupapa Street, Rotorua

Private Bag 3029,
Rotorua Mail Centre,
Rotorua 3046

 **07 348 4199**

 rotorualakescouncil.nz

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

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

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

Our Rotorua, weekly e-pānui

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 your neighbourhood

KEEPING IT CLEAN AND ~~GREEN~~ BLUE

Jonette Mead wants everyone to do their bit to keep their places and spaces beautiful. The Lake Rotomā resident has set up Keeping Rotomā Beautiful in a bid to encourage the community to take responsibility for the environment.

Although not officially part of Keep NZ Beautiful, Jonette says she embraces the same philosophy and spirit of the organisation.

“We are trying to make people understand that although it is not their litter, this is their place,” she says.

“Clean it up. Connect with your place... If we don’t do it no one else will.”

Jonette says she is passionate about preventing plastic and litter ending up in lakes, streams and road ways.

“All litter finds its way to waterways unless it is picked up.”

Jonette loves living at Lake Rotomā and started the organised community clean ups in November 2017.

She says the community is small and welcoming, the lake is pristine and she can walk across the road with her kayak or stand up paddle board and “leave life on shore behind”.

“Lake Rotomā has some 300 permanent residents, but that number is climbing every month, so attracting 17 residents at our first clean-up was encouraging and great in terms of percentages of population.”

The volunteers are all ages and not just locals- one person who lives in Kawerau but grew up in Rotomā travels to attend some of the clean ups to make sure their home stays beautiful.

Some weekends they have had up to 40 people turn up to help.

Jonette says the rubbish they find is varied and can include household furniture and electronics, but they always come across small items such as plastic drinking straws, lolly pop sticks, cigarette butts, bread ties and bottle tops.

As well as picking up litter, Jonette is a keen advocate for pest control.

“Out here we support the philosophy of toxin-free and humane rodent or pest trapping that helps to make birdlife abundant.

“The kicker is, if litter is kept to a minimum we are less likely to encourage rats, mice and stoats to roam our yards, roads, bush line and lake edge.

Jonette says the support needed from the community is attendance at clean ups and/or taking a suitable bag on walks to collect rubbish and dispose of in their home recycle bins.

The Keeping Rotomā Beautiful clean ups are continuing to run if anyone is keen to join. Follow them on Facebook at:

 [LakeRotomācommunity](#)

Whether you have a little time to invest, or a lot, there are a range of ways you can get involved to help Keep New Zealand Beautiful!

- Organise a clean-up event
- Organise a paint out to remove graffiti
- Make a donation

For more information visit:

 litter.org.nz



UPDATE ON POST-FLOOD ACTION PLAN FOR NGONGOTAHĀ

Families are back home and future mitigation plans are being developed just over a year on from the severe weather event which cause flooding and damage across the Rotorua district.

As a result of the April 2018 weather event 94 homes were issued with insanitary notices and nearly 1000 residents registered with Rotorua Lakes Council's Civil Defence welfare team to receive assistance and advice. The event caused extensive damage to some Rotorua roads, but no serious injuries to people.

All but a few families have been able to return to their homes. Bay of Plenty Regional Council and Rotorua Lakes Council are working together to repair damage and reduce the risk and impact of future storm events.

An independent panel conducted a review into the flooding event and released a report with 24 recommendations which are being worked through. This is now being led by a project team made up of executive and specialist/technical staff from both councils, supported by a Ngongotahā Community Reference Group made up of community members and elected representatives from the two councils.

Remedial works completed by the two councils to date:

- Of 118 sites (in the Ngongotahā Scheme Area) needing repair, 75 of the highest risk/priority sites have been repaired;
- 4800 tonne of rock has been used in rock armouring of erosion damage sites in Ngongotahā Stream;
- BOPRC has appointed a permanent position to run ongoing maintenance across Rotorua's river and flood protection schemes and oversee flood damage repair works;
- 150m of stopbanks have been rebuilt and additional vegetation and asset maintenance works completed;
- 3000 native plants used so far for stabilisation planting, with a further 3800 plants on order for winter planting;
- 700 tonnes of rock armouring on flood damages sites in the Waiteti Stream;
- Tarawera Road undermining damage repairs completed, Paradise Valley Road works nearing completion, Rerewhakaaitu Bridges reinstated and Oneku culvert completed;
- Machine-cleaning of Reporoa drainage network completed for this year, to re-start at the end of next spring;
- Work on other sites with minor damage (Mountain Road, Mangatete Road, Parsons Road, Waiotapu Loop Road) to be completed by about the end of June;
- RLC staff liaising with Waikato Regional Council on Waiotapu Stream improvements;
- Elizabeth/Pererika streets area under consideration for a pumping solution with some modelling undertaken and a more detailed report to be prepared.

Project Timeline

December 2018:

Release of flood review report

February/March 2019:

Community reference group established to work through recommendations together with the technical teams

May/June 2019:

Results from catchment modelling work due and preliminary works options developed

June/July:

Community engagement and dialogue on draft suite of options

July/August:

Finalise options report and highlight delivery timeframes (short/medium/long term including funding scenarios)

Later 2019 onwards:

Presentation of final recommendations to both Councils and progressive implementation of agreed actions once adopted by Councils.

The Ngongotahā Community Reference Group has been created to help develop an Action Plan to reduce the risk of and impact of future storm events in Ngongotahā.

The reference group, which is made up of community and iwi representatives as well as elected members, aims to provide advice and recommendations to both Rotorua Lakes Council and the Bay of Plenty Regional Councils. They will also lead community engagement and consultation around the development of plans for short/medium and long term actions.

Here is a brief introduction to the reference group members:



Guy Ngatai

I am a teacher, guidance counsellor and environmental advocate for principles of kaitiakitanga. My aspirations are to assist in adopting and implementing actions which will prevent or minimise the risk and effects of future flood events.



Lyall Thurston

I am a Bay of Plenty Regional Councillor based in Rotorua. I have lived in Rotorua most of my life.

Rotorua residents throughout the district who experienced the ravages of the extraordinary flood can take assurance and comfort that all parties are working collaboratively with urgency and commitment to ensure every possible improvement has been made to minimise future flood risk.



Simon Short

My association with the Ngongotahā Stream started when I set up Agrojet 20 years ago and have been running Velocity Valley since then. Our weather patterns are changing so we need to all be fully aware that she will be volatile again in the future and the only aim is to do everything in our power to mitigate the damage.



Keith Garratt

My original training was as a surveyor and planner, but I spent the last 15 years of my career as an international environmental management consultant. As someone who witnessed the flooding first hand, but escaped inundation, I feel I am in a good position to contribute to the group. I want to ensure that appropriate actions and policies are in place to minimise the chances of a repeat event.



Shirley Trumper

I am the chair of the Rural Community Board. I want to achieve a positive level of engagement from the community to make sure everyone has an opportunity to provide feedback and also see and hear about the progress.



Elliot Pollard

I owned and operated a menswear store for 40 years in Rotorua. We were directly affected by the flood and all aspects of it on the day, which is why I wanted to be part of the Reference Group. I want to oversee work taking place in stream monitoring in the upper catchments to minimise this event happening again and a clear civil defence plan for the Ngongotahā area.



Sarah Thomson

I currently live in Paradise Valley and am currently the chair of the Paradise Valley Catchment Group. If I can be part of the solution to a problem larger than our Paradise Valley community's issues I want to help. The solutions to our issues will also prove to be part of the solution for those lower down the catchment.



Joe Edwards

I'm the chairman of Parawai marae. I joined to keep Tura Ngati Te Ngakau at the forefront of any civil emergency. I want the community of Ngongotahā to know they have a house of refuge in future emergencies.



Heather Brake

I have lived in Ngongotahā for more than 37 years and have owned the Ngongotahā early learning centre for the past 10 years. I joined the reference group out of concern for our local families where the flooding happened. I want to be a voice for those affected and share the knowledge we have learnt from this experience.



Te Poari Newton

I am a carpenter joiner by trade with qualifications in project management development and CAD design. The knowledge I have obtained in local government processes specifically RMA and town planning could help with on the ground research.





Kapu Tī Kōrero at Te Aka Mauri

Reo Rua

TIME IS PRECIOUS

Māori language advocates are encouraging Rotorua residents to designate time to create their own kōhanga reo (language nests) and invite friends and family to learn or advance in te reo Māori.

The call supports Rotorua Reorua - an initiative endorsed by the community in August 2017 when the district declared its commitment to advancing as a bilingual city and rohe (district).

The kaupapa (initiative) encourages people to look at how they can start or advance their own reo Māori language journey.

Rotorua Library's Anahera Sadler hosts Kapu Tī Kōrero at Te Aka Mauri which is an hour-long opportunity for people to come together each Monday, from midday, to have a chat in te reo over a cuppa.

"It's going really, really well," she says. "People have learnt pepeha (personal introduction), parts of the body, whakataukī (proverb), different iwi of Aotearoa and the different (dialects).

"They've become a lot braver so it's not just about the books. It's about taking those books and starting conversations."

The Library's Kaiurungi Mātauranga Māori - Principal Indigenous Advisor, Anahera encourages people to create a kōhanga reo (language nest).

"Wherever you are, if you start one in your garage or you start one in your home, invite a few of the people that you know who want to learn te reo or have just finished a reo Māori class and make a time regularly to meet. If you don't make that time it won't happen. That is the key."

Wiremu Keepa is also involved in Kapu Tī Kōrero and fills in for Anahera when she's called away to do other library business.

He believes having more kōhanga reo will help people overcome barriers and learn the language especially tāngata whenua.

"We put up barriers [to not learning] – we're too old, too busy. I feel people have to re-arrange their priorities and put te reo first. Why? Because unless you learn te reo, you will not understand or experience its beauty."

His passion for te reo is driven by a life-changing event.

"Fifteen years ago I had a heart transplant which has given me a new lease on life. I've been given this new life."

As a result, he vowed he would learn te reo Māori and give back to his marae and learn more about the language.

In addition to his involvement in Kapu Tī Kōrero, he also holds te reo classes at Rotorua Hospital once a week and is enrolled in a reo Māori course at Te Wānanga o Aotearoa.

Rangitīria Tibble of Toi Ohomai Institute of Technology is supporting the idea of having more reo Māori spaces in Rotorua.

She is the tutor of the free weekly Rotorua Reorua community classes hosted by Rotorua Lakes Council.

"There needs to be more wānanga and places where people can experience te reo Māori so the love of te reo can grow."

She says having more kōhanga reo will enhance people's desire to learn te reo.

"That desire exists in the community. But we need to set up more projects to help other people notice Rotorua Reorua. My dream is for te reo to be everywhere."

If you are want to have a go at speaking or practising te reo Māori, you are warmly invited to attend Kapu Tī Kōrero.

It is free and is held every Monday between 12 – 1pm at the Community Meeting Room, Ground Floor of Te Aka Mauri.

Everyone is welcome.



Library's Kaiurungi Mātauranga Māori - Principal Indigenous Advisor, Anahera Sadler with Wiremu Keepa

In the community

MAKING A SPLASH IN OUR COMMUNITY

Providing a safe space to swim is only a small part of what the Rotorua Aquatic Centre team hopes to achieve.

It's all about engaging with the community and promoting water safety for Leah Burgess and the rest of the Aquatic Centre team.

Leah, who is the facility manager, says the centre has undergone some changes in the past 12 months which has seen an increase in numbers at the swim school and positive participation in newly created family fun days.

There are more than 350,000 visits to the Rotorua Aquatic Centre each year and Leah says they want to create a fun environment because she believes that when children play and enjoy being in the water with parents and guardians they are also learning to swim and becoming more confident in the water.

"We hold themed family fun days once a month on a Sunday. This is to encourage families to come down and parents and caregivers to get in the water with their kids."

Leah says they have tried a range of initiatives over the past 12 months to better engage with the community.

Land-based inflatables have been offered to local schools for their galas and were also part of the successful Ride the Runway event.

The Aquatic Centre supported 100 per cent attendance in schools and offered free passes to an end of year pool party for all children who achieved this.

"Also, over the summer holidays we encouraged families to enjoy the amazing parks and walkways that we have by hiding painted rocks in areas that when found could be redeemed for a free swim."

Leah says there have also been changes to the gym and pool fitness classes on offer.

"We changed up our Aqua Aerobics by adding shallow water classes throughout the summer in the outside pool and were well received and were requested to continue these until it got colder... Additional equipment has also been added to the fitness studio going beyond just cardio as it was previously."

The key, Leah says, is spreading water safety messages.

"We entered the Christmas parade to get out the message 'Zero tolerance to drowning' and how to support this... Never leave children unattended around water, learn to swim learn to survive, then bringing these messages in to the facility."

The Aquatic Centre's swim school has seen an increase in enrolments and Leah says learning to swim and knowing how to be safe in and around water are vital skills when people are live somewhere surrounded by lakes and rivers.

"What makes us different perhaps to other swim schools is that we teach in the water along-side the children and are able to correct their swimming."

To get involved or keep up to date with all the events on offer at Rotorua Aquatic Centre visit

 clmnz.co.nz/rotorua-aquatic-centre or

 Rotorua Aquatic Centre

Aquatic Centre redevelopment update

The initial stages of the Rotorua Aquatic Centre upgrade have begun with essential ground testing underway in the 50 metre outdoor pool area.

Geotechnical engineers and surveyors have been on site at the pool during the past month to test the soil around the facility in order to get a clear picture of what is needed to prepare for refurbishment.



Investing in the community

Council provides community assistance in the form of Community Grants and Partnership Agreements for the not for profit sector in order to create a strong social base, meet local needs and make a difference in the community.

This funding:

- Supports community organisations' activities and services which contribute towards the achievement of 2030 goals
- Focuses on investment which improves equitable outcomes for our community
- Strengthens the ability of local community groups to respond effectively to local needs
- Builds and strengthens the capacity of community groups and organisations to move to financial sustainability
- Builds participation and a sense of belonging
- Increases community access to opportunities and resources
- Complements funding from other sources

Neighbourhood Matching Fund

The purpose of this fund is to bring people together to build stronger communities and neighbourhoods by providing resources for self-help projects, which link to Rotorua 2030 goals.

The priorities for this fund include:

- Empowering people to enhance and strengthen their own neighbourhood
- Contributing to families and whānau working, playing and talking together
- Renewing and revitalising of places and spaces within neighbourhoods
- Improving the quality of life in a specific community or neighbourhood

All projects should be initiated, planned and implemented by people living in the Rotorua district. Every grant is matched by neighbourhood or community resources of volunteer labour, donated materials, donated professional services, or cash.

There are two funding options within the Neighbourhood Matching Fund (NMF). The first is Small NMF grants, which are available throughout the year with up to \$5,000 available per application, with a minimum grant of \$50.

Groups that are seeking a small amount of funding to undertake a project should apply for Small NMF.

Groups who are seeking larger amounts of funding for their projects should apply to Large NMF grants. The Large NMF grant has a minimum grant of \$5,001 and a maximum of \$20,000.

There are two large funding rounds per year.

Community Grants

Community grants provide for flexibility of use, three years financial certainty and simple accountability for small to medium-sized community organisations.

Applications for community grants are available once every three years. The dollar value of each grant is determined on a case-by-case basis. Community grants range between \$1000 to \$5000 per annum, for a three-year period.

These Community Grants are managed and administered by the Geyser Community Foundation.


Partnership Agreements

These high-trust agreements are developed with established community organisations demonstrating good governance which are recognised as significantly contributing to Rotorua 2030 goals and addressing inequity. Agreements may include financial grants over \$5000, as well as other forms of support.

The dollar value of each grant is determined by Council committee, subject to the funds available and content of applications. Partnership Agreements are for a three-year period.

Applications for community grants and partnership agreements will be open again in 2021.

For more information
about grants and
funding visit:

 [rotorualakescouncil.nz/
grantsandfunding](https://rotorualakescouncil.nz/grantsandfunding)

Making a difference

SIT BACK, TAKE A SEAT

It's all about keeping kids safe for the Rotorua Car Seat Clinic.

A push to reduce child injuries in crashes prompted the establishment of the group, which educates parents about child safety in cars. There's no judgment at the free clinics which people can attend to check their car seats are correctly installed.

Alice Waitoa leads the small team of three trained child restraint technicians in Rotorua with funding being secured to train up two or three more.

The team runs regular clinics which anyone can attend and where they can get their seats checked by a professional.

The initiative has support from partner agencies including Rotorua Parents Centre, Plunket, Rotorua Police, Road Safety Rotorua, Rotorua Lakes Council and Mokoia Community Association.

Alice says the Car Seat Clinic provides a vital service to the community.

"Currently our local statistics for seats installed incorrectly in cars is about 82 per cent," she says.

"The most common things we see are seats not being in tight enough or harnesses too loose, tethers not being used etc. These sorts of things can have huge impacts in a crash so it's vital they have somewhere to go to get it sorted."

The Car Seat Clinic has also gained funding to provide seats for children who otherwise wouldn't have one.

"We have set up a referral system so midwives, Well Child providers and other community organisations can refer a client they feel could benefit from our help. We make contact with the person and if they meet the criteria, we can provide a seat.

"We have helped more than 40 children into new or second hand seats since we started the clinic in 2017."

Alice says that is the part she loves the most, "knowing those children are safer because of us".

To make sure the service is free the Car Seat Clinic secured funding from Rotorua Lakes Council, Fresh Choice Supermarket and the Geyser Foundation.

"We also were a regional winner at the TrustPower volunteer awards last year and received prize money from that," Alice says.

"We have had some wonderful people donate to us to through our Givealittle page...Without all this amazing generosity we could not continue to operate."

Alice dedicates her time to the clinic because she knows she is making a real difference in the community and knows that when she installs a seat correctly, she is potentially saving a life.

"My mind is constantly ticking over about how we could be doing more, how we can reach the children that need it the most. I have so many ideas and things I want to do but need more hours in the day.

"I am also passionate about a 'no judgment' policy. Some people don't realise they may be doing something incorrectly."

She says education is the key.

"If we can explain it and show them, then people feel good and you have helped them. If they feel judged they will not make changes or come back."



Get involved:

Get your car seat checked at one of the clinics, or contact Alice to arrange a time:

 [rotorua.carseats](https://www.facebook.com/rotorua.carseats)

 rotorucarseats@parentscentre.org.nz

Donate good quality, in-date car seats

Donate money through the clinic's Givealittle page:

 [givealittle.co.nz/org/rotorucarseats](https://www.givealittle.co.nz/org/rotorucarseats)



Investing in the community

GROWING A LEGACY OF GENEROSITY

Many community organisations wouldn't be able to survive without community funding and Rotorua's Geyser Community Foundation is helping to connect organisations with much needed funds.



Give today

See the impact of your generosity while you are still around to enjoy it and receive tax benefits (conditions apply).

Give tomorrow

Leave a lasting legacy in your will.

Give what you can

Every gift counts – large or small, one-off or regular.

Donate today at

 geysercf.org.nz

See more at

 nzcommunityfoundations.org.nz



An independent, local, not-for-profit charitable trust, the Geyser Community Foundation's main role is to encourage charitable giving in the Rotorua and Taupō communities.

Executive officer Annette Burgess says Geyser provides specialist fund management and grant-making expertise to a growing number of local people who want to contribute to their community's long term development.

"Geyser is building an endowment fund that will benefit our local community for generations to come. Quite simply, we encourage local generosity. We connect people who care with causes that matter," Annette says.

"We make giving quick and easy. Funds are pooled and invested in perpetuity; the interest from the funds supports the local community every year, forever.

"We have the flexibility to accept a wide variety of assets, and we offer a number of ways to accomplish your charitable objectives. In addition, we take care of all governance, compliance, granting investigations and paperwork, auditing and accounting."

Rotorua's Allan and Jan Sewell feel fortunate to be able to give back to their local community. They love to give and say it makes them feel good.

The couple established their fund in 2013 and like the idea that donations made through the Geyser Community Foundation are used for charitable purposes which benefit the wider Rotorua community.

A number of local charities, community organisations, individuals and whānau have received support from the Sewell Family Fund during the past six years, and their legacy will continue for generations to come.

"The Rotorua community has been good to us over many years and we wanted to give something meaningful back," they say.

"We feel very privileged to be able to do this and are pleased to be involved with Geyser, which is the ideal charitable vehicle for us.

"The distributions from our fund are donated back to the local community each year and this will go on forever."

The couple say they are able to choose who will receive the annual distributions and while both or either of them is still living, they can nominate different organisations and charitable causes if they wish.

"We especially like the idea that donations made through Geyser are used for charitable purposes which benefit the local community, forever. This is a very powerful way of giving and something that will continue long after our lifetimes."

Annette says Community Foundations are a global success story.

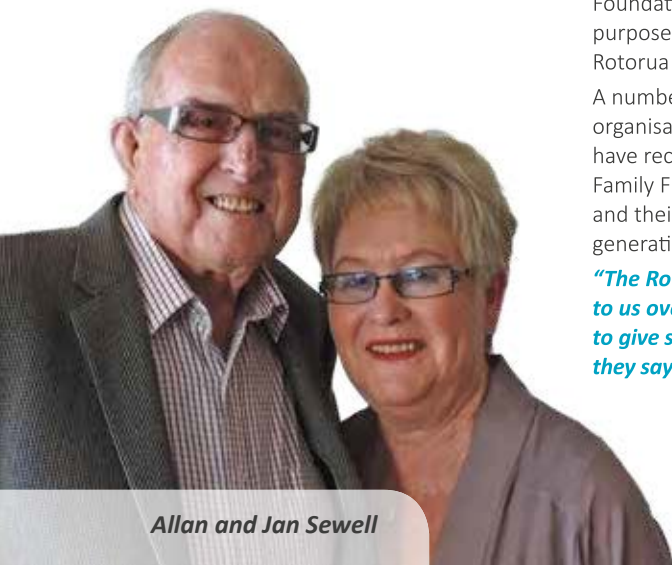
"The concept began in North America in 1914 and today there are 1838 Foundations worldwide with \$63.2 billion under management.

"They are steadily growing in New Zealand today with over \$120m invested and hundreds of millions pledged in people's wills."

There are currently 17 Community Foundations in New Zealand, covering more than 80 per cent of the country.

"Kiwis love giving to support their local communities. New Zealanders are very generous, they want to make a difference and leave a legacy for the future. It's empowering for many to discover an easy way to do this for the long term through their local Community Foundation."

"You don't have to be wealthy to give," Annette says. "A growing number of everyday people want to give back. It's amazing to see so many people getting so much joy from giving collectively."



Allan and Jan Sewell

Investing in the community

INJECTING ENERGY INTO THE COMMUNITY

For more info visit:
rotoruastrust.org.nz



RECT Trustees: Tamati Coffey, Cr Merepeka Raukawa-Tait, Stewart Edward, Sandra Kai Fong, and Jo-Anne La Grouw

Since being established 25 years ago following the sale of Rotorua Electricity Limited, the Rotorua Energy Charitable Trust has given out more than \$110 million to the local Community.

Whether it's attending one of the wide array of events supported by the Trust, using facilities made possible through its funding or more directly, as a part of an organisation that has received funding, it's fair to say the Trust has touched the lives of many of Rotorua's residents.

Reflecting on the almost three years since he was elected, Trust chairman Stewart Edward says the time has been one of significant growth for the Trust – starting with the last elections which saw four new Trustees elected after a period of little change. The fresh start, as it was, gave Trustees the opportunities to really look at what it has done in the past, and how it can best operate in the future.

“After the election the newly elected Trust worked hard to develop a strategic plan and a clear direction which is really encapsulated in our new kaupapa statement, a better Rotorua for all.”

Strong financial management has been a key focus. The Trust value is now around \$155 million, compared to \$140 million in 2016. “At the same time, Trustees have approved over \$10 million in grants, as well as committing \$10 million to the rebuild of Rotorua Museum.

“Distributing funds to support community organisations is at the core of what we do, but we've worked hard to make sure the grants that we do give out are more selective so we really are making the best use of the money.”

Mr Edward says the past three years has also seen the Trust look to move into providing more advice and assistance to groups, beyond just funding.

“Relationships are essential for an organisation like ours, and we've worked hard to build relationships and collaborate with key groups such as the Rotorua Lakes Council, Lakes District Health Board, Ministry of Education and our iwi partners like Ngāti Whakaue.

“Often the strength lies in collaboration and we can achieve more working together than individually.”

Mr Edward says an example of this is the joint venture with Ngāti Whakaue Education Endowment, which has seen an extra \$250,000 supporting programmes to help literacy and numeracy in Rotorua.

“Removing barriers to achieving a good education is one of the Trust's priority funding targets – and is an area we already support through a wide range of programmes.

Last year also saw the Trust agree in principle to commit \$10 million towards the rebuild of the Rotorua Museum, with Trustees unanimously agreeing the rebuilding and reopening of the Museum is a key priority for the Rotorua community.

“The Museum/Bath House is seen as a symbol of our community and it is imperative that the facility be open again as soon as possible.”

The Museum funding follows the approval of \$1.5 million to the rebuild of the Sir Howard Morrison Performing Arts Centre.

“The past three years have been significant and it has been a true privilege to carry on the work of those before us, supporting our community.”

Shaping our district

PROJECT UPDATES



Sir Howard Morrison Performing Arts Centre

Work on seismic strengthening and refurbishment of the Sir Howard Morrison Performing Arts Centre is expected to start towards the end of 2019 following detailed design work currently underway.

The aim is to transform the building into a facility capable of offering the range of services, shows and experiences expected from a performing arts centre.

The design restores and enhances the building's two heritage wings, connecting them through a new floating roof, giving the Centre a contemporary feel through the use of warm wood features, reflecting Council's wood-first policy.

The redevelopment will include refurbishment of the building's interior and exterior, restoration of heritage features, external landscaping and lighting.

Foyer: This modern space will incorporate stories of Te Arawa and Ngāti Whakaue into the wall designs, with Sir Howard Morrison celebrated through an exhibition of his awards and memorabilia.

Concert Chamber: The Concert Chamber will become a flexible performing space able to seat from 100 to 300 people.

Civic Theatre: The Civic Theatre capacity will be increased to 950+ seats, with enhanced acoustics and air conditioning. The orchestra pit and stage apron will be extended.

The core seismic strengthening and building upgrade project has been costed at \$17.9million, with additional enhancements identified to improve the building's function as a performing arts centre.

The core project is now fully funded with on-going fundraising concentrated on enabling prioritised enhancements to improve the Centre's functionality for performing arts.

For more information visit:

rotorualakescouncil.nz/reopenshmpac



Long Mile Road upgrade taking shape

The Long Mile Road upgrade is starting to take shape and set the scene for what's to come as part of the Whakarewarewa Forest development.

Work to improve the entrance to Long Mile Road from Tarawera Road was completed in April. This included widening the entrance to create dedicated turning bays, increasing the bus stop area at the intersection to provide better visibility, and the beginning of a 3m wide shared path that will extend down Long Mile Road, providing a safe pathway for forest users.

The next stage of the Long Mile Road upgrade is now underway and includes progressing the shared path, formalising car parks and beginning work to improve drainage.

Local company Campbell Infrastructure Ltd has been contracted to complete the Long Mile Road upgrade and their progress and quality of work to date has been impressive. The work is scheduled to be complete by the end of the year.

The forest development is part of Council's 2018-28 Long-term Plan and includes improved facilities in Tokorangi Forest (Redwoods) and a new forest hub off Tarawera Road (on the way to Tikitapu).

This is a collaborative project between Central Government (through its Provincial Growth Fund), Rotorua Lakes Council, Ngāti Whakaue, Tūhourangi Ngāti Wāhiao, and CNI Iwi Holdings Ltd.

Council is managing an investment of \$14.5 million to enhance the forest amenity and improve the experience for users. Council allocated \$7.5m to the project in its 2018-28 Long-term Plan with Central Government contributing \$7m. The project will be completed over the next three years.

To keep up to date with progress at Long Mile Road and other forest developments visit:

rotorualakescouncil.nz/forestdevelopment





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

Rotorua Museum update

Discussions between Rotorua Mayor Steve Chadwick and senior ministers to secure Central Government funding for the restoration of the city’s iconic museum are progressing well.

“I am working closely with senior ministers and am heartened by the discussions we’ve had to date...Government MPs will also need to support us as we work through what level of support the Government can provide,” the Mayor says.

“Rotorua Museum is a New Zealand icon and we have been pushing for Government assistance since we were forced to close it in late 2016.”

The Bath House was the New Zealand Government’s first major investment in the tourism industry, seen as a way to make Rotorua a world famous spa destination.

The Mayor says getting the museum restored and re-opened remains a top priority for Council.

“Partnerships have been key to what Council has achieved in recent years and to the progress Rotorua has been making and that’s how we will also get this done.”

Restoring and strengthening the building will cost an estimated \$45- \$50 million with Council committing \$15 million in its 2018-28 Long-term Plan towards seismic strengthening and the balance to be sourced externally. Last December Rotorua Trust announced it would support the project with a grant of \$10 million and the Rotorua Museum Centennial Trust, which raised funds to extend the building in 2011, has committed to assisting with fundraising if needed.

“It is a complicated process getting the level of funding we require but I am working with senior ministers and the aim is to get the funding lined up so that we can start work on the building later this year, as planned.”

Mayor Chadwick says.

With most of the necessary groundwork now done, Council will be ready to go once the level of support from Central Government is finalised, the mayor says.

The museum project is well into the developed design phase with architects, engineers and Heritage New Zealand continuing to work through design elements. Project managers WSP Opus are procuring contractors, with works still on track to begin in July.

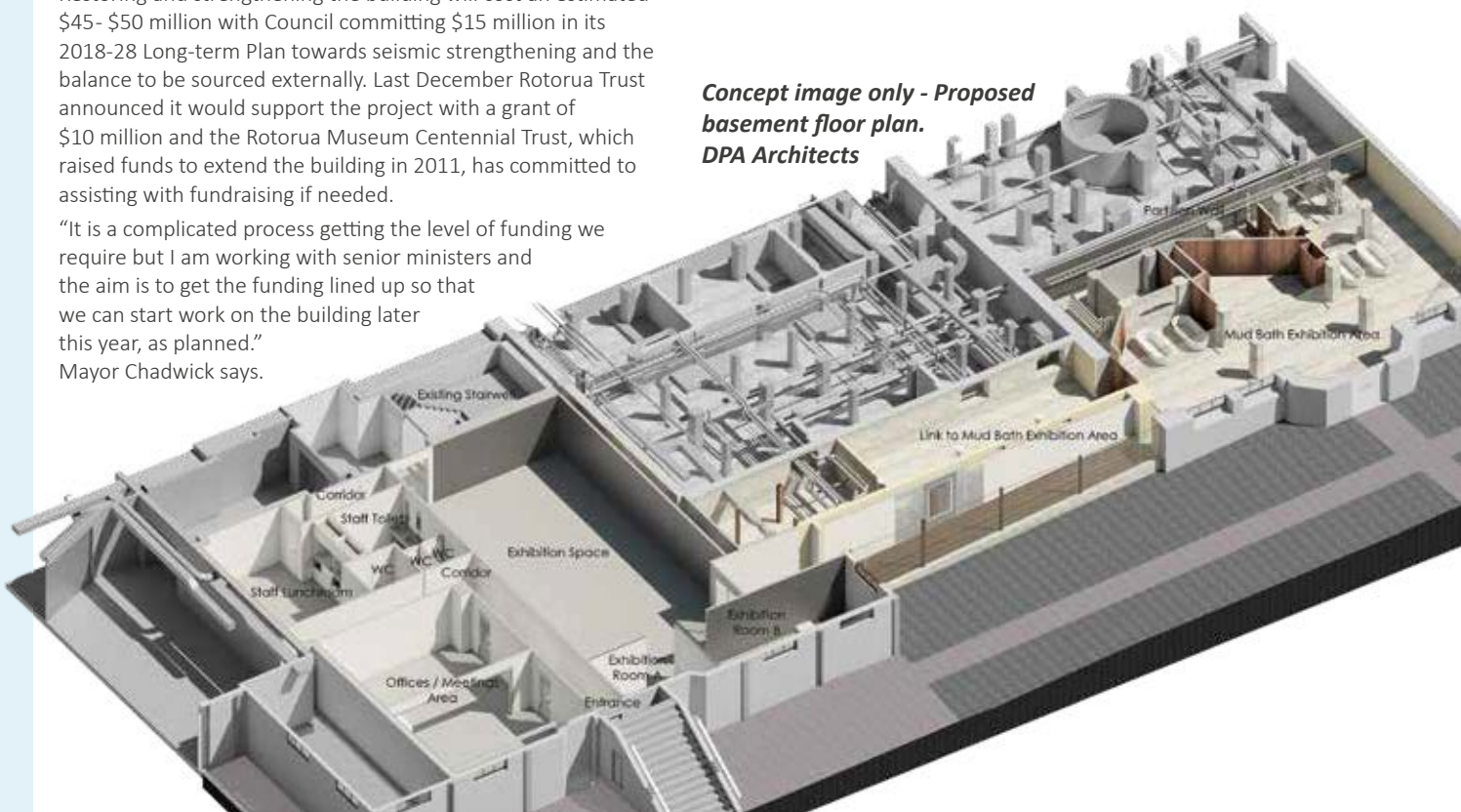
Resource consent was secured in March this year, representing a major step forward in the project and a prerequisite for some of the critical funding opportunities that have been identified.

Asbestos that has been found is not considered substantial and will be expertly removed once work on the museum begins. Timeframes will be unaffected as the removal will be done as part of the enabling work. The cost of removing the asbestos has been accounted for in the budget.

For more information visit:

 rotorualakescouncil.nz/repairmuseum

Concept image only - Proposed basement floor plan. DPA Architects



LAKEFRONT DEVELOPMENT UPDATE

Rotorua Lakes Council has received funding from Central Government's Provincial Growth Fund to upgrade our lakefront.

Developing the lakefront supports Council's Vision 2030 by creating a vibrant city, easy lifestyle, diverse opportunities and reflecting our strong Te Arawa identity and community spirit. It will be an enjoyable family-friendly destination for locals and visitors.

Thank you to all who have provided input on the playground to ensure cultural and community values are reflected. Discussions on other details of the lakefront development will be ongoing. With funding from Central Government, we now have the opportunity to upgrade our lakefront with the modern and fresh infrastructure so many other cities already enjoy. We are creating a lakefront that locals can call home, where tamariki can play, where whānau can come together, and a destination that our visitors want to return to.

Craig Hammond, Manager, Lakeland Queen

"As a local business based at the lakefront we are thrilled at the Council's vision to see this redevelopment take place. For us our guest's experience starts at the lakefront, so our offering is actually intertwined with our location in delivering a great experience and the proposed improvement of facilities, visitor flow and attractiveness of the area will contribute greatly towards this."

Accessibility

Council is working with developers to ensure all designs meet, and in some cases exceed, accessibility standards.

- Mobility parking spaces will double and be located close to the water's edge and near the public toilets.
- New long vehicle parks will be included for larger mobility vans.

- Ramps will ensure the lake edge and boardwalk are accessible for all.
- Seating with backrests and armrests will be constructed.
- A brand new, fully equipped accessible toilet, suitable for both children and adults will be installed.

Public Toilets

There will be two main public toilet blocks and toilets available in the new food outlets.

The existing toilet block has been refurbished and a new toilet block will be built on Tūtānekai Street. Toilets will be on either side of the playground and near car parks. The new public toilet block will cater for larger tour buses and will include a fully equipped accessible toilet, the only one of its kind in the region.

Ticketing, Food and Beverage

- New space for ticketing offices.
- New food and beverage outlets ranging from ice cream and playground snacks, to cafés and restaurants.
- Council is seeking an investor to develop this site.

Boardwalk

- A space to wander, reflect and gaze upon the lake and Mokoia Island.
- Designed to blend into the natural landscape.
- 600m long and 4.5m wide.
- The boardwalk design has undergone a safety audit and building consent assessment and meets all safety requirements.

Play rings

Basketball half-court



Memorial Drive

Memorial Drive will be enhanced to create more open space. The memorial gateway will remain allowing more space for reflection. This space will provide better support for events on the Village Green such as markets and concerts.

Lake Ecology

Lake Rotorua is a well-known habitat for kōura but near the lakefront development site, the kōura habitat is limited due to excess silt and debris and a lack of suitable cover (i.e. stones and rocks). During construction, excess silt and debris will be removed and local ecologists Wildlands, kōura scientist Dr Ian Kusabs, William Anaru (coordinator working to eradicate catfish from our lakes) and the Te Arawa Lakes Trust, will work with the designers to create better habitat for kōura. The boardwalk will also provide essential shade for fish and kōura to hide away

from predators. Water will be able to pass underneath the boardwalk and any build-up of lake weed will be removed.

**Dr Ian Kusabs, Scientist/Principal,
Ian Kusabs and Associates Ltd**

“Kōura are highly valued by Māori and are considered a taonga species by Te Arawa. They are also an indicator of ecosystem health because they need well oxygenated water and substrate free of silt. With the improvement in Lake Rotorua’s water quality in recent years, kōura have returned to the lakefront (mainly where rocks and stones are present). The development project provides us with a fantastic opportunity to enhance the kōura population and value of other fisheries in the area.”

Playground

Last year over 100 tamariki shared their ideas about a new playground for the lakefront. Many of these ideas were similar and clearly showed what tamariki want in a playground. These ideas have been included in the lakefront designs.

Most of the existing playground will be kept and expanded on, making the new playground three times bigger and suitable for all ages and abilities. It has been designed with safety in mind and will be separated from pathways and roads. There will be two large smooth surface loops for bikes, scooters and skateboards, dual flying foxes, a basketball half court, a nest swing, as well as spaces to sit, relax, and watch the action.



Caleb Nicholls (12 years old)

“It was really cool to create our ideas for the new playground and show them to the designers. I can’t wait to check out the new playground and see our ideas in real life.”

Parking to increase

- 171 car parks will remain at the lakefront (same as current amount).
- Mobility parks will double.
- Two motorcycle parks will be created to fit 2-3 bikes per space.
- 4 extra boat trailer parks will be created near the yacht club.
- 3 extra bus parks will be created.
- Most of the new car parks will be on Memorial Drive and off Tūtānekai Street.
- Car parks will be available near all lakefront amenities.

Trees

- Trees that are diseased, rotten, or growing too close to a neighbouring tree will be removed.
- Most trees at the lakefront will remain.
- Over 200 new trees will be planted.

Basket swing

Pendulum swing and net see-saw

Dual flying fox

Rope course

Timber steppers

This is an artist’s impression of the new playground. This image focuses on the playground area of the lakefront only. To the left of this area is where the new ticketing offices and food and beverage outlets will be located and behind the playground remains the Village Green.

On the job - tunga mahi

KYLIE HOLMES

You are the youth and early learning lead at Rotorua Library, what does this entail?

I work with my talented team to create and deliver services to children, youth and their families.

For example, during one recent week we had four preschool activities, hosted two Lego clubs, visited high schools and early learning centres and planning for upcoming activities.

How long have you been in this role?

I have been in this role for a year and before that was a Children's and Teens Librarian for four years.

What do you love about your job?

I love that my team and I get to have fun with so many families.

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

Often our craft activities draw in a big crowd, a lot of planning goes into containing the mess (including glue, glitter and bird seed) and ensuring that crafts can be safely transported home.

Have you seen a change in how people use the library since you moved into Te Aka Mauri?

I think the children's area provides a comfortable place for families to relax and enjoy time together. We have been open for 15 months and it is still nice to see people coming in for the first time and discovering the space and feeling at home and comfortable.

What do you love about being able to interact with young community members and watching them grow?

This is one of the best parts of my role. Having been with the Library for five years now, I am starting to see some of the children I first met as toddlers, now coming in and telling me about the exciting things they learnt at school and the books they are reading. It is really rewarding to get to see them grow and learn.

What are some top books you recommend for children?

I like books that are a bit quirky and encourage children to participate. I always enjoy sharing Mo Willems Pigeon books, as the children have to convince Pigeon to take a bath. Another favorite is 'Did you take the B from my _ook?' this is a book full of b words which have to be pronounced without a 'B', it is a lot of fun to read aloud. Children are always quick to step in when you let a 'B' slip out.

What do you do to unwind?

I spend time with my husband and our families. I also knit a lot of clothes and accessories for myself and our nieces and nephews.



KEY PERFORMANCE MEASURES JULY - DECEMBER 2018

1160

Students attended Makerspace sessions (Jan 18 to Jan 19)

3313

Children through pre-school programmes

970

Children have attended Makerspace Lego sessions

2279

Attendees to special events, launches and presentations

2389

Children participated in the Holiday programme

37

37 Registrations for Spark Jump, highest out of all NZ libraries

Celebrating a legacy

JANE GILBERT

For 30 years Jane Gilbert has been a driving force at Rotorua Library.

She has seen huge changes in technology and library offerings as well as changes in the way communities use the space.

This wealth of knowledge has helped her move entire libraries to different buildings and helped create new public spaces, which have been critically acclaimed.

But now, the Rotorua Library stalwart is hoping she will have more time to browse the shelves and dive into new books as she embarks on her retirement.

Jane's library career started in Rotorua in 1968 where she worked as a junior for two years before moving to Auckland, she returned to Rotorua in 1989 becoming the Lending Services Librarian before taking up the Library Director position in 1995.

"The years have gone past really quickly. It's difficult to fathom," Jane says.

Notably, Jane says the biggest and most obvious changes have come in the way of technology.

"When I first started we had no computers and did it all by hand."

She says technology not only changed people's reading habits, but also how the library operated, with the introduction of library management systems.

Books have been published in a range of different formats. Cassette tapes and CDs were then eclipsed by downloadable eBooks – in both audio and reading formats. This led to a time where people questioned the need for physical books and libraries, but Jane says this is no longer the case.

"We still see a huge demand for physical books," Jane says.

"Paper has been around for a long time, readers of all ages enjoy the tactile experience of turning the pages. I think it's a bit like robots as opposed to people being able to sit cosily and turn the pages."

However, Jane says eBooks are great for holidays, when you don't want to compromise luggage space.

During her time at the helm, Rotorua Library has moved premises several times; a process which Jane admits is more than simply moving shelves and books.

"You have to be extremely organised."

The library first moved into Te Aka Mauri in early 2018, a move which Jane hopes will be their last.

"We've created something special here," she says.

"For the families, it seems to be working."

She says the collaboration with the DHB provides families with a central space where they can access the services they need, but also engage in library activities.

"We are definitely noticing a lot more families and children coming through the door. They come for appointments but stay for our programmes and activities."

Jane says most people who work in a library not only have a love of books but they care about the community.

"You always hope to improve someone's life."

"It's very satisfying when you can help someone find an obscure book or ignite an interest for them."

Jane says books provide an escape for people, but reading shouldn't be limited to novels. She encourages the use of audio books and graphic novels.

"They are part of the way we express ideas," she says.

When July comes around and Jane is embarking on retirement she will be moving to "another adventure".

"We have a couple of acres and a house in Fielding... I'm also looking forward to getting back into petanque and riding e-bikes."



Get involved

 rotorualibrary.govt.nz

 RotoruaLibrary

 07 348 4177

Inner city innovation

PARKING SYSTEM – UPDATE

Since the i-Park system became fully operational earlier this year it continues to be monitored and reviewed.

New additions to the system include the i-Park scan car which you can read about below and we also explain how to move within the blue and green parking zones.



i-Park scan car

You may see the i-Park scan car driving around Rotorua's inner city as it is tested and drivers are trained.

The scan car uses cameras to scan the licence plates of parked vehicles. Initially it will compare the licence plate it scans with information available in the NZTA database to identify vehicles that do not have a current WoF and/or registration. Within the parameters set by Council, it has the ability to automatically issue an infringement to the registered owner. The information held in the database is available to enforcement agencies and is the same information parking wardens have always relied on.

Rotorua Lakes Council provides a 28 day grace period for vehicle owners to renew an expired WoF or registration before an infringement will be issued.

The scan car will also be used to help identify vehicles that have not paid for parking, exceeded the amount of time they have paid for, or exceeded stated time restrictions. An alert will be sent to the parking wardens who will then check the car and issue an infringement notice if appropriate.

Blue and green zones

The blue parking zone is located West of Tūtānekai Street (towards Kuirau Park) and the green parking zone is located to the East (towards the Government Gardens). If you pay for parking in one of these zones you may move car parks within this same colour zone without having to pay again until the amount of time you have paid for is up. You will still need to adhere to stated maximum time restrictions. If you are parked in a time restricted area, once this time is up you will need to move your car to a different parking area. Moving your car to a new parking space but within the same time restricted area will result in a parking infringement.

New P180 parks

The roll out of the new parking system has contributed to an increase in people parking all day in free parking spaces around public reserves, resulting in reduced availability of parks for visitors to these locations.

One solution has been to change some of these parks to free P180 parking.


We acknowledge that some CBD workers have needed to change their parking habits following the roll out of the new parking system. We are currently considering a number of options to ensure that adequate provision for CBD worker parking is maintained to help alleviate these pressures.

For more information on parking visit rotorualakescouncil.nz/parking




ROTORUA HAS ABOUT **11,843** KNOWN DOGS
1 DOG FOR EVERY 6 PEOPLE

Council dog models Mishka and Sika have a reminder for all their four-legged pals

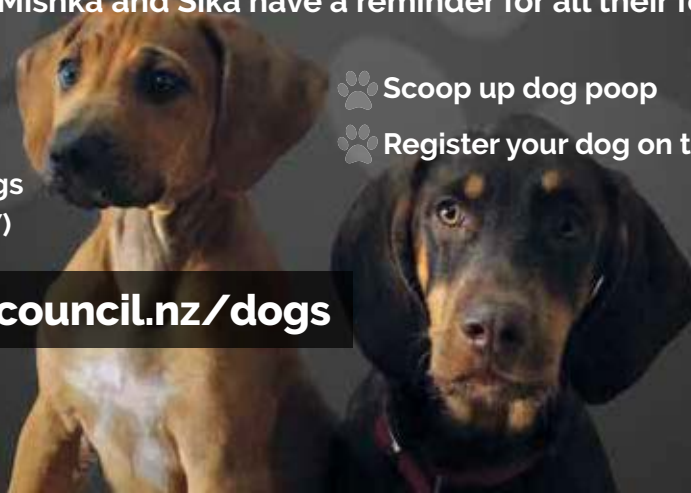
 Leash & control
your dog in public

 Report roaming dogs
(07) 348 4199 (24/7)

 Scoop up dog poop

 Register your dog on time

 rotorualakescouncil.nz/dogs



SUSTAINABLE CHANGE

Annie Samuel and Kurien 'Koshy' Yohannan have taken up the challenge of reducing their household waste.

The couple has been trying to minimise their waste after attending a Rotorua Lakes Council hosted event about sustainability.

"Landfills are not a sustainable solution in the long run so any little bit we can do counts," Annie says.

"We attended a fantastic workshop 'The Rubbish Trip' hosted by Rotorua Lakes Council, which opened our eyes to how much waste we generate and how unnecessary it is."

Annie says she was also motivated by a worm farm and composting workshop run by council's Sustainability Resource Educator Monica Quirke. This, she says, helped her realise that at-home strategies were "doable".

The couple, who say they are keen gardeners, has since built their own worm farm and are starting to see success.

"Our approach was DIY and low cost in nature and involved using two polystyrene boxes that were modified for purpose. We found a great online video from Bunnings on how to do this," Annie says.

"We have started directing food waste and scraps to the worm farm, stuff that would have gone in the bin otherwise. We look forward to using by-products of the worm farm in our garden. This should reduce the longer term need to purchase fertilisers."

Annie says she and Koshy are also trying to minimise their use of single use- plastics, refusing unnecessary extras like plastic bags and trying to reuse where possible.

"We now make our own household cleaners with citrus peels and vinegar. We avoid buying stuff we don't need. Where possible we buy second-hand or swap. We have invested in stainless steel kitchen ware for longevity. We take along our containers when buying 'takeaways' and it's nice that shops are happy to oblige."

Annie says although it can be daunting, online resources can help with inspiration on how to reduce waste.

"Start small and pick just one thing that you can change. Otherwise, it can get overwhelming."

Monica's role as Sustainability Resource Educator is designed to support the community to find ways to be kinder to the environment.

As part of this she has been running a series of workshops on worm farms and bokashi educating people about different home composting options.

"These workshops were started after a 2017 bin audit. The audit showed that the level of organic waste was 30 per cent of our total rubbish. Bokashi, worm farming and composting are fun and easy ways to help reduce this figure. Our residents have really embraced these workshops and they have been well received."

Monica's top tip for reducing waste is to take one step at a time to reduce consumption. She says buying more than what we need "is an easy trap to fall into".

She says more workshops will be hosted over winter and event details will be posted on:

 [RotoruaLakesCouncil](#)



Tips to reduce waste:

- Get to know the rules of recycling
- Ditch the plastic bags
- Make a meal plan
- Start relying on reusable containers
- Start composting
- Learn to repair rather than discard



Kurien Yohannan and Annie Samuel

Councillor corner

CR ROB KENT

What is your background before becoming a councillor?

I had many years in international sales and marketing; software development and computer consultancy, designing and developing one of the world's first computer based point-of-sale systems to use barcode scanning.

What are some of the biggest changes you have seen in Rotorua?

The biggest by far has been Rotorua growing out of its decline of many years, back on the path to growth and future prosperity. This creates a totally different set of challenges.

What do you enjoy about being a councillor?

The challenge. I am used to managing situations and obtaining results to deadlines and budgets. As an independent councillor it is very difficult to make a difference to how council operates and improve the quality of decision-making but when it does happen the outcome, and resultant satisfaction, is worth the effort.

What do you love about Rotorua?

Rotorua has a spectacular environment; huge unrealised potential; insignificant traffic issues by World standards, and a central location. Rotorua is a raw gem that just needs polishing to be outstanding on the international scene.

You are on the RMA Policy Committee, why is this important to you?

The Committee performs a vastly underestimated role in terms of its importance to enabling, or hindering the district's future. It is responsible for the District Plan as well as all other RMA matters such as hearings. It is not for the faint-hearted, nor the slow reader.

What do you do to unwind?

I am renovating an old homestead on a farm in Hawke's Bay I bought with a view to funding my actual retirement (if that ever eventuates) where I can continue my passion for breeding race horses, now expanded to breeding Angus cattle and Texel sheep as well.



CR CHARLES STURT

What is your background before becoming a councillor?

Before becoming a councillor, [my wife] Denise and I owned the Ngongotahā Four Square. I also previously worked for 18 years in the engineering office of what was Telecom.

You lead the Sport and Recreation portfolio.

What does this portfolio aim to achieve?

Being the portfolio lead involves being a conduit between sport and recreation users in our community and the council for those who use the many parks, fields and open spaces and tracks we have in Rotorua. My focus is on building partnerships for improving local sport and recreation facilities.

What do you enjoy about being a councillor?

I enjoy working with people on an individual basis as well as with groups or organisations and getting results no matter how important. I am a champion for investing in our future and for providing facilities that are provided through partnerships with the private sector, with iwi and with philanthropic funders.

You also work as a real estate agent, how do you balance your time?

My personal real estate business with my wife Denise's support is the reason that I have been able to serve the people of Rotorua. I enjoy challenges and being busy.

I keep abreast of local issues by being out there with Rotorua people of all backgrounds as best I can.

What do you love about living in Rotorua?

I love Rotorua's unique diversity in culture the arts and its positive attitude to innovation. Rotorua along with private iwi and government money being injected into our forestry, tourism, manufacturing and the service areas positions Rotorua to move forward. That's what I like about Rotorua, direct action with respect for others.



Do you have a story which you would like featured in Tatau Tatau?

We are on the lookout for community groups, businesses, organisations and individuals to be featured.

Let us know what you're up to by emailing

 news@rotorualc.nz

with Tatau Tatau in the subject line.



CR PETER BENTLEY

What is your background before becoming a councillor?

Having left the Forest Service in 1987 I became a contractor with a labour force of up to 40 persons. A lot of our work was contracting to and for the Council in the paving and CBD cleaning area. I have also been involved with small block farming.

What are some of the biggest changes you have seen in Rotorua?

The most significant change to Rotorua was the total revamp and upgrade of our city under Mayor John Keaney. This was a big vision and a real boost to the morale of residents and ratepayers at a time of depression.

What do you enjoy about being a councillor?

I continue to do my best to bring a practical business-like attitude to the Council table.

What do you love about Rotorua?

It is a playground for everybody, bringing in happy people enjoying themselves [through activities] from mountain biking to

soothing aches and pains in our geothermal pools. It is central with wide city streets and open spaces.

You are part of the Safe and Sustainable Journeys team, why is this important to you?

The name says it all. I enjoy my role on the Access group, working for people with disabilities.

What do you do to unwind?

I put family first, play bridge and enjoy my vegetable garden. In the last few years [my wife] Maggie and I have enjoyed some world travel.



CR MARK GOULD

What is your background before becoming a councillor?

I worked at ANZ for 6 years, then was a photographic retailer for 36 years. My family owned Gould Photographics.

I wanted to become a councillor to help improve the lives of Rotorua people.

What are some of the biggest changes you have seen in Rotorua?

The growing population and development of new subdivisions. It's great to see how well these are serviced with improved infrastructure.

What do you enjoy about being a councillor?

I enjoy attending community meetings, listening to people and giving them council's point of view. You are not there to push your own agenda, but to listen.

I also enjoy being a council representative on the Rural Community Board and the Regional Council's transport committee.

What do you love about Rotorua?

I love how central Rotorua is. In a short drive, you can be at the ski fields or the sea.

Rotorua also has good roading systems. It only takes me 10 minutes to get from home to council. We have good schooling and great community organisations willing to fund community projects.

What did you enjoy about being a central city retailer?

I enjoyed the vibrant CBD and retailers working together. Being a retailer was a challenge, but it would definitely be harder now as the internet has changed retail.

Last year you represented Council at the Sister Cities NZ conference. How do sister cities benefit Rotorua?

The aim is to build relationships that can potentially have great economic, social and tourism benefits.

What do you do to unwind?

I have been a member of Rotary for 34 years which I enjoy and am also a keen gardener.



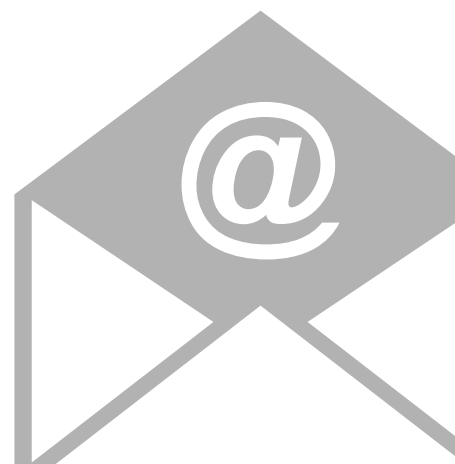
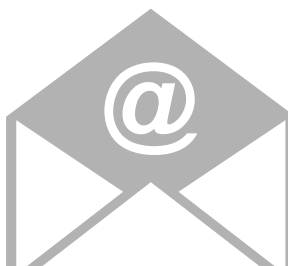
Our Rotorua – weekly e-pānui

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



Here to help

FRONTLINE FRIENDLIES

Valeta Duncan is a problem solver. She's the person in charge of the Rotorua Lakes Council Customer Solutions team. The team of 20 is an essential part of Council, the first point of contact for the majority of people who deal with the organisation.

Working in three teams, the Customer Solutions staff provide advice and answers, respond to issues and allocate requests for service. They are the faces people see as they walk in the door, the voices people hear when they phone the Contact Centre and provide core support in the Business Support Centre.

Valeta, who is Manager of Customer Solutions, says the team is often mistaken for receptionists or telephonists.

"Their role is actually to provide education on our services and resolution for our customers at first contact. If unable to do this they will then create a job that can be tracked and ensure the correct staff member calls them back in a timely manner."

The Customer Solutions Team recently celebrated their 10th birthday.

"I have been with the customer centre since it was a project in 2008. To be honest, it really does not seem that long ago," Valeta says.

"We knew that having most answers in the one spot as opposed to going up and down the stairs to get answers would be fantastic for the customer."

"Instead of having to come in to council, they are also able to call us and we can answer their enquiry without having to transfer them to another staff member."

On average the Customer Solutions team takes 450 calls and 200 emails a day.

"Our most frequent calls include roaming dogs, water leaks, building inspections and building enquires," Valeta says.

Around 73 per cent of all calls are resolved by Customer Advisors with the remainder passed on to the appropriate staff member.

"One of our most memorable calls was when a lovely gentleman called advising us that their condom vending machine needed to be refilled."

"Needless to say the Customer Advisor was somewhat confused as we don't offer this type of service and wondered if she was being "punked". It was in fact a call from the Chatham Islands and he thought he had called the Southland District Health Board. Our Customer Advisor was exceptionally professional and when the customer realised where he had phoned he broke out into raucous laughter."

Valeta says the team is often mistaken for the Citizens Advice Bureau, electricity and gas supply companies and Spark 018.

There is a huge array of calls and enquiries and the team strives to provide the best outcome for each customer.

"Our team is very close knit which is extremely important. Council has a very large customer base and the types of enquires that people call about are quite sensitive, often resulting in high emotions. From time to time this can be stressful for our team, especially when they only want to do the best for customers."

The team was instrumental during the initial response to the flooding Rotorua experienced in April last year.

"There was no hesitation and their response was immediate. We took hundreds of calls during this time and our main focus was to ensure the correct information was being captured and advised to our customers," Valeta says.

Visit Rotorua Lakes Council
on Haupapa St

☎ 07 348 4199

✉ info@rotorualc.nz

Text: 4343. In the text body enter the letters RLC, then a space before you add your comment.



Valeta Duncan, Manager Customer Solutions

By the numbers:

Customer advisors:

20

Average number of calls a day:

450

Average number of emails a day:

200

Queries solved by the customer advisors:

73%

For more information:



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.



Big Brother Big Sister Group, photograph by Michelle Cutelli

Empowering youth

BIG BROTHERS BIG SISTERS

One hour, once a week to change a life.

It's a small commitment but Big Brothers Big Sisters is achieving big results in helping to build healthy futures for Rotorua tamariki.

The local programme was set up in 2014 and currently has 33 volunteers matched with children aged between 6 and 14.

Volunteers spend one hour once a week with a child for a minimum of 12 months.

Volunteers meet with the child and just do a simple fun activity together based on mutual interests, Co-ordinator Darryl Parker explains.

"Our mentors are the salt of the earth and the reason we can do what we do. We constantly need more people who can step up and spend one hour, once a week to change a life."

Darryl says the programme was designed to support the diversity of Rotorua's community and matches children with adult mentors in a professionally and culturally supported one-to-one relationship.

It was established after a group of people believed one on one mentoring for children in Rotorua was very necessary but was lacking in the community at that time.

"At that same time I was a youth worker for the New Zealand Police and I was convinced that children needed more than just programmes or interventions, but a relationship of trust with a good role model who would walk alongside them on a long term basis."

Twenty four of those currently taking part are in the community-based mentoring programme, with nine in the school-based mentoring programme.

"Five of our school based mentors are employees of the Police who do this a part of their Police work," Darryl says.

He believes Big Brothers Big Sisters plays a vital role in the Rotorua community.

"All of our tamariki and rangatahi do face and will face many challenges as they navigate life. Big Brothers Big Sisters has over 115 years of proven results that show young people will do this with better resilience and success with the presence of a mentor and trusted older friend in their life."



Darryl Parker, Co-ordinator, Big Brothers Big Sisters of Rotorua

“Our own real life stories demonstrate this and these beautiful lives we have the privilege of being involved with maintain and build my passion.”

Mentors often say they didn't realise it was going to be such fun and that they get as much out of it as the kids, Darryl says.

David Remmerswaal recently completed four years matched with his “little brother” Logan.

“I have to say it has been the most amazing four years of my life,” Logan says.

“As soon as David and I met we clicked, we never run out of things to talk about and we both share the same interests. I would recommend Big Brothers Big Sisters to anyone who doesn't have either a father or mother figure in their life.”

When David heard that Big Brothers Big Sisters was looking for more male mentors he was intrigued about getting involved and believed it would be an effective way to be a part of the community. “After I met with Darryl and learnt more about BBBS I knew I wanted to be a part of the organisation.”

David says he enjoyed his role and in Logan has made a friend for life.

“Mentoring is such an easy and enjoyable commitment to make once you get involved. The last four years have flown by and as well as having an awesome ‘little brother’ to spend time with I have met so, so many other great people involved in BBBS Rotorua.”

Get involved:

Contact Darryl Parker
on ☎ 027 306 3381

✉ darryl@bbbs.nz

Visit

🌐 [bigbrothersbigsisters.org.nz/
rotorua.html](http://bigbrothersbigsisters.org.nz/rotorua.html)

What the kids like most about their mentors:

“I like doing stuff I can't do with Mum like fishing, rabbit shooting and going for runs.”

“I like everything about her! She's really, really funny and she's pretty”

“Everything, she encourages me, she's nice, she's funny, she's cool”

“He's a good person, a really helping person and a caring person”

“Not much I don't like I've really, been able to talk to him about stuff I haven't been able to talk to anybody about”

“She's nice. She's like a person you see in a movie who does really crazy and fun things. She's always has time to play games and do stuff that your family doesn't have time to do”

“I can chill out with him and talk with him in ways I don't feel embarrassed”

“He listens to me. He's really nice. He helps me with things.”

“He gives me choices. He includes me in decisions.”

“I can tell people how I feel now when a year ago I couldn't as I had it all blocked up”

Love to learn

TECH CITY

Rotorua is fast becoming a tech hotspot and locals are being encouraged to ride the technology wave.



tw19
Rotorua

Figures show Rotorua uses more internet data per capita than any other centre besides Auckland and Porirua. The arrival of ultra-fast broadband has seen more tech-based start-ups emerge, plus more and more Rotorua businesses and industries are embracing new technology to enhance their offering.

In a bid to share knowledge and get both rangatahi (youth) and adults on board, Rotorua Economic Development created a week of events designed to give an insight into new technologies.

The inaugural Rotorua Techweek programme featured nine events from May 17 – 24, ranging from the impact of big data, 3D printing and digital storytelling, through to a \$10,000 eSports tournament and kids events with playdough circuits, cubelets and mBots robotics.

The week-long programme was a convergence of new technologies which are transforming the ways people do business.

Rotorua Economic Development chief executive Michelle Templer said Techweek was a great opportunity for Rotorua to expand its knowledge of the rapidly accelerating tech world and to showcase local tech talent.

“It’s important that we actively promote and share the availability of technological innovations to support the growth of our key industries.”

“The festival highlighted and showcased the amazing tech talent, entrepreneurship and tech ecosystem that we have in Rotorua or nearby.”

The Fourth Industrial Revolution Techweek event on 17 May had Microsoft Asia principal engineering manager Chris Auld (also on the Rotorua Economic Development Board) as the keynote speaker.

Trained as both a lawyer and technologist, Chris is excited about the potential of technology to make the world a better place and is helping people harness that potential and put it into action with major companies around the globe.

“At Microsoft we aim to build tools and technologies that empower people and organisations around the world to achieve more.”

“I’m lucky enough to lead a global team that works with some of the largest companies and organisations in the world.”

“We hold ourselves, and our customers, to a high standard of responsibility in how we deploy these tools. As technologists we must all strive to deploy our skills for good.”

Chris shared stories of innovation from projects that he’d been involved in around the world and also explained the principles and process used to guide Microsoft in building solutions that help and do not harm.

“At Microsoft, we adhere to fairness, accountability, transparency, inclusiveness, privacy and safety in our approach to artificial intelligence (AI) development. And within my team, where we work with customers, we ensure that we help them to build their capability around these principles as well.”

Chris’s message to Rotorua innovators was to ensure that they earn and maintain the trust of their users from the outset.

“Artificial Intelligence has the potential to bring great benefits to society and as innovators it’s up to us not to stuff-it-up.”

“We need to gain and maintain our users’ trust if we want them to share their data with us. If we want to advance areas such as AI in medicine, an ongoing social license to operate is going to be critical.

“As a small and diverse but advanced country, well respected in the world, we have an opportunity to lead in the area of responsible technology and I hope that the ideas I was able to share inspire others to lead in this area too.”



Chris Auld, Microsoft Asia principal engineering manager

What's on



Get into the festival spirit when the Māori All Blacks and Fijian rugby teams come to town.

The two formidable teams will be facing off in Rotorua on July 20, but residents will have a week to get into the spirit of things celebrating all things Pacific.

Ahurei Pasifika is a week-long festival celebrating and connecting Pacific cultures through sport. Events will kick off on July 15 and wrap up on July 20, after the epic rugby showdown.

New Zealand Rugby, Bay of Plenty Rugby and Rotorua Lakes Council have collaborated to bring together, two teams who are well known for their brand of running rugby, to play a one-off match at the Rotorua International Stadium.

Bay of Plenty Rugby chief executive Mike Rogers says the Māori All Blacks have a rich rugby history beginning with

their first match played in the city more than 100 years ago.

He says Fiji will use this match as a launching pad for their Rugby World Cup campaign and are guaranteed to bring their firebrand style and flair to the game.

“Meanwhile, you will have a fired-up Māori All Blacks side who will be looking to avenge the loss they suffered against the British and Irish Lions when they last played Rotorua in 2017.”

Both teams arrive in the city one week prior to the match and Ahurei Pasifika will get residents and visitors excited for the big game.

Keep an eye on [f RotoruaEvents](#) for times, locations and updates. Tickets available from [allblacks.com](#)

MATARIKI 2019

June – July

Rotorua is celebrating Te Tau Hou Māori – the Māori New Year with a great range of fun events for all the whānau!

Matariki is a time to gather with whānau and friends to reflect on the past, celebrate the present, and plan for the future.

This year's festivities will include a magical giant Matariki puppet show, art exhibitions, talks by Māori astronomers, waiata singing, kapa haka performances, kai cooking competitions and Colour the Night - an evening of events for all the whānau including arts, crafts, entertainment and a spectacular light installation.

Join us in celebrating this special time - there's a lot to love and learn about Matariki.

rotorualakescouncil.nz/matariki



What's on

your district, your events



ROTORUA MUSEUM ART AWARDS

Calling all Bay of Plenty artists: Works in any medium, including digital/moving image are welcome with a prize pool of \$14,000!

When: Entries close 30 September
🌐 rotoruumuseum.co.nz/artawards



TWEED RIDE

Get yourself some tweed and come bike with us on a stylish Sunday ride! #ridewithus

Free event, registrations required.

When: Sunday 9 June, 2pm

Where: Central Rotorua

📘 [CywayRotorua](https://www.facebook.com/CywayRotorua)



AHUREI PASIFIKA

Rotorua comes alive with a variety of events celebrating and connecting Pacific cultures through sport. Culture – Rugby – Kai.

When: Monday 15 – Saturday 20 July

Where: Various Rotorua locations

📘 [RotoruaEvents](https://www.facebook.com/RotoruaEvents)



ROTORUA MATARIKI CELEBRATIONS

Rotorua is celebrating Te Tau Hou Māori – The Māori New Year with a great range of events. Matariki is a time to gather with whānau and friends to reflect on the past, celebrate the present and plan for the future.

When: June – July

Where: Various locations

🌐 Rotorualakescouncil.nz/matariki



MĀORI ALL BLACK VS FIJI

The Māori All Blacks take on the flying Fijians in this unmissable international rugby clash. Tickets available at 🌐 allblacks.com

When: Saturday 20 July

Where: Rotorua International Stadium

📘 [RotoruaEvents](https://www.facebook.com/RotoruaEvents)



WINTER FOREST FESTIVAL

Three events over two days including We Run the Forest, Gravel Royale & Winter MTB Classic.

When: Saturday 3 – Sunday 4 August

Where: Whakarewarewa and Redwood Forests

🌐 forestfest.co.nz



HARCOURTS DANCING WITH HOSPICE

20 local identities for a one night only show!

When: Saturday 10 August

Where: Energy Events Centre, Rotorua

🌐 rotoruahospice.co.nz



BAY OF PLENTY STEAMERS

Steamers home game against Waikato in the Mitre10 Cup.

When: Sunday 18 August

Where: Rotorua International Stadium

🌐 boprugby.co.nz



WINTER EVENTS CALENDAR

Check out what's happening during winter in the new calendar out soon.

When: Now available

Where: Rotorua iSite

🌐 rotorualakescouncil.nz/whatson

ROTORUA LAKES COUNCIL

Te Kaunihera o ngā Roto o Rotorua

For more information on these events go to:



rotorualakescouncil.nz/whatson

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