

# Path to Well-being Conference 2011

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## Contents

Introduction.....	1
Keynote Speech: Update from Partnership Board .....	1
Keynote Speech: Rangitikei River Forum.....	2
Growing the District – promoting Rangitikei as a place to live .....	2
Community Resilience – looking at volunteer capacity .....	5
Inter-agency Collaboration – a community hub.....	6
Small Business Development – growing our business base .....	9
Reaching People - rural outreach services .....	10
Summary of Feedback from Conference:.....	11

## Introduction

The Rangitikei – A Path to Well-Being half day conference took place at Arahina Function Centre, Marton on 6 October 2011 with 115 delegates from 56 agencies and businesses attending. The aim of the discussions and workshops was to promote the well-being of the Rangitikei communities through more collaborative, inter-agency working. Delegates were welcomed with a whakatau from Ngāti Apā as the tangata whenua for the Marton rohe. Five workshops were repeated three times each, providing delegates with the opportunity to attend three.

## Keynote Speech: Update from Partnership Board

Clare Hadley, Chief Executive of Rangitikei District Council, outlined the background to the initiative and key achievements during the last 18 months. These included:

- Promotional website to help recruitment/grow the District
- Community database of contacts available on-line
- Professional development opportunities and mentoring
- Most recently the Community Response Model initiative looking at the delivery of social services, initially focussing on family and community services
- Rural Safety event focussing on men’s health at Ratana
- Supporting the Health Expo at the Marton Harvest Party
- Neighbourhood support extension to Taihape through an innovative collaboration between Rotary, Police, Maori Wardens and Older and Bolder

- Brought the Real New Zealand Festival to Rangitikei with events in our gateway towns of Taihape and Bulls, the lining of our main streets with flags and a project to divert motor homes off the state highways and into our main town of Marton
- Funding secured to ensure that all year 5, 6, 7 and 8 students across the District get free swimming lessons

## **Keynote Speech: Rangitikei River Forum**

Chris Shenton, Land Assets Co-ordinator for Te Runanga o Ngāti Apā, spoke as Chair of the Treasured Natural Environment theme group. He spoke about some of the challenges facing those interested in supporting and sustaining our natural environment, not least that sometimes the interests of different stakeholders can seem to be opposing.

The theme group has identified the Rangitikei River as the focus for its initial project – a community-led River Forum to bring together all these disparate interests and try to understand how at a community level, all groups’ aspirations can be met whilst protecting and enhancing this natural asset.

The River Forum will have its inaugural meeting on 2 November at 5.30 pm at the Rangatira Golf Club.

## **Growing the District – promoting Rangitikei as a place to live**

Lesley Leary, Rangitikei Tourism, shared with delegates recent moves from a co-ordinated group of agencies within the Rangitikei aimed at better promoting the District to outsiders. The workshop identified three key opportunities to be exploited: the amazing natural assets and landscapes, the wonderful educational facilities making Rangitikei a great place to raise a family and the opportunity to market the District and its many tourism operators more effectively.

There is an obvious lack of collaboration, consensus and communication between groups in the district and there is a need to recruit more people. Rangitikei Tourism has a new website on the go which is going to expand to include all the tourism operators in the district – [www.rangitikei.com](http://www.rangitikei.com). There is also a Rangitikei Tourism tourist DVD available.

Priorities established for the district from the workshop:

- Training farming and mentoring
- People
- Affordable living
- Tourism
- Integrated transport hub
- Untouched
- Iwi Development
- Education Opportunities to learn

Idea of a beer train:

- 60% of Malt leaves by train.
- Have own siding.
- Craft brewing cluster
- Growing hops
- Malting plant / UCOL
- Paddock to plate with
- Beer tasting
- Pull off SH1 with a big centre

SOAR (Strengths, Opportunities, Aspirations, Results):

Strengths (S)

SH1+3/transport links	Iconic events/festivals/competitions
Central	Work opportunities
Scenery	Central – transport hub
History	Rangitikei river(freshwater good)
Farming	Tourism
Food production	Pastoral farming
Taihape-Napier road	Sense of community
Agriculture/Forestry	Clean, Green, Natural environment
People	Iwi development
Rural landscape- big spaces	Affordability
Coastline	Ohakea Air Base
Good Schooling/Education (Nga Tawa, Huntly TMGC)	
“The Rangitikei is the Belly of New Zealand and from it flows streams of living WATERS.”	

Opportunities (O)

Taihape Napier Road tourism activity	Seedier to larger cities
Rangitikei River	Growing tourism
Collaboration	Alternate use of land
Sealing of Gentle Annie	Air Show-75th anniversary open day
Cheaper Housing	Marae on base OH
Ongoing iwi development	Community Liaison with OH base
Online business	Chinese development
Tourism Opps- Bungee, fishing	Integration
Coordinate what we already have here	

Aspiration (A)

Attracting more business	Increased employment
Increased employment	Education-expansion
Cohesive district	Growing tourism-sports, recreation
Rangitikei brand	Land development
Fast broadband	Developing technology
Events development	Agricultural training farms
Local transport options	All sectors of the community involved
Higher population(great place to raise families)	
Rangitikei as a place(we’re not Wanganui or Manawatu)	

## Results (R)

More jobs	Retention graduates
More people	Positive attitudes
New money	Happy, healthy people
More successful businesses	Population grow
More people at events	Dairy conversion
Be proven by new business	Safer community
Increase school roll	New business
Bring the children back	Measurable outcomes
Economy	Skills
More visitors (going to events/for the day	
Events-increasing	

## **Community Resilience – looking at volunteer capacity**

Lisa Cardosi from Lyttelton Timebank gave a Q and A session about Timebanks. Basically they are a database system whereby individuals within communities can exchange skills on an equitable time basis. Lisa outlined the benefits of timebanks – building personal confidence and community cohesion. She also outlined how the timebank can be used to mobilise a community based support network during emergencies. A hui of Timebanks took place on 15th October at Lyttelton which was attended by Cath Ash of Project Marton and Toni Giddens of Project HYPE.

Lyttelton Timebank is the first of its kind in the country and now has over 400 members (10% of the greater Lyttelton population). New members can be any person of any age, and can sign up by indicating their skill sets and what they might want to receive. Members' details are stored on a database and they will then receive an orientation/induction allowing them to be independent in the system, arranging their own trades etc. There are reference checks involved but Lyttelton Timebank do not do Police checks as per other Timebanks. They also currently do not check the ledger to ensure people are taking or giving the correct amount. The software system is pay-per-member and has the potential for nationwide distribution. Establishment costs are not great. The coordinators are paid with help of the Tindall foundation, Council and Lotteries and the work is shared between 3 coordinators over a 45 hour week. However, funding is an ongoing issue like all community groups so some do it all on a voluntary basis.

Currency is based on one hour time credits and all skills are valued the same. This enables new connections to be formed and puts value on all skills. There are 1 to 1 trades as well as group trades such as schools, Plunket etc.

Aspiring members don't know or realise what they have to offer so there are some obvious confidence issues that need overcoming. Some also find it difficult to actually receive the support. However, the main benefits noted so far from Lyttelton's experience (apart from the obvious help to those marginalised) is the noticeable growth in confidence for members and the breakdown of barriers. They have also noticed a better sense of belonging for individuals, resulting in long term benefits to the community. It's also a great way of teaching children about the importance of having a connection to their community.

The response after the Christchurch Earthquake was tremendous, with over 1000 hours of work being done. It has proven itself as a great system in an emergency and Civil Defence has since acknowledged that their plans for management would not have worked in February. Lyttelton Timebank now has strong links with Civil Defence and Neighbourhood Support, with one Timebank member in each street. And they are now looking into organising trading between Timebanks but need to work out how this can be done moving forward.

## **Inter-agency Collaboration – a community hub**

Melissa White, Relationship Manager for the Ministry for Social Development led workshops on inter-agency collaboration with the emphasis on multi-service hubs or centres. Melissa had asked participants to put themselves in the shoes of a young person aged 15-25 to look at the difference that a youth centre could make to that person's life. The message was that inter-agency collaboration is not an end in itself but must always focus on the benefits to those who are receiving the services.

Definition of Inter-Agency Collaboration: "More than one agency working together in a planned and formal way"

The Hub doesn't have to be a community organisation – it can come out of workplace/sports group. Existing community hubs:

Marae

Churches

Sports clubs

Youth centres

Heartland service centres

Community links

Virtual

ECE/School

What words/phrases does one think of when they think about Inter-Agency Collaboration and Community Hub?

Reciprocity

Efficiency

Fun

Enthusiasm

Trust

Positive

Glee

Organisation

Collaboration

Solutions

Sharing

Better results

Cooperation to get efficiency

Synergy for the right reasons

Co-construction

Glue

Openness

Diversity

Better results

Will it be allowed to work?

Synergy for right reasons

Politicians sharing

Positive and creative solutions

Engagement in community

Sense of belonging

Taking ownership/responsibility

Builds self esteem  
Kids educating kids- youth mentors  
Shared outcomes  
Equalisation  
Community togetherness  
Place to express yourself  
Safe place  
No alcohol/drugs (up for debate)  
Mix of gender/race  
Music  
Support  
Someone else you can blame  
Awareness  
Bloody politicians

Joining  
Whakawhanauatanga  
One goal  
Partnership  
Communication  
Working together for shared outcomes  
Equalisation  
Sharing the load  
Having fun  
Sharing good food  
Improving access  
Patch protection

What does the ideal hub/centre for 15-25 year-olds look like?

Place to meet others  
Safe  
Clean  
Cheap food  
Free entry  
Workshops  
Online services / Wi-fi  
Environment like a pub (where they teach responsible drinking)  
Car parks to show off  
No boundaries – think possibilities  
Sports, music, culture, gym  
Open late; open door  
Mentors, “teachers” connected  
A “Driver” with passion  
Safety to discuss issues, problems  
Positive community and business support  
Health education  
Recruitment hub, support and career options  
Outdoor and indoor activities  
Artificial turf  
Computer barn – unlimited internet-free  
Music-promotes activity  
Open to everyone (not withstanding age)  
Gym  
Library  
Cafe  
Childcare facilities  
Emergency accommodation  
Transport to/from  
Go-cart track  
Skate  
Festivals/competitions  
Stage-acting/musicians etc

Art studio  
Pool (with slides!)  
Flight simulators  
Shops / canteen  
Movie theatre – drive in  
Adventure park with roller coaster  
Open all hours  
Showers  
Learning environment  
Pathway to employment school  
Interactive and exciting  
Environmentally friendly/modern  
Right staff who can relate  
Games/consoles  
No curfews/no rules (limited)  
No adults  
Including for rural areas  
Social workers / counsellors  
Non authoritative  
Age appropriate  
Bright and breezy  
Welcoming building  
Quiet studying / homework space  
Info and promotional stuff  
Cooking, budgeting, sewing, parenting training  
Sofas  
Food  
More than one hub  
No alcohol/drugs  
Mix of genders and race

Youth should be involved in governance /

setting up rules and boundaries

What difference does it make?

Opportunities accessibility  
Broader knowledge/understanding  
Potential for growth  
Safe and healthy  
Positive identity  
Harmony/happiness  
Productivity  
Social/community interaction  
Unity connected collaboration  
Sense of belonging  
Empowerment  
Removing barriers, break stereo types  
Enhance and encourage education and social skills  
Life skills in general- dealing with diff situations  
Less juvenile delinquent-adults in prisons  
Takes them off the street – less boredom  
Promote respect for others' positions and views  
Sense of belonging  
Seen as their place  
Feel a sense of whanau/community  
Place to go to do activities

Less opportunity for crime/vandalism  
Less anti-social behaviour  
Youth will develop governance skills  
Partnership with other authorities  
Taking ownership/responsibility for place  
Youth educating other youth  
Employment opportunities  
Better welfare  
Better skills/training  
Increased self-esteem  
Re-integrate people back into the community  
Learn from elders, involve mums and dads  
Thinking positively – hubs aren't just for those with challenges/issues  
Team work  
Cultural awareness  
Transparency  
Respect for others position / selves / views  
Build tolerance  
Encourage partnership with local authorities  
Sharing resources

Potential impacts on effectiveness:

- Different focus
- Cultures
- Staffing arrangements
- Time investment
- Budgets and finances
- Expectations/priorities
- Confidentiality/privacy
- Joint training
- Need for common language
- Aims/objectives of agencies

Victory Village Nelson case study – NZ Community of the Year 2010

- Managed by Community Trust
- Multicultural community centre @ Victory Primary School
- Governed by local residents
- Resourced by local volunteers and part time staff

- Offers social, recreational, physical, cultural activities and environmental projects.
- No fences, working with local businesses, gym, playground, access to nurse.

Family/whanau centred principles

- 1 – Family/whanau at centre of everything
- 2 – Collaborative and holistic
- 2 – Respectful responsive relationships

## **Small Business Development – growing our business base**

Elaine Reilly, Chief Executive of Vision Manawatu, talked through the early analysis of the Business Retention and Expansion survey undertaken by the Buoyant Economy Theme Group. Three support initiatives were mentioned, firstly the importance of opportunities for businesses to get together and network, secondly training and support to tackle business planning and skills shortages and thirdly, participation in regional business partnerships.

Results from the BRE Survey showed that business planning, marketing planning, exit planning, and succession planning are not as much at the fore as it should be. It only comes up when an issue occurs, by which stage it has turned into a larger problem. There are issues with lack of capital for others to buy in so owners need to start looking into different ways of selling on and releasing equity and looking at the possibility of staff to take over the business or farm.

There is an apparent lack of knowledge by businesses on how a council works. Business needs to be clear what it wants, and then council can help such as in Shannon where Council has worked with boutique owners on a 5 year plan.

Business can currently find support with Accountants, Banks, Lawyers, TPK, IRD, Internet Packages, Small business mentors, Consultants, Peer Support, and Sector support i.e. Cafe Association and Employer Assistance, KEA (Kiwi Exports Abroad), and NZ Trade Enterprise.

One of the key issues raised is that skilled graduates and young people don't want to live in Marton due to the lack of entertainment and night life. Those who live out of town and would consider working in Marton need to consider transport costs and time. The lack of outside recruitment means that employers are being forced to train employees in-house which can be very costly. Trained trades people tend to leave and attempt to start a business of their own in a highly populated area to increase chance of larger client base.

Some farmers lack some essential business competencies such as marketing or financial skills.

Some of the ideas raised:

- IRD could make a part of salary tax deductible for people to travel when there is no public transport available.
- Advertise the cheap housing market for young first home buyers
- Rural banking could provide training for businesses to continue as it would be in the bank's interests to ensure longevity.

- More promotion of current activities that Marton already has on offer
- More user friendly policies and regulations
- Give the town a face lift

## Reaching People - rural outreach services

Debbie Priston, Manager of Manchester House Social Services, and her colleagues Tima Simms and Sheryl Jones from the Rural Outreach Service, talked about the positive impact of a regular face-to-face to prevent isolation and poor access to services affecting the well-being of rural people. The service used to operate in the Rangitikei also and the conference expressed support for the notion of re-establishing it here.

Manchester House is a one stop shop originally set up as volunteer only by 3 churches, but has grown and now offers a diverse range of services from trained staff such as budgeting, social work, after school & before school programmes, counselling, an op shop and a food bank.

Isolated people tend to only come into town for 1 day a month and cram everything into that, so they don't have time or ability to seek out services. This is what has created the "we go to them" idea. They work in with rural delivery, posties, police, neighbourhood support, local vets, local midwives and council with regards to lost dogs etc.

Tima and Sheryl each work half of the large Manawatu area, allowing them to reach 1500 homes in a year via simple door-knocking. They offer free confidential support and advocacy for rural based people and farms. Their main focus is around confidentiality.

Referrals come from counsellors and CYFs but most are from within the community. There is a strong focus on prevention which is aided by the physical presence from the door knocking – you can find out more by going inside someone's home that you ever will if they come to your office.

Rural Outreach also plays a role within the emergency Civil Defence response team, for example in the recent snow falls. They have helped with the set up of Gardening Craft and other similar groups, but leave the community to take ownership and run it after the initial stages.

Like many such groups they are in constant need of funding, which they have received in recent times from MDC, Dudding Trust and Lotteries.

This service of rural support would be easy to replicate in the Rangitikei, so long as nobody tries to re-invent the wheel. Once again, it's about collaboration.

## Summary of Feedback from Conference:

<b>How well did the day go overall?</b>	4.7( out of 5)
<b>How was pre-conference organisation?</b>	4.7( out of 5)
<b>How was the venue?</b>	4.9 (out of 5)

Comments:

- Pleasant, beautiful, ka pai, great atmosphere
- Never knew it was here
- Cold in workshops
- Needs to be utilised, promoted and marketed
- Reconsider alcohol policy
- Painting / curtains need attention
- Friendly manager (and cat) and helpful staff

<b>Food and refreshments?</b>	4.6 (out of 5)
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Comments:

- Hard butter
- Home-made baking a treat
- Tasty and plenty
- Great hospitality
- Sweets are “for Indonesia only”

### **What did you like most about the day?**

Generalisation of comments in descending order:

- Networking and meeting people (names to faces)
- Workshops and presenters
- Gathering info/ learning
- Breaks
- Not rushed
- Venue and food
- Organised and friendly atmosphere
- Diverse group

### **What can we improve on for next time?**

Generalisation of comments in descending order:

- Nil improvement needed
- Slightly later start
- Longer workshops
- Longer time between workshops
- More business owners
- More govt dept's
- Less govt dept's
- Felt spoon-fed with pre-determined answers

### **How useful were the presenters?**

Update from the Partnership Board	4.1 (out of 5)
Rangitikei River Forum	3.8 (out of 5)

- Good overview and informative
- Chris uninteresting
- Chris very good depth of thought
- Microphone needed

#### **Overall how would you rate workshops?**

Community Resilience	4.4 (out of 5)
Growing the district	4.5
Inter-agency Collaboration	4.2
Reaching people	4.4
Small Bus Development	4.5

#### Comments:

- Enjoyed all
- Needed more time in w/shops to create genuine action plan
- BRE Survey not relevant
- Inter-agency – not sure where this was going
- Inter-agency – Focused on one aspect, great for short timeframe. Excellent format.
- Workshops not too long

#### **How relevant were the workshops?**

Community Resilience	2.8 (out of 3)
Growing the district	2.9
Inter-agency Collaboration	2.7
Reaching people	2.8
Small Business Development	2.9

#### Comments:

- Very relevant
- Inter-agency - Only focussed on an ideal hub - session relevant to who was in the room but did not focus on mechanism to make sure that different agencies can relate.
- Community resilience - relied on a dream-like wish list

#### **Would you come to a follow-up conference?**

Yes = 31

No = 0

#### Comments:

Needs to be follow up rather than more of the same

March/April 2012

12 months / Annually

- More networking
- Same venue again
- Change venue, Mangaweka or central Rang.
- Needs to be interesting / motivating / enabling
- Workshops could focus on specific project ideas and seek collaboration to make things happen