



**ROTORUA  
LAKES COUNCIL**  
Te Kaunihera o ngā Roto o Rotorua

# Kaupapataka

# Agenda

## NOTICE OF AN ORDINARY MEETING OF COUNCIL

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**Date:** Wednesday, 22 May 2024

**Time:** 9.30am

**Venue:** Council Chamber

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### MEMBERSHIP

**Chair** Mayor Tapsell

**Deputy Chair** Cr Kai Fong

**Members**

- Cr Barker
- Cr Brown
- Cr Kereopa
- Cr Lee
- Cr Maxwell
- Cr O'Brien
- Cr Paterson
- Cr Wang
- Cr Waru

**Quorum** 6

## NGĀ TUKUNGA HAEPAPA A TE KAUNIHERA COUNCIL DELEGATIONS

<b>Type of Committee</b>	Council Committee
<b>Subordinate to</b>	N/A
<b>Subordinate Committees</b>	<ul style="list-style-type: none"> <li>• District Licencing Committee</li> <li>• Audit and Risk Committee</li> </ul>
<b>Legislative Basis</b>	Schedule 7 s30 (1) (A), Local Government Act 2002 Committee delegated powers by the Council as per Schedule 7, s32, Local Government Act 2002
<b>Purpose</b>	The purpose of the Council is to make decisions on all matters that cannot be delegated, that it has not delegated or that it has had referred to it by staff or a committee.
<b>Reference</b>	01-15-016
<b>Membership</b>	Mayor (Chair) Deputy Mayor (Deputy Chair) All councillors
<b>Quorum</b>	6
<b>Meeting frequency</b>	Monthly
<b>Delegations</b>	<ul style="list-style-type: none"> <li>• the power to make a rate</li> <li>• the power to make a bylaw</li> <li>• the power to borrow money, or purchase or dispose of assets, other than in accordance with the Long-term Plan</li> <li>• the power to adopt a long-term plan, annual plan, or annual report</li> <li>• the power to appoint a chief executive</li> <li>• the power to adopt policies required to be adopted and consulted on under the LGA 2002 in association with the long-term plan, or developed for the purpose of the local governance statement</li> <li>• the power to adopt a remuneration and employment policy</li> <li>• the power to set and support strategies in measures related to emergency matters.</li> <li>• all the powers, duties and discretions under the Civil Defence Act for the proper operation and administration of the approved Civil Defence Plan; such delegation to be executed solely within the defined policy guidelines as determined from time to time by the Council and subject to the Financial limits imposed by the approved Council estimates.</li> </ul> <p>Additional responsibilities retained by the Council committee:</p> <ul style="list-style-type: none"> <li>• Advise and support the mayor on the development of the long-term plan and annual plans</li> <li>• Approval of long-term plan or annual plan consultation documents, and supporting information and consultation process prior to consultation</li> <li>• Approval of a draft bylaw prior to consultation</li> </ul>

	<ul style="list-style-type: none"> <li>• Resolutions required to be made by a local authority under the Local Electoral Act 2001, including the appointment of the electoral officer</li> <li>• Adoption of, and amendment to the Committee Terms of Reference, Standing Orders and Code of Conduct</li> <li>• Relationships with the Te Tatau o te Arawa board, including the funding agreement</li> <li>• Monitor the overall financial management and performance of the council</li> <li>• Make financial decisions required outside of the annual plan budgeting processes</li> <li>• Approve the council’s insurance strategy and annual insurance placement for Council</li> <li>• Write-offs</li> <li>• Acquisition of property in accordance with the Long-term Plan</li> <li>• Disposals in accordance with the Long-term Plan</li> <li>• Review the Chief Executive’s performance annually and establish performance targets for each year</li> <li>• Undertake a performance review at the end of the first term of appointment as required by Schedule 7, clause 35 of the Local Government Act 2002. Undertaken no less than 6 months before the date on which the chief executive’s contract of employment for the first term expires.</li> </ul>
<b>Relevant Statutes</b>	All the duties and responsibilities listed above must be carried out in accordance with the relevant legislation.
<b>Limits to Delegations</b>	Powers that cannot be delegated to committees a per the Local Government Act 2002 Schedule 7 S32.

# Order of Business

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## 1. Karakia Whakapuaki - Opening Karakia

### TŪTAWA MAI

Tūtawa mai i runga  
Tūtawa mai i raro  
Tūtawa mai i roto  
Tūtawa mai i waho  
Kia tau ai te mauri tū  
Te mauri ora, ki te katoa  
Hāumi e. Hui e. Tāiki e!

### TŪTAWA MAI

I summon from above  
I summon from below  
I summon from within  
I summon the surrounding environment  
The universal vitality and energy to infuse and  
enrich all present  
Enriched, unified and blessed

## 2. Ngā Whakapāha - Apologies

The Chair invites notice from members of:

1. Leave of absence for future meetings of the Rotorua Lakes Council; or
2. Apologies, including apologies for lateness and early departure from the meeting, where leave of absence has not previously been granted.

## 3. Whakapuakitanga Whaipānga - Declarations of interest

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

## 4. Ngā Take Whawhati tata kāore i te Rārangi Take - Urgent Items not on the Agenda

### Items of business not on the agenda which cannot be delayed

The Chair will give notice of items not on the agenda as follows:

Matters Requiring Urgent Attention as Determined by Resolution of Rotorua Lakes Council

The Chair shall state to the meeting.

1. The reason why the item is not on the agenda; and
2. The reason why discussion of the item cannot be delayed until a subsequent meeting.

The item may be allowed onto the agenda by resolution of the Rotorua Lakes Council.

s.46A (7), LGOIMA

### Discussion of minor matters not on the agenda.

Minor Matters relating to the General Business of the Rotorua Lakes Council.

The Chair shall state to the meeting that the item will be discussed, but no resolution, decision, or recommendation may be made in respect of the item except to refer it to a subsequent meeting of the Rotorua Lakes Council for further discussion

s.46A (7), LGOIMA

## 5. Te Whakaū i ngā Meneti - Confirmation of Minutes

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### 5.1 Council Meeting Minutes (Draft) 24 April 2024

Doc ID: 20261856

## Minutes (draft)

Council Meeting held Wednesday, 24 April 2024 at 9.30am  
Council Chamber, Rotorua Lakes Council

- MEMBERS PRESENT: Mayor Tapsell (Chair)  
Cr Kai Fong (Deputy Chair), Cr Barker, Cr Brown, Cr Kereopa, Cr Lee,  
Cr Maxwell, Cr O'Brien, Cr Paterson, Cr Wang, Cr Waru
- APOLOGIES: Cr Paterson for lateness.
- IN ATTENDANCE: R Matthews and R Tekani, Mamaku Residents Association;  
M Koppe, J Aarts and C McGrath, Save Our Iconic Lakeland Queen  
Society.
- STAFF PRESENT: A Moraes, Chief Executive;  
T Collé, Group Manager, Corporate Services;  
O Hopkins, Executive Director, Corporate Planning & Governance;  
J-P Gaston, Group Manager, Community and District Development;  
S Michael, Group Manager, Infrastructure & Environment;  
G Rangi, Manahautū Te Arawa Hourua;  
D Cossar, Governance & Democracy Manager;  
N Michael, Executive of Communications, Mayor's Office;  
D Jensen, Director of Finance;  
I Tiriana, Manager, Council Communications;  
G Konara, Governance and Democracy Advisor.

The meeting opened at 9.30am

The Mayor welcomed elected members, media, staff and members of the public.

#### 1. KARAKIA WHAKAPUAKI OPENING KARAKIA

Cr Maxwell opened the meeting with a Karakia and a waiata.

#### 2. NGĀ WHAKAPĀHA APOLOGIES

Resolved

1. That the apologies from Cr Paterson for lateness be accepted.

Moved: Cr Kai Fong  
Seconded: Cr Kereopa  
**CARRIED**

**3. WHAKAPUAKITANGA WHAIPĀNGA  
DECLARATIONS OF INTEREST**

None

**4. NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE  
URGENT ITEMS NOT ON THE AGENDA**

Cr O'Brien raised an urgent item on the news regarding the intended application for renewal of resource consents for the consented emergency housing motels.

Mayor Tapsell accepted the urgent item on the basis that this matter is of significant public interest.

Mayor Tapsell noted that the application from the Ministry of Housing and Urban Development has not yet been received and that she has requested a meeting on 25 April 2024 with the Minister and the local electorate MP Todd McClay to discuss the matter. Mayor Tapsell will also resend a letter to Ministers Chris Bishop and Tama Potaka.

**Attendance - Cr Paterson joined the meeting at 9.36 am.**

The Chief Executive, Andrew Moraes confirmed that the Council has not received an application for renewal of resource consent as yet but has been copied into an email sent to the stakeholders, which is believed to be the start to their public consultation.

Cr O'Brien requested information on the consenting process that will be followed once an application is lodged.

Jean-Paul Gaston, General Manager-Community and District Development updated on the process and time frames involved.

**5. TE WHAKAŪ I NGĀ MENETI  
CONFIRMATION OF COUNCIL MINUTES**

**5.1 MINUTES OF COUNCIL MEETING HELD 27 MARCH 2024**

Doc ID: 20229893

**Resolved**

- 1. That the minutes of the Council meeting held 27 March 2024 be confirmed as a true and correct record with an amendment to the minutes under agenda item number 6.3 – “Long-term Plan 2024 – Adoption of Consultation Document”**

Moved: Cr Wang  
Seconded: Cr Kai Fong  
**CARRIED**

Cr Paterson noted that the voting outcome for item 6.3 - Long-term Plan 2024 – Adoption of Consultation Document, was not recorded and requested that this is added to the minutes.

### **Amendment to the council meeting minutes of 27 March 2024**

#### *“6.3 - Long-term Plan 2024 – Adoption of Consultation Document*

- 2. That Council approve the Long-term Plan 2024-2034 Consultation Document for the purpose of public consultation.*
- 3. That Council note public consultation commences on 4 April and shall close on 6 May 2024.*
- 4. That Council approve the updated Draft 30 Year Infrastructure Strategy, Draft Financial Strategy, 10 year financial statements, prudence graphs, rates policy proposal changes and list of capital projects for release alongside the consultation document on 4 April 2024.*

*Moved: Cr Waru*

*Seconded: Cr Barker*

**CARRIED**

*For: Mayor Tapsell, Cr Kai Fong, Cr Barker, Cr Brown, Cr Lee, Cr Maxwell, Cr Wang, Cr Waru (8)*

*Against: Cr Kereopa, Cr O'Brien, Cr Paterson (3)”*

## 5.2 MINUTES OF COUNCIL EXTRAORDINARY MEETING HELD 2 APRIL 2024

Doc ID: 20235413

### **Resolved**

- 1. That the minutes of the Council Extraordinary meeting held 2 April 2024 be confirmed as a true and correct record.**

Moved: Cr Waru

Seconded: Cr Brown

**CARRIED**

## **6. HE PUKA INOI TŪMATAWHĀNUI PUBLIC PETITIONS**

### **6.1 PETITION REGARDING MAMAKU HALL**

Rachel Matthews and Rosie Tekani from Mamaku Residents Association spoke to the petition.

(The petition (Doc ID- 20231268) is attached as a separate document to the agenda of the Council Meeting of 08 May 2024).



## 6.2 PETITION REGARDING LAKELAND QUEEN

Marinus Koppe, Chairman, Johan Aarts, Vice Chairman of “The Save Our Iconic Lakeland Queen Society” and Mr Chris McGrath, professional engineer spoke to the petition and presented a slide show with a video (Attachment 1).

(The petition (Doc ID- 20259581) is attached as a separate document to the agenda of the Council Meeting of 08 May 2024).

Mayor Tapsell thanked all petitioners for coming to Council and confirmed a letter of response would be sent to both petitioners.

## 7. PŪRONGO KAIMAHI STAFF REPORTS

### 7.1 FINANCIAL PERFORMANCE FOR THE NINE MONTHS ENDED 31 MARCH 2024

Doc ID: 20259596

**Resolved**

- 1. That the report titled “Financial Performance for the Nine Months ended 31 March 2024” be received.**

Moved: Cr O’Brien

Seconded: Cr Barker

**CARRIED**

Thomas Collé and David Jensen overviewed the report and spoke to a presentation titled “Financial Update – March 2024” (Attachment 2).

### 7.2 CHIEF EXECUTIVE DELEGATIONS

Doc ID: 20250723

**Resolved**

- 1. That the report titled “Chief Executive Delegations” be received.**

Moved: Cr Waru

Seconded: Cr Brown

**CARRIED**

Oonagh Hopkins overviewed the report.

**Further resolved**

- 2. That Council adopt the Chief Executive Delegations.**

Moved: Cr Wang

Seconded: Cr Kai Fong

**CARRIED**

## 7.3 APPOINTMENT OF CHIEF EXECUTIVE TO BOPLASS

Doc ID: 20253036

**Resolved**

1. That the report titled “Appointment of Chief Executive to BOPLASS” be received.

Moved: Cr Brown

Seconded: Cr Barker

**CARRIED**

Oonagh Hopkins overviewed the report.

**Further resolved**

2. That the Council appoints Andrew Moraes as a director of BOPLASS Ltd on behalf of Rotorua Lakes Council.
3. That BOPLASS Ltd be advised that Andrew Moraes has been appointed as a director of the company on behalf of Rotorua Lakes Council and the company is requested to advise the Companies Office of the appointment.

Moved: Cr Waru

Seconded: Cr Brown

**CARRIED**

## 7.4 2024 LOCAL GOVERNMENT NEW ZEALAND (LGNZ) SUPERLOCAL CONFERENCE

Doc ID: 20236467

**Resolved**

1. That the report titled “2024 Local Government New Zealand (LGNZ) SuperLocal Conference” be received.

Moved: Cr Kai Fong

Seconded: Cr Brown

**CARRIED**

Oonagh Hopkins overviewed the report.

**Further resolved**

2. That Council determine that the following two councillors attend the 2024 LGNZ SuperLocal conference:
  - i) Cr Barker and
  - ii) Cr Waru
3. That Council note that the Te Tatau o Te Arawa board will appoint their representative to attend the conference.

Moved: Mayor Tapsell  
Seconded: Cr Maxwell  
**CARRIED**

For : Mayor Tapsell, Cr Kai Fong, Cr Brown, Cr Lee, Cr Maxwell, Cr Paterson, Cr Wang (7)  
Against: Cr O'Brien, Cr Kereopa (2)  
Abstain: Cr Barker, Cr Waru (2)

The meeting adjourned at 11.01am and reconvened at 11.24am.

#### 7.5 CONFIDENTIAL ITEMS TO BE RELEASED FOR THE QUARTER ENDING 31 MARCH 2024

Doc ID: 20110732

##### **Resolved**

- 1. That the report titled "Confidential Items to be released for the Quarter ending 31 March 2024" be received.**

Moved: Cr Waru  
Seconded: Cr Kai Fong  
**CARRIED**

Oonagh Hopkins overviewed the report.

#### 7.6 PROGRESS REPORT – CORPORATE SERVICES

Doc ID: 20233496

##### **Resolved**

- 1. That the report titled "Progress Report – Corporate Services" be received.**

Moved: Cr Kai Fong  
Seconded: Cr Brown  
**CARRIED**

Thomas Collé overviewed the report.

#### 7.7 PROGRESS REPORT – CORPORATE PLANNING AND GOVERNANCE

Doc ID: 20255787

##### **Resolved**

- 1. That the report titled "Progress Report – Corporate Planning and Governance" be received.**

Moved: Cr Waru  
Seconded: Cr Barker  
**CARRIED**

Oonagh Hopkins overviewed the report.

## 7.8 PROGRESS REPORT – TE ARAWA PARTNERSHIP

Doc ID: 20240650

**Resolved**

1. That the report titled “Progress Report – Te Arawa Partnership” be received.

Moved: Cr Waru

Seconded: Cr Brown

**CARRIED**

Gina Rangi overviewed the report.

## 8 HE WHAKATAUNGA KIA HOKI ATU TE ARONGA O TE HUI HAI HUI TŪMATAWHĀITI RESOLUTION TO MOVE INTO PUBLIC EXCLUDED

**Resolved**

1. That Council move into Public Excluded session.

Moved: Cr Wang

Seconded: Cr Maxwell

**CARRIED**

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987, for the passing of this resolution are as follows:

<b>General subject of each matter to be considered</b>	<b>Reason for passing this resolution in relation to each matter</b>	<b>Ground(s) under Section 48(1) for passing of this resolution</b>
CONFIDENTIAL MINUTES OF THE EXTRAORDINARY COUNCIL MEETING HELD 2 APRIL 2024	Please refer to the relevant clause/s in the open meeting minutes.	Good reason for withholding exists under Section 48(1)(a).
MAYOR’S ATTENDANCE AT NRL ALL STARS 15-16 FEBRUARY 2024	Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).	Section 48(1)(a) Section 7(2)(i)

This resolution is made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Sections 6 or 7 of the Act or Sections 6, 7 or 9 of the Official Information Act 1982, as the case may require, which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as shown above (in brackets) with respect to each item.

OPEN SESSION

**13. TE KARAKIA WHAKAMUTUNGA  
CLOSING KARAKIA**

Cr Maxwell closed the meeting with a Karakia.

\_\_\_\_\_  
The meeting closed at 12.44pm  
\_\_\_\_\_

To be confirmed at a Council meeting on 22 May 2024.

.....  
Chair

Note 1: Rotorua Lakes Council is the operating name of Rotorua District Council

Note 2: Attachments to these minutes are available on request or on Council's website.

## 5.2 Council Meeting Minutes (Draft) 8 May 2024

Doc ID: 20283228

# Minutes (draft)

Council Meeting held Wednesday, 8 May at 2.30pm  
Council Chamber, Rotorua Lakes Council

- MEMBERS PRESENT:** Mayor Tapsell (Chair)  
Cr Kai Fong (Deputy Chair), Cr Barker, Cr Brown, Cr Kereopa, Cr Lee,  
Cr Maxwell, Cr O'Brien, Cr Paterson, Cr Wang, Cr Waru
- IN ATTENDANCE:** D Walker, Audit Director, Audit New Zealand (via Zoom);  
M Garrett, Chair, Audit and Risk Committee (via Zoom);  
S Henderson, Deputy Chair, Audit and Risk Committee (via Zoom).
- STAFF PRESENT:** A Moraes, Chief Executive;  
T Collé, Group Manager, Corporate Services;  
J-P Gaston, Group Manager, Community and District Development;  
S Michael, Group Manager, Infrastructure & Environment;  
D Cossar, Governance & Democracy Manager;  
N Michael, Executive of Communications, Mayor's Office;  
D Jensen, Director of Finance;  
G Kieck, Manager, Corporate Strategy & Planning;  
M Overbeek, Finance Manager, Finance & Business Performance;  
G Konara, Governance and Democracy Advisor.

The meeting opened at 2.31pm

The Mayor welcomed elected members, media, staff and members of the public.

### 1. KARAKIA WHAKAPUAKI OPENING KARAKIA

Cr Waru opened the meeting with a Karakia.

### 2. NGĀ WHAKAPĀHA APOLOGIES

None

### 3. WHAKAPUAKITANGA WHAIPĀNGA DECLARATIONS OF INTEREST

None

**4. NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE  
URGENT ITEMS NOT ON THE AGENDA**

None

**5. PŪRONGO KAIMAHI  
STAFF REPORTS**

**5.1 ADOPTION OF COUNCIL'S ANNUAL REPORT FOR THE YEAR ENDED 30 JUNE 2023**

Doc ID: 20277891

**Resolved**

- 1. That the report titled "Adoption of Council's Annual Report for the year ended 30 June 2023" be received.**

Moved: Cr Waru

Seconded: Cr Kai Fong

**CARRIED**

Thomas Collé overviewed the report.

**Further resolved**

- 2. That Council resolves to adopt the audited Annual Report and the Audited Summary for the Rotorua Lakes Council for year ended 30 June 2023.**
- 3. That the Mayor and Chief Executive be authorised to sign the Letter of Representation and Statement of Compliance section of the Annual Report.**
- 4. That the Chief Executive be authorised to make minor editorial changes, if any, as agreed with Council's auditors.**

Moved: Cr Kai Fong

Seconded: Cr Waru

**CARRIED**

**6. TE KARAKIA WHAKAMUTUNGA  
CLOSING KARAKIA**

Cr Waru closed the meeting with a Karakia.

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The meeting closed at 2.54pm

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To be confirmed at a Council meeting on 22 May 2024.

.....  
Chair

Note 1: Rotorua Lakes Council is the operating name of Rotorua District Council

Note 2: Attachments to these minutes are available on request or on Council's website.

## 6. Pūrongo Kaimahi - Staff Reports

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Doc ID: 20284415

### ROTORUA LAKES COUNCIL

Mayor  
Members  
COUNCIL

#### 6.1 Long-Term Plan 2024-34 – Approve Performance Measures (Decision Required)

**Report prepared by:** Greg Kieck, Corporate Strategy and Planning Manager

**Report reviewed by:** Oonagh Hopkins, Executive Director, Corporate Planning and Democracy

**Report approved by:** Andrew Moraes, Chief Executive

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##### 1. TE PŪTAKE PURPOSE

The purpose of this report is for council to approve the 2024-2034 Performance Measures for inclusions into the final development of the 2024-34 Long-term plan document.

##### 2. HE TŪTOHUNGA RECOMMENDATION

1. That the report 'Long-term Plan 2024-34 – Approve Performance Measures' be received.
2. That the Council approves the suite of Performance Measures and include them in the final Long-term Plan 2024-34.

##### 3. TE TĀHUHU BACKGROUND

A Long-term Plan is developed by Council every three years and covers a period no less than 10 years.

The Local Government Act stipulates that as part of the Long-term plan development local authorities are required to develop indicators to enable them to be able to report on how well they are performing in delivering levels of service to their communities. It is proposed that in the 2024-34 Long-term plan that 65 measures are agreed upon as the measures for Level of Service for each activity plan for the next ten years. It should also be noted that 24 of the measures are mandatory as per section 261B of the Local Government Act.



#### **4. TE MATAPAKI ME NGĀ KŌWHIRINGA DISCUSSION AND OPTIONS**

As part of Schedule 10, clause 4 of the Local Government Act a Long-term Plan (LTP) must, in relation to each group of activities of the local authority, include a statement of the intended levels of service provision that specifies:

- a) Any performance measures specified in a rule made under section 261B for a group of activities described in clause 2(2); and
- b) the performance measures that the local authority considers will enable the public to assess the level of service for major aspects of groups of activities for which performance measures have not been specified under paragraph (a); and
- c) the performance target or targets set by the local authority for each performance measure; and
- d) any intended changes to the level of service that was provided in the year before the first year covered by the plan and the reasons for the changes; and
- e) the reason for any material change to the cost of a service.

The development of the 2024-2034 measures are derived from Council's key priorities areas.

Following approval of the measures they will be included into the final Long-term Plan document which will be put to council for adoption on 26 June 2024.

#### **5. TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE**

The decisions or matters of this report are not considered significant in accordance with the Council's Significance and Engagement Policy.

#### **6. NGĀ KŌRERO O TE HAPORI ME TE WHAKATAIRANGA COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY**

Council undertook its consultation for the Long-term Plan 2024-2034 in April 2024. The intent of the performance framework is to reflect key priorities and outcomes as identified within the consultation document. Separate consultation on the setting of the measures is not required due to the correlation of the measures to the council's key priority areas.

#### **7. HE WHAIWHAKAARO CONSIDERATIONS**

##### **7.1 He Whaiwhakaarotanga Mahere Pūtea Financial/budget considerations**

There is no additional financial implication in making this decision. Performance management is a requirement of the Local Government Act and as such is a must do and auditable.

##### **7.2 Kaupapa Here me ngā Hiraunga Whakariterite Policy and planning implications**

No policy and planning implications have been identified.

### **7.3 Tūraru Risks**

There are no major risks associated with the decisions or matters.

### **7.4 Te Whaimana Authority**

Council under the Local Government Act 2002 have authority to receive this report.

## **8. NGĀ ĀPITI HANGA ATTACHMENTS**

Attachment 1: 2024-34 Performance Measures (Doc ID: 20293314 - Distributed separately).

ROTORUA LAKES COUNCIL

Mayor  
Members  
COUNCIL

## 6.2 Elected Member International Affairs - Report Back To Council

**Report prepared by:** Mayor Tapsell

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### 1. TE PŪTAKE PURPOSE

The purpose of this report is to report back to Rotorua Lakes Council on the recent international affairs trip taken by elected members Mayor Tania Tapsell, and Councillor Fisher Wang, to Taiwan for the Smart City Summit and Expo at the Taipei Nangang Exhibition Centre. Mayor Tapsell was a guest speaker in one of the forums, Net Zero City Leaders Summit for Energy Transition Forum.

As well as the international affairs trip of Mayor Tapsell to sister cities in China, and Japan – where she was invited to attend the 100-year anniversary celebrations alongside a Rotorua delegation.

This report also recommends that Council consider signing the Memorandum of Understanding between Pingtung County and Rotorua City. As well as take the opportunity to review the current sister city relationships and receive a report back from staff on future direction to ensure there is relevance, alignment, and benefit of sister city relationships.

### 2. HE TŪTOHUNGA RECOMMENDATION

1. **That the report Elected Member International Affairs – Report back to Council, be received.**
2. **That Council note the income generated from international delegations visiting Rotorua Lakes Council is expected to offset the cost of this travel.**
3. **Council authorise Mayor Tapsell to sign the Memorandum of Understanding between Pingtung County and Rotorua City to enhance cooperation through cultural, educational, and sustainable development exchanges.**
4. **That Council instruct staff to undertake a review of the sister-city relationships function and report back to Council on the future direction, including looking at the current relationships to assess alignment with Rotorua Lakes Council outcomes.**

### 3. TE TĀHUHU BACKGROUND

Rotorua Lakes Council has four sister cities: Beppu (Japan), Klamath Falls (USA), Lake Macquarie (Australia) and Wuzhong District of Suzhou City (China). These relationships are long standing and were established via the international Sister Cities programme between 1962 and 2000. The international programme seeks to foster communications across borders to promote the mutual exchange of ideas, people and materials in cultural, educational, youth, sports, municipal, professional and technical projects. Over recent decades Council has seen a decline in active contact with some of its sister cities, however the relationships between Rotorua and our sister cities in Beppu and Wuzhong are enduring.

#### Beppu City, Japan

Rotorua has had a Sister City relationship with Beppu City since 1987. When established, the relationship was seen as being mutually beneficial due to both cities being sited in geothermal locations, both being recognised as Spa Cities and both having strong interests in tourism. Former Mayor Graham Hall notes that over the years “successive Mayors of both cities, with strong support from their communities, have progressed a mutual exchange of ideas and people with culture, education, youth, sport, and municipal and business projects.”

Recently in 2024 both Beppu and Rotorua were ranked in the Top 10 Trending destinations in the world by tourism website booking.com indicating their position in the world as top tourism destinations, with geothermal being the main drawcard.

The Rotorua Lakeside Concert Charitable Trust invited dancers from Beppu to perform in the 2024 Lakeside Concert - an annual and iconic free local event. In 2023 there was an exchange between the cities where an intern from Beppu worked and learned at Rotorua QE Health. Both Mayor Tapsell, and Beppu Mayor Nagano were presented the findings from the intern of the geothermal uses in both cities for economic and wellness purposes, as well as suggestions on using the resource more sustainably.

In recent years, prior to 2019 and the Covid pandemic, Rotorua Lakes Council and others in our community regularly hosted delegations, rugby tours, school (Western Heights, John Paul College and Rotorua Boys High School) and University visits from Beppu. There were also rugby tours, community delegations and school visits to Beppu over this time. Former Mayor, Steve Chadwick, visited Beppu on two occasions in 2014 and 2016 to foster good relations and support spa/tourism opportunities.

The relationship was particularly active between 2016 and 2019 when Rotorua Lakes Council provided advice and support to Beppu City Council on preparing Beppu as a host city for the 2019 Rugby World Cup and supported Beppu's efforts to host the All Blacks.

A current initiative being explored by the Beppu Chamber of Industry and Commerce is a proposed mutual exchange programme through rugby for high school students, supported and fully funded by Beppu City's business community.

#### Wuzhong District, Suzhou City, China

Wuzhong is about 90 kilometres west of the major international shipping and trade centre of Shanghai. The district has a population of around 580,000 spread over seventeen towns. Wuzhong, the original home of the renowned Wu culture, is a historical and cultural district. In October 1997, Wuxian city in China and Rotorua Lakes Council entered into a friendship relationship. This led to a formal sister city agreement in February 2000. When Wuxian city was disestablished after provincial restructuring, a revised sister city agreement was signed between Rotorua and Wuzhong District.

This relationship was seen as beneficial due to Wuzhong's strong linkage and close proximity to Shanghai; and its fit with Rotorua's target markets – culture, education and tourism. While this relationship has not seen the same level of activity as the Beppu relationship, contact has been maintained between our cities. Prior to Mayor Tapsell visiting, the last visit of a Rotorua Mayor and Councillor to Wuzhong was in 2017.

#### Klamath Falls (USA)

There is little information regarding this Sister City relationship. Klamath Falls is an inland city in Oregon, close to the Californian state line. Forestry and associated industries are major land uses. Rotorua was linked to Klamath Falls in 1962, and in 2012 Rotorua and Klamath Falls celebrated 50 years of sister city relationship. The Klamath Falls Rose Garden in the Government Gardens was named after this sister city. Mayor Tapsell made contact with Klamath Falls Council in February 2024 but has not received any response to date.

#### Lake Macquarie (Australia)

There is little information regarding this Sister City relationship. Lake Macquarie, located approximately 138kms north of Sydney, is centred on Australia's largest coastal lake (four times the size of Sydney Harbour). Both the city and the lake are flanked by the Watagan Mountains and the Pacific Ocean. Rotorua's relationship with Lake Macquarie was formalised in 1997.

### **3.1 SISTER CITY AND INTERNATIONAL TRAVEL POLICIES**

Rotorua Lakes Council's Sister City Relationship Policy and Mayoral and Elected Representatives International Travel Policy requires that requests for travel that relate to Sister City relationships be supported by a business case that outlines the benefits of the travel against the following criterion:

- The travel/activity must support council's vision, business objectives and aspirations for the future as encapsulated in the Long-Term Plan, or
- The travel must support council's current priorities and/or flagship projects.

The business case for the international affairs trip to Taiwan was presented to the Council meeting of 31 January 2024. This travel was initiated by an invitation to Mayor Tapsell to attend the Smart City Summit and Expo at the Taipei Nangang Exhibition Centre, and be a guest speaker in one of the forums (Net Zero City Leaders Summit for Energy Transition Forum hosted by the National Development Council). Council also supported Councillor Fisher Wang to attend as a delegate due to his connections with Taiwan, background with portfolios in sustainable living and climate change, and his fluency in Chinese (mandarin) language to assist in interpretation. Accommodation and registration to the event were sponsored by Taiwan Computer Association for the elected members, as well as flights for Mayor Tapsell. Council supported funding Councillor Fisher Wang's return flights, as well as additional accommodation nights for both Wang and Tapsell to attend further tourism and trade meetings while they were in Taiwan to optimise the trip.

The business case for the international affairs trip to Japan and China for Mayor Tapsell was presented to the Council meeting of 25 October 2023. The Mayor's travel was initiated by the invitation to attend the 100-year celebration of Beppu City, and a trip to visit the sister-city of Wuzhong District in Suzhou City was included to optimise the trip given the close proximity of the destinations to each other. The Mayor was also invited to visit Wenzhou District, sponsored by their city government, as they are interested in establishing a friendly cities relationship.

The travel aligns with the Council ECONOMY priority, in particular:

- Enable and attract smart investment
- Confidence and a vibrant reputation
- World-class tourism destination

The travel also aligns with and the Key Outcomes as mentioned in the draft 2024 - 2034 Long-Term Plan Consultation document:

- Tourism: We are a world class destination, with a vibrant inner city and a positive reputation.
- Arts and Culture: Our district's unique cultural identity is a foundation for attracting and delivering a diverse range of events, increasing vibrancy and activity and driving economic and community benefits within our facilities and for our district.
- Employment & Economy: We enable businesses to grow with confidence through increasing investment opportunities. There are employment options across a range of sectors.
- Environment: We are committed to protecting and improving our lakes, waterways and forest environments.

The relationship with Beppu is predominantly centred on the similarities of geothermal tourism. Spa and wellness activities contribute to the local economy: visitor attraction, increased spending by wellness travellers as compared to others, priority activities, job creation, and opportunities for future growth. RotoruaNZ's Destination Management Plan identifies the spa and wellness sector as one of our three transformational focus areas. Furthermore, a recent report released by RotoruaNZ underscores Rotorua's position as a leading international destination for spa and wellness tourism with a predicted visitor spend by Rotorua spa and wellness holidaymakers jumping from the \$277.6 million spent in 2023, to \$408.2 million in just a few years.

#### **4. TE MATAPAKI ME NGĀ KŌWHIRINGA DISCUSSION AND OPTIONS**

##### **4.1 TAIWAN – International Affairs Visit:**

*Monday 17 March*

Visit to the National Palace Museum in Taipei and a hosted tour about the jadeite exhibition and the connections/similarities with NZ.

*Monday 18 March*

Meeting at the Ministry of Environment with Deputy Minister Wen-Chen SHIH.

Discussed food and organic waste collection, what we are investigating and what Taiwan does. Their food waste is sent to pig farms as well as insect farms to raise insects into feed for animals. Also discussed youth engagement, their Ministry has a youth advisory/development board and are interested in how we engage with youth particularly on sustainability. An opportunity for us to share what we do, ie, Youth Council.

Meeting at the New Zealand Commerce and Industry Office in Taipei, including a presentation on tourism in Rotorua to Air New Zealand, as well as four of the largest outbound travel agencies to help sell our destination. Was also an opportunity to share feedback on their clients' experiences in Rotorua which we will relay through to RotoruaNZ. We have also connected RotoruaNZ with these agencies and contacts.

Meeting at the Australia New Zealand Chamber of Commerce in Taiwan, with their board and members for a roundtable discussion and to talk about Rotorua's economic development. Included Anchor, Zespri, ANZ Bank, exporters, importers, and a geotechnical engineering consultancy. This was a great opportunity to promote Rotorua and build connection with key trade partners in Taiwan.

*Tuesday 19 March*

Attending the Smart City Summit and Expo at the Taipei Nangang Exhibition Centre. Mayor Tapsell was a guest speaker in one of the forums (Net Zero City Leaders Summit for Energy Transition Forum hosted

by the National Development Council), please see presentation attached. Attended opening/keynote speeches by the Deputy Minister of Ministry of Economic Affairs Tseng Wen-sheng, Deputy Secretary-General of ICLEI Emani Kumar. Included presentations and panel discussion from other international representatives including that of: Onondaga County – New York USA, Iligan City – Philippines, City of Bridgeport – Connecticut USA, Rotorua Lakes Council – New Zealand, Cebu City – Philippines, Las Rozas de Madrid – Spain, Rzeszow City – Poland, City of Maple Ridge – Canada, Deputy Director General of Taiwan Energy Administration Chih-Wei Wu, Founder of Taiwan Green Energy Foundation Hui-Ping Chen. A networking event was then hosted by Taipei Computer Association at the National Taiwan Science Education Centre which was an opportunity to further the international connections with participants of the Smart City Summit and Expo.

#### *Wednesday 20 March*

Meeting at Taipei City Government with their Department of Education senior leaders and bilingual/English department. They only have one sister school in NZ and are open to establishing further relationships especially in Rotorua as they have an ambitious target to be a bilingual country by 2030. The Taipei City Govt Department of Education looks after the elementary, junior and senior high schools as well as one university in the city, the national government oversees the tertiary education institutions. We spoke about our current relationships with local high schools and schools in Japan, potential to explore developing similar opportunities for similar student exchanges between Rotorua and Taiwan. We also discussed our local tertiary institution Toi Ohomai, and the potential for connections and student exchanges at a University level to occur.

Travelled to Kaohsiung City in southern Taiwan. Hosted by the National Centre for the Arts to a visit of their newly opened centre. Meeting with the Deputy Mayor, Director for Indigenous Communities and Tourism Department at Kaohsiung City Government where they shared their journey of transitioning from a major international shipping hub and heavy industrial district to a tech and innovation hub, making a more sustainable city with their initiatives and programmes. We also discussed the connections of indigenous cultures of Taiwan and Māori and shared Rotorua's economic development and industries with them.

#### *Thursday 21 March*

Travelled to Pingtung County. Hosted at the Pingtung 1936 Tobacco Culture Base, an old tobacco plant that has undergone a transition to become an indigenous culture centre and museum.

Meeting at Pingtung County Government with their Deputy Magistrate Huang Kuo-Jung, Chief Secretary, Director of Health and Welfare, Director of Tourism, indigenous leaders and other department heads. Shared a conversation about the background of our cities, potential for school connections, our councils and communities, our tourism, agriculture and forestry industries, our Māori culture and economic development. Started discussions on a potential sister city relationship and will start investigation with counterparts on both sides to formalise establishing a relationship, through the support of the Taipei Economic and Cultural Office in Auckland and New Zealand Commerce and Industry Office in Taipei. A draft memorandum of understanding is attached. The MoU outlines opportunities for collaboration between our communities on subjects such as ethnic culture, traditional craftsmanship, land and natural resources.

Visit to the Indigenous Peoples Cultural Development Centre, including a welcome ceremony hosted by Director General Tseng Chih-Yung of the Indigenous Peoples Cultural Development Centre – Council of Indigenous Peoples. The visit included conversations with multiple tribes, workshops and performances with the Hla'alua, Paiwan, Rukai, Atayal, Saisiyat, Puyuma and Kavalan tribes. Concluded with a visit to the National Museum of Marine Biology and Aquarium and the town of Kenting at the most southern end of Taiwan and Pingtung County, a popular tourism centre.

## 4.2 BEPPU, JAPAN – International Affairs Visit:

In May 2023 Mayor Tapsell received an invitation from the Mayor of Beppu City to attend the Beppu City 100 year anniversary celebrations (see letter attached).

The delegation from Rotorua included the following people whom traveled to Beppu and attended the events, at no cost to Council, due to their strong history and relationship with our sister city: Former Rotorua Mayor Grahame Hall, and his wife Sandy Hall, as well Brett Marvelly who is well respected within Rotorua for his contribution to business and tourism. Former Mayor Grahame Hall has had a connection with Beppu since the establishment of the sister-city during his time as a Rotorua Councillor, and then as Mayor. Mayor Tapsell's husband and child also joined at no cost to Council.

### *Tuesday 2 April*

Flew Rotorua to Auckland.

### *Wednesday 3 April*

Flew Auckland to Tokyo

### *Thursday 4 April*

Flew Tokyo to Oita.

This day was an opportunity to reconnect with Mr Kenji Nishi, who recently visited Rotorua in January 2024, along with representatives from Beppu University and the Beppu Chamber of Commerce.

Mr Nishi was made an honorary citizen of Rotorua in 1999 and was awarded an honorary MNZM in recognition of his services to NZ/Japan relations. He has personally made close to 40 trips to Rotorua at his own expense and has personally financed hundreds of exchanges between our cities.

### *Friday 5 April*

Visit to sister-school Beppu Shosei/Hamurodai High School where a special performance was held for Mayor Tapsell and Rotorua delegation including the student brass band and calligraphy demonstration. The Japanese newspaper was present for this and there was a following article that mentioned the visit and benefits of the sister-city relationship (see attached).

Beppu Shosei High School has a school exchange with Western Heights High School. WHHS will host 40 students and staff from Beppu in June 2024. Beppu Shosei High School has approximately 800 students at three-year levels. 2024 marks the 25th anniversary of the sister-relationship between WHHS and Beppu Shosei/Hamurodai High School and a group of students and teachers will be travelling from Rotorua to Beppu in October 2024 to celebrate this anniversary.

Visit to Beppu City Hall to meet with Mayor Nagano and elected members. Discussed key challenges and opportunities. Our strong similarities as a tourism destination with a unique natural resource of geothermal. Their world-class and diverse onsen offering. Desire to encourage academic exchanges between schools, and also the potential for exchanges between university and Toi Ohomai. The potential for exchanges between key industries such as tourism, geothermal, and cultural offerings.

### *Saturday 6 April*

A special celebration was held to commemorate the long standing relationship between Beppu City and Rotorua at Hotel Beppu Pastoral. There were over 100 attendees from a variety of backgrounds including business, tourism, and education who have participated in exchanges and the connection between our two cities. It was also an opportunity to acknowledge the contribution of Mr Nishi who is an honorary member of the Rotorua District. He is the Chairperson of the Beppu Chamber of Commerce and Industry and has been integral to the establishment and continued connection and



exchanges between the two cities. He has been a strong advocate and supporter for Rotorua and has facilitated numerous exchanges between the cities with the Chamber of Commerce, geothermal and tourism industry leaders, and student exchanges for academic, sporting and cultural purposes.

#### *Sunday 7 April*

Formal day of commemorations for Beppu City's 100-year anniversary at Beppu Beacon Plaza Convention Hall. In Mayor Nagano's address to those present for the celebration he shared this vision: "We must not rest on our 'legacy', but boldly take on the challenge of restarting the city as a sustainable international city of tourism, hot springs and culture, aiming for further growth over the next 100 years, and building a 'new form' for the city by focusing on the industrialization of new hot springs cures and wellness that visualises the benefits of hot springs with themes of medicine, beauty, and health".

The celebration included the Beppu Hatto Onsen Bukkake Festival which saw many visiting delegations join this parade through the streets of Beppu. The traditional festival sees groups carry portable water shrines through the streets of Beppu splashing water, being splashed by water and dancing to music.

#### *Monday 8 April*

Rotorua delegation spent the day with Mr Nishi-San and visited some local businesses in the wider Oita region.

#### *Tuesday 9 April*

Flew Oita to Tokyo then own arrangements until 15/4.

#### *Monday 15 April*

Flew Tokyo to Shanghai.

Greeted by Shen Yanfei from the Foreign Affairs office of the People's Government of Wuzhong District, Suzhou City. Wuzhong established a sister-city relationship with Rotorua in 2000. The last visit to Wuzhong by a Rotorua Mayor was 2017 when Mayor Chadwick and Cr Maxwell visited Wuzhong as part of their attendance at the Mud Festival in Korea.

#### *Tuesday 16 April*

Visit to the Suzhou International Exhibition Centre. Then met with the Mayor of Wuzhong, Mayor Gu Xiaodong at Wuzhong District City Government. Discussion focused on our sister-city relationship, sharing further information about the unique offerings that both of our districts and communities have, and appreciating the main strength in common of being a tourism destination that honours our environment and cultural heritage. Both Mayors also acknowledged that there is a desire to maintain a connection and that there would be benefits of promoting each other's destination, and future exchanges of local students and/or industry experts.

Afternoon meeting with the Culture, Sports & Tourism Bureau, including a visit to the Wu Culture Museum and Hongshan Relic Museum. An informal discussion about historical buildings, sharing culture and heritage, Rotorua tourism, and opportunities for collaborating with local schools and tertiary providers for exchanges of culture and sports.

#### *Wednesday 17 April*

Visited Suzhou North America High School. Met with members of Schools Management team and had a tour of the schools facilities and offerings which included a science and research laboratory, start-up enterprise areas, and state of the art technology. Suzhou North America High School has approximately 1023 students and is an American-style international boarding school. This unique High School offers opportunities for students to attend American Universities upon graduation and they have high success rates from their students.

They provided a presentation to the Mayor and discussed opportunities for future student exchanges and Suzhou North America High School had an interest in establishing a relationship with local schools. In particular there would be opportunities for exchanges based on: academic knowledge, science and technology, sports, artistic showcases and exhibitions, cultural heritage, conservation, and volunteer activities. Mayor Tapsell has connected the high school with Rotorua Education Network and suggested there could also be opportunities to connect with local iwi for learning and volunteer projects regarding environment and culture.

The afternoon consisted of visits to the iconic building Chunzai Mansion and Xi's Gardens. Chunzai Mansion is a historic cultural site famous for its intricate carvings. Unfortunately a visit to the Chinese-New Zealand friendship tree in Dongshan Town with members of the Foreign Affairs office was cancelled due to rain.

#### *Thursday 18 April*

Combined meetings with Minister for Trade, Hon Todd McClay.

The day commenced with a breakfast business meeting hosted by the New Zealand Consulate. This was a gathering of 15 senior business leaders from Chinese-based New Zealand businesses such as Mainfreight, Air New Zealand, Fonterra, Zespri, Oyster Bay (Delegat), Silver Fern Farms and The Warehouse Group. Following this Mayor Tapsell accompanied Minister McClay and Consulate officials on visits to the newly established Silver Ferns Farms office, where they launched a new breakfast burger product with media present. And also a visit to VX Logistics facility which is a significant development that handles Zespri kiwifruit and NZ Apples.

Flew to Wenzhou in the afternoon as a guest of the Wenzhou Foreign Affairs Office. Flights and accommodation were arranged and paid for by the Wenzhou Municipal Government.

#### *Friday 19 April*

Eric Geng, who is a member of the Rotorua Chinese Chamber of Commerce, Rotorua Multicultural Council and co-founder of Rotorua Business Pacific Alpacas, was in China during these visit dates and was helpfully able to assist with Mayor Tapsell's itinerary in Wenzhou. Eric accompanied the Mayor to formal meetings and provided assistance with interpreting.

Met with Mr Zhang Wenjie, Mayor of the Wenzhou Municipal Government at The Government building in Wenzhou. At this meeting was the Deputy Mayor Chen Kuan, Secretary-General Chen Hongming, the Secretary General and other officials. Both Mayors provided a summary of their district, including their unique offerings and strengths as communities focused on economic growth and sustainable environment. And also acknowledged the recent trip of a Wenzhou delegation to Rotorua and their desire to establish a friendly city relationship with the two cities. Both agreed that there could be benefit in looking into suitable exchanges between the two cities.

Visit to the World Wenzhounese Home and exhibition center which included displays of the history of Wenzhou communities, and included Chinese jade greenstone (pounamu) displays.

Visit to Wenzhou University of Technology where Mayor Tapsell met with senior management staff and was given a tour of the facility which included visiting woodwork classes where the similarities of Wenzhou and Rotorua were discussed of carving wood, teaching culture through art, and passing the skills and experiences on through future generations to keep the culture alive. There is a desire to explore and encourage academic and cultural exchanges to occur between students and cities.

#### *Saturday 20 April*

Flew Shanghai to Auckland (arriving 21st April).

*Sunday 21 April*

Flew Auckland to Rotorua

**5. TE TINO AROMATAWAI  
ASSESSMENT OF SIGNIFICANCE**

The decisions or matters of this report are not considered significant in accordance with the Council's Significance and Engagement Policy.

**6. NGĀ KŌRERO O TE HAPORI ME TE WHAKATAIRANGA  
COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY**

N/A

**7. HE WHAIWHAKAARO  
CONSIDERATIONS**

**7.1 Mahere Pūtea  
Financial/budget considerations**

As noted previously the income of hosting international delegations are expected to offset the cost of the international travel occurred to date which is outlined in the graph below:

<i>Item</i>	<i>Cost / Income</i>
<b>Costs of foreign affairs:</b>	
International travel - Mayor	\$9,833
International travel - Councillors	\$2,837
International travel - Interpreter, and interpreting services fee	\$6,772
<b>Total:</b>	<b>\$19,442</b>
<b>Revenue:</b>	
Revenue from hosting International delegations	<b>\$ 15,200</b>
<b>Balance to date:</b>	<b>(\$4,242)</b>

Previously the income from these delegations has been the following:

<i>Financial year</i>	<i>International delegation income</i>	<i>Comments</i>
2017/18	\$50,600	
2018/19	\$28,200	Chinese Government placed a 4 month hold on delegations travelling to NZ & Australia.
2019/20	\$16,600	6 months from July-December, then the delegation visits stopped due to Covid.

Unfortunately, due to the border closures during the pandemic international travel was paused. We have however seen a steady increase in international delegations returning to Rotorua over the past year which has been positive for international relationships, and also assisted in balancing the cost of international travel overseas.

## **8. NGĀ ĀPITIHANGA ATTACHMENTS**

Attachment 1: PowerPoint presentation to Smart City Expo, Taiwan

Attachment 2: MOU between Pingtung County and Rotorua (Draft)

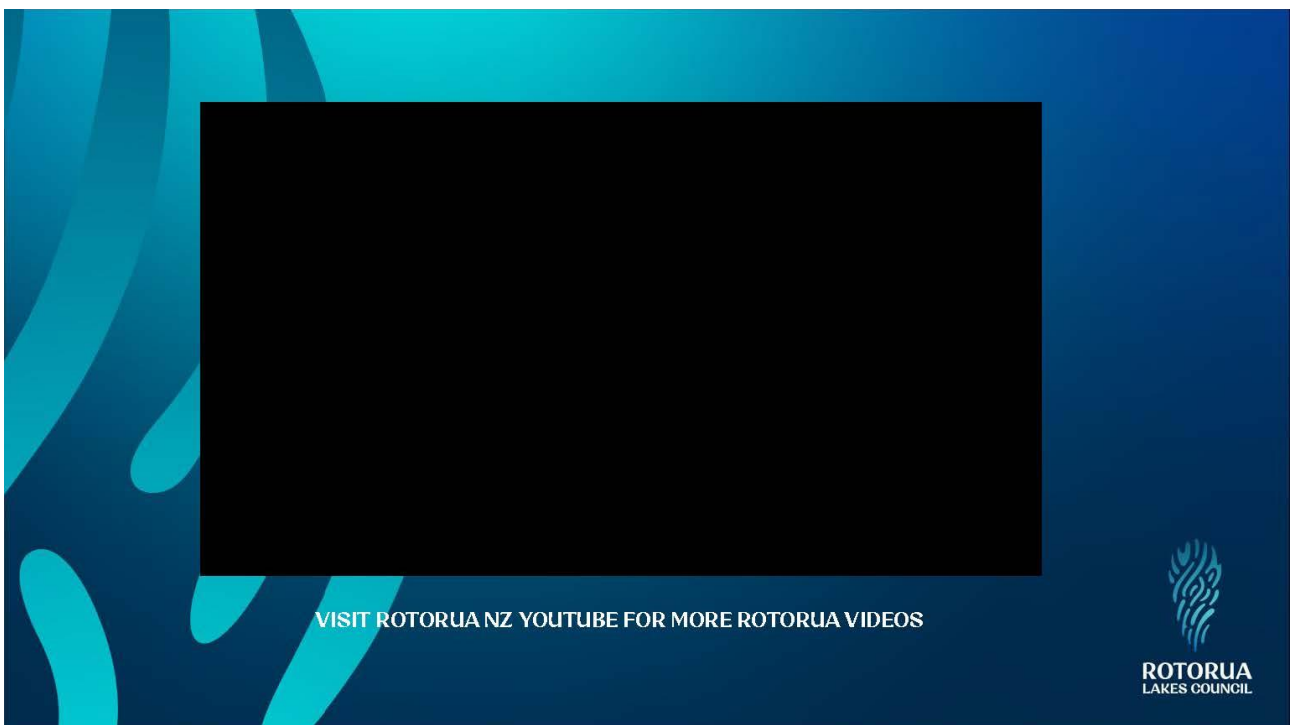
Attachment 3: Letter of invitation from Beppu City Council to attend the anniversary celebration.

Attachment 4: Letter to the Mayor of Wuzhong District.

Attachment 5: Letter of invitation from Wuzhong People's Government, Suzhou City.

Attachment 6: Letter of invitation from Wenzhou Municipal People's Government.

**Attachment 1 - PowerPoint presentation to Smart City Expo, Taiwan**





# PIONEERING SMART CITY DEVELOPMENT IN ROTORUA

Te Arawa ancestors recognised the potential of Rotorua's unique features - now pivotal in modern smart city development:

- Geothermal resources providing heated water and steam
- Freshwater lakes and abundant forest resources

1870s - government identifies Rotorua's promise as liveable city and key tourism hub.

1880 - indigenous people gift land to English settlers, starting the collaborative planning of the Rotorua township.



# ROTORUA TODAY

Rotorua blends indigenous culture, unique environment, and modern amenities:

- A liveable city with strong indigenous culture and environmental values
- Famous for its geothermal features and stunning forests and lakes
- A thriving tourism hub
- A centre for holistic well-being:

QE Health - recover, relax, and recharge at New Zealand's only clinically integrated health and wellness centre.

Wai Ariki Spa - designed and owned by local iwi with treatments deeply rooted in Māori values.





## CLEAN ENERGY INITIATIVES

Growing utilisation of geothermal & renewable energy for heating in various facilities and projects:

- Greenhouse in plant nursery, Council buildings, local swimming pool, homes, spas and wellness centres
- Taheke geothermal project underway (35MW geothermal power station) + 2 solar projects planned
- Implementation of eco-friendly LED streetlights, exemplifying sustainable urban lighting solutions



**ROTORUA**  
LAKES COUNCIL



## STRATEGIC SMART CITY INFRASTRUCTURE

Smart city approach evident in planning buildings and community infrastructure:

Parks and reserves developed in partnership with indigenous communities, accessible to all, and showcasing our strong and unique culture

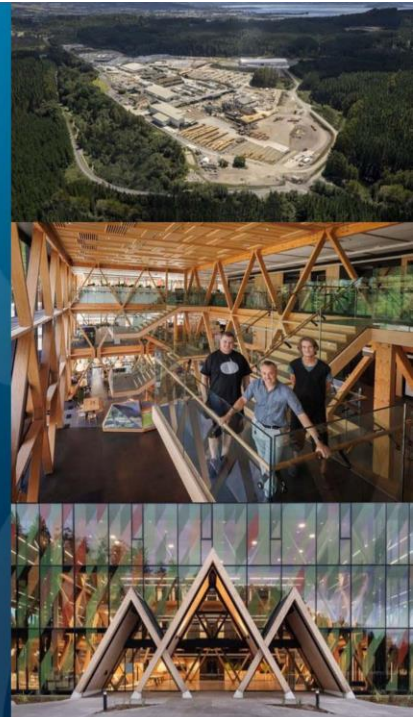
Committed to outdoor recreation, with significant numbers accessing forests and biking trails:

- Year to date - 479,560 visits to forest walking tracks
- Year to date - 442,440 visits to forest biking trails (200km of MTB trails)
- Mountain biking contributes \$139million to Rotorua economy
- 60km of urban cycle-ways

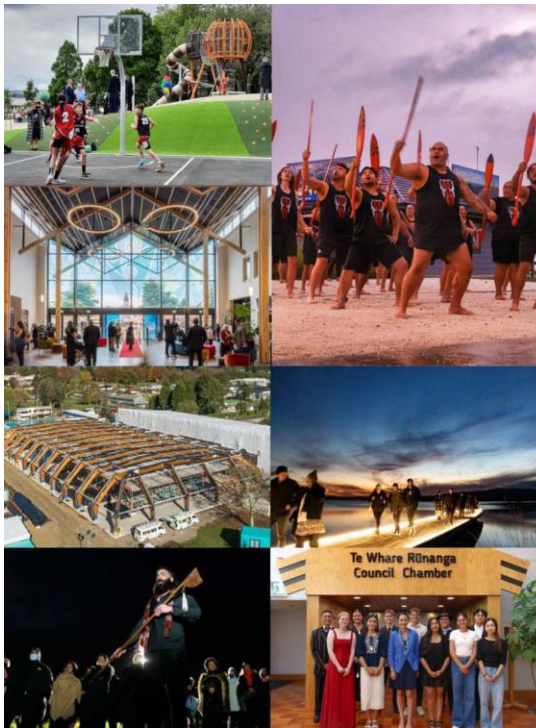
30-year Infrastructure Strategy - investment to ensure safe, reliable infrastructure that meets current and future demand, and is climate resilient

## LOCAL BUSINESSES LEAD THE LOW CARBON CHARGE

- **Red Stag Timber:** Market leader in product innovation and energy efficiency, celebrated for its Cross-Laminated Timber (CLT) – a sustainable building material with the lowest carbon footprint
- **Scion:** Recognised internationally for its innovative timber structure and awarded 'The Most Beautiful, Innovative and Iconic Building' for its beauty and carbon-neutral design in the 2024 Dubai International Best Practices Awards for Sustainable Development







# ENVISIONING THE FUTURE ROTORUA

As Rotorua continues to grow, the city remains committed to:

- Developing accessible public spaces and infrastructure that celebrate our culture & heritage
- Embracing sustainable infrastructure solutions to enhance urban resilience and protect and preserve our environment
- Creating smarter, more liveable urban environments for improved quality of life

Indigenous wisdom laid the foundation for the development of Rotorua & inspires us to navigate the challenges of the modern era, ensuring a sustainable and prosperous future for generations to come.



**Attachment 2 – MOU between Pingtung County and Rotorua (Draft)****屏東縣與羅托路亞市交流協定(草案)**

屏東縣與羅托路亞市，為促進雙方的友好交流與協助，雙方同意在可能的範圍內促進下列事項：

- 1 屏東縣與羅托路亞市擁有共同的南島語系民族文化，雙方藉由原住民族文化、傳統技藝、產業經濟發展、土地及自然資源運用、醫療服務、國際事務等多面向，相互合作、交流與學習。
- 2 為促進國際教育交流，拓展兩地學校學習版圖，豐富彼此教育文化資源，雙方致力推動學校互訪、教育遊學與教育推廣活動等。
- 3 為推動城市永續發展與節能減碳，雙方透過觀摩學習、經驗分享，產業技術交流等面向，相互學習、合作與互惠。

本協定以中（繁體字）、英文兩版繕製，一式兩份，由雙方各執乙份；並自雙方簽署之日起生效。

2024 年 月 日

屏東縣長  
周春米

羅托路亞市長  
Tania Tapsell

## Memorandum of Understanding Between Pingtung County and Rotorua City (Draft)

In recognition of the enduring friendship between Pingtung County and Rotorua City, both parties agree to enhance cooperation through the following provisions:

- 1 Pingtung County and Rotorua City share a common Austronesian ethnic culture and will engage in collaboration and exchange across multiple subjects as follows: indigenous culture, traditional craftsmanship, economic development, land and natural resource utilization, healthcare services, and international affairs.
  
- 2 To promote international educational exchanges and expand educational horizons, both parties focus their efforts on facilitating school visits, tours, and outreach activities, enriching educational and cultural resources.
  
- 3 To advance urban sustainable development and energy conservation, and carbon reduction, both parties will engage reciprocally in mutual learning, cooperation, and exchange of industrial technologies.

This memorandum, in traditional Chinese and English, will be executed in duplicate, with one copy for each party, upon signature.

Date: \_\_\_\_\_

Pingtung County Magistrate  
Chun-Mi Cho

Rotorua City Mayor  
Tania Tapsell

\_\_\_\_\_

\_\_\_\_\_

**Attachment 3 - Letter of invitation from Beppu City Council to attend the anniversary celebration.**

Beppu City Hall  
1-15 Kaminoguchi-cho  
Beppu City, Oita 874-8511  
JAPAN

25th May 2023

Mayor Tania Tapsell  
Civic Centre 1061 Haupapa Street  
Private Bag 3029  
Rotorua Mail Centre Rotorua 3046  
**NEW ZEALAND**

Dear Ms. Tania Tapsell, Mayor of Rotorua City,

It is a great pleasure to be sending you this letter for the first time from your sister city, Beppu City, Oita Pref., Japan.

I am NAGANO Yasuhiro, Mayor of Beppu City, recently elected to my third term as mayor of Beppu City in the April 23rd mayoral election.

I assume you have been very busy doing a lot of duties as Mayor of Rotorua since taking office as mayor last October. In the meantime, we have heard that you will give birth to a baby girl next month. We would like to offer our heartfelt congratulations.

We concluded a sister city agreement with your city in July 1987 and celebrated the 35th anniversary of our affiliation last July. We have had a sister school relationship, mutual school exchanges, and sports exchanges such as rugby, which have been invaluable for our children. In addition, both cities share a common resource in the form of hot springs, and we are proud that we can continue to cooperate with each other in many ways in the future.

I have been informed that Mr. Nishi, Chairperson of the Oita Prefecture NZ Friendship Association, Chairperson of the Beppu City Rugby Association, and Chairperson of the Beppu Chamber of Commerce and Industry, will be visiting your city to propose a mutual exchange program through rugby for high school students. Beppu City's business community will provide full support for the program, and Beppu City is also looking forward to the promotion of exchange.



As you may be already aware, he has often promoted mutual exchange between students of the two cities and has provided much support for our sister city exchange programs. We would like to ask for the cooperation of your city in this mutual exchange.

In the coming year, our city will celebrate its 100th anniversary. A ceremony is planned for April 2024, to which our exchange cities will be invited. On the occasion of the 90th anniversary, we were honored to have Mr. and Mrs. Chadwick, Mayor of Rotorua. We are afraid that the ceremony will be held while your child is young, but we would be delighted if you could join us.

We will inform you of the detailed schedule and content of the ceremony once they are determined.

Rotorua is going to be a cold season from now on, please take good care of yourself.

Sincerely yours,

NAGANO Yasuhiro  
Mayor of Beppu City

**Attachment 4 - Letter to the Mayor of Wuzhong District.****THE OFFICE OF THE MAYOR**

19 October 2023

Mr Gu Xiaodong  
Mayor  
Wuzhong District  
Suzhou City  
Jiangsu  
China

Doc No: 20019815

By email: [wuzhongfao@foxmail.com](mailto:wuzhongfao@foxmail.com)

Tēnā koe Mayor Gu Xiaodong

I hope you are well and I send you warm greetings from your sister city in New Zealand, Rotorua.

I understand delegates from our Rotorua Lakes Council last visited Wuzhong in 2017. Given travel has been restricted over the past few years, it would be very timely to reconnect and share what we are both looking to deliver for our respective districts.

I plan to be in Suzhou City during the week of 15-19 April 2024. Can you please confirm if you are available for a meeting? I would also be open to suggestions from you on who else in the Wuzhong District it would be beneficial for me to meet with.

This would be a wonderful opportunity for us to meet and further strengthen the sister-city relationship between Wuzhong District and Rotorua that has been enjoyed since 2000. I would also appreciate exploring potential cooperation opportunities and establish a friendly relationship.

I look forward to hearing from you and hope that we can further enhance the connection between our districts.

Wishing prosperity and good health to you and the people of Wuzhong.

Yours sincerely

Tania Tapsell  
Her Worship the Mayor of Rotorua

Attachment 5- Letter of invitation from Wuzhong People's Government, Suzhou City.

# 苏州市吴中区人民政府

新西兰罗托鲁瓦市市长  
塔尼亚·塔普塞尔 女士

尊敬的塔普塞尔市长：

您好！

感谢您的来信和祝福。也祝您和家人，以及罗托鲁瓦市的市民朋友们龙年吉祥，幸福安康！

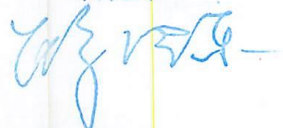
罗托鲁瓦市是吴中区的老朋友，从双方建立友好关系至今已有二十多年。我们十分欢迎您一行于今年4月15日至17日来访吴中。相信您的此次访问，将进一步增进吴中区和罗托鲁瓦市的相互了解，为推动双方在青少年、旅游及其他广泛领域开展友好交流创造良好契机。

随信附上我方关于您此行的住宿及行程建议，请参考。我们将安排一名英语翻译全程陪同您在吴期间的行程。

期待在吴中与您会面。

苏州市吴中区人民政府区长

顾晓东



2024年2月21日

## 建议行程

### 4月15日（星期一）

15:55 乘 CA0924 航班从东京飞抵上海浦东机场 T2  
17:30 就近工作晚餐  
18:30 乘车前往苏州澹台湖大酒店  
20:30 入住酒店

### 4月16日（星期二）

早餐（酒店内）  
9:45 出发前往吴中展示中心  
10:00-10:45 参观吴中展示中心  
11:00-11:30 区政府领导会见（澹台湖大酒店）  
11:30-12:30 区政府领导宴请（澹台湖大酒店）  
12:30 稍事休息  
14:00 出发前往吴文化博物馆  
14:15-16:15 参观吴文化博物馆，与区文体旅游局座谈  
16:15-18:00 返回酒店，稍事休息  
18:00 工作晚餐（酒店内）

### 4月17日（星期三）

早餐（酒店内）  
9:00 出发前往苏州北美国际高级中学  
9:30-10:45 参观北美国际高中并座谈  
10:45-11:30 返回澹台湖大酒店，退房  
11:30 前往东山镇  
12:30-13:30 工作午餐  
13:45-14:45 参观雕花楼  
15:00-16:00 参观启园，视察中新友谊树  
16:00 返回上海

### 4月18日（星期四）、4月19日（星期五）

自行安排

### 4月20日（星期六）

14:15 乘航班从上海返回新西兰（奥克兰）



(Translation)

Mayor of Rotorua  
Tania Tapsell

Dear Mayor Tapsell,

Thank you for your letter and best wishes. May the Year of the Loong bring you and your family, as well as the citizens of Rotorua happiness and good health.

Rotorua is an old friend of Wuzhong District, and it has been more than 20 years since the establishment of sister-city relationship between the two sides. We warmly welcome you and other members to visit Wuzhong from April 15th to 17th this year. I believe that your visit will further enhance mutual understanding between Wuzhong District and Rotorua City, and create a good opportunity for promoting friendly exchanges between the two sides in youth exchange, tourism, and other fields.

Please find enclosed our accommodation and itinerary recommendations for your visit. We will arrange an English interpreter to accompany you throughout your stay in Wuzhong.

Looking forward to meeting you in Wuzhong.

Gu Xiaodong  
District Mayor of Wuzhong People's Government, Suzhou City

## Suggested Itinerary

<b>April 15 (Monday)</b>	
15:55	Arrive at Shanghai Pudong Airport Terminal 2 by flight CA0924 from Tokyo
17:30	Dinner in the airport
18:30	Leave for Suzhou Tantai Lake Hotel by Car
20:30	Check in
<b>April 16 (Tuesday)</b>	
	Breakfast (in the hotel)
9:45	Leave from hotel
10:00-10:45	Visit Wuzhong Exhibition Center
11:00-11:30	Meeting with Officials of Wuzhong District
11:30-12:30	Welcome Luncheon
12:30	Rest time
14:00	Leave from hotel
14:15-16:15	Visit Wu Culture Museum & Informal discussion with Culture, Sports, and Tourism Bureau
16:15-18:00	Return to Tantai Lake Hotel & Rest time
18:00	Dinner in the hotel
<b>April 17 (Wednesday)</b>	
	Breakfast (in the hotel)
9:00	Leave from hotel
9:30-10:45	Visit Suzhou North America High School
10:45-11:30	Return to Tantai Lake Hotel and check out
11:30	Leave for Dongshan Town
12:30-13:30	Lunch
13:45-14:45	Visit Chunzai Mansion
15:00-16:00	Visit Xi's Garden & the Chinese-New Zealand Friendship Tree
16:00	Leave for Shanghai
<b>April 18 (Thursday)-April 19 (Friday)</b>	
	Own Arrangements
<b>April 20 (Saturday)</b>	
14:15	Departure from Shanghai Pudong Airport

Attachment 6- Letter of invitation from Wenzhou Municipal People's Government.

# 温州市人民政府外事办公室

## 邀请函

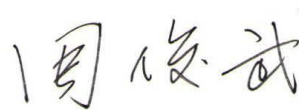
致：尊敬的新西兰罗托鲁瓦市市长塔尼亚·塔普塞尔女士

为进一步加强温州与罗托鲁瓦市的交流合作，增进双方了解，加深两地友谊，我们很高兴邀请您一行于2024年4月18-19日访温。希望通过此行加深贵方对我市经济社会发展情况的了解，并就共同关心的问题进行深入探讨。

随信附上我方关于您此行的行程建议。

期待与您在温州会面。

温州市人民政府外事办公室主任



2024年3月18日

## 建议行程

### 4月18日（星期四）

18:00-19:20 乘坐 FM9527 航班从上海抵温

20:30-21:30 市领导宴请

22:00 入住酒店

### 4月19日（星期五）

全天 酒店早餐后，温州市文旅考察

19:15-20:35 乘坐 MU9206 或 FM9516 航班离温前往  
或 上海

20:10-21:15

(Translation)

March 18, 2024

To: Ms. Tania Tapsell  
Mayor of Rotorua, New Zealand

With the aim to further strengthen cooperation and exchanges between Wenzhou and Rotorua, and deepening mutual understanding and friendship, we are very pleased to invite you and other members to visit Wenzhou from April 18th to 19th, 2024. It's our hope that through this visit you will gain a better understanding of our social and economic development and have in-depth discussions on topics of common interest.

Please find enclosed itinerary and our recommendations for your visit.

We look forward to meeting you in Wenzhou.

Zhou Junwu  
Director of Wenzhou Municipal Foreign Affairs Office

## Recommended Itinerary

### April 18 (Thursday)

- 18:00-19:20 Arrive at Wenzhou by Flight FM9527 from  
Shanghai
- 20:30-21:30 Welcoming dinner by officials of Wenzhou  
government
- 22:00 Hotel Check-in

### April 19 (Friday)

- Daytime Breakfast in the hotel  
Wenzhou urban cultural and tourism visit
- 19:15-20:35 Departure from Wenzhou to Shanghai by  
or Flight MU9206 or FM9516
- 20:10-21:15

## 6.3 Progress Report – Corporate Services (Information Only)

Doc ID: 20273677

# Progress Report



<b>To:</b>	Mayor and Members – Council
<b>Meeting Date:</b>	22 May 2024
<b>Group:</b>	Corporate Services
<b>Group Manager:</b>	Thomas Collé
<b>Report approved by:</b>	Andrew Moraes, Chief Executive
<b>Components:</b>	People and Organisational Development; Finance; PMO and Risk Office; Information Solutions; Legal and Property

### Ohu: Whakawhanake Tāngata, Whakawhanake Tōpūtanga – People and Organisational Development

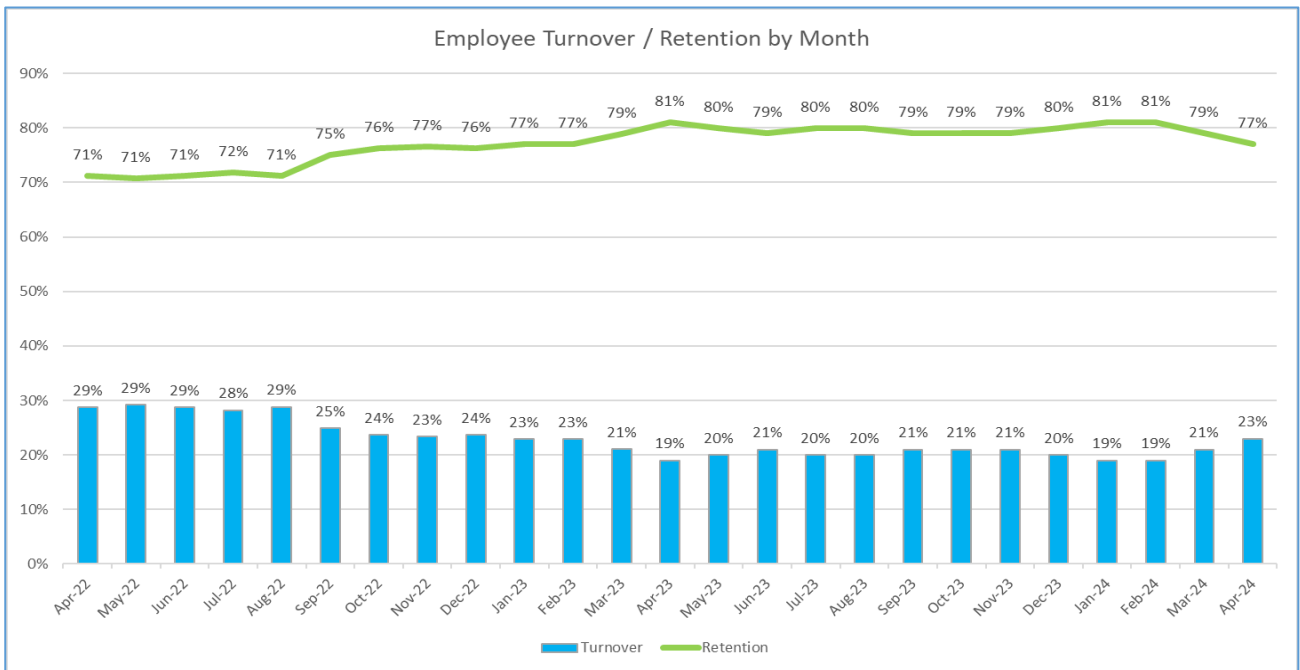
#### Current and Ongoing Work

#### Operational Workstreams

- Configuration of the new recruitment and onboarding modules continues and discussions are being held with external parties regarding integration required between these and our payroll platform. The project is on schedule for go-live of mid-July 2024.

#### Talent and Recruitment

- Recruitment work continues to be busy and we have seen an increase in the number of applications for roles. We recently advertised for a Reporting and Data Analyst within the IS team and received 88 applications, meeting virtually with 14 candidates before we could finalise our short list, as the quality of applicants was high. Historically we have had very little interest in this type of role and had to recruit via agencies. Meanwhile, 78 candidates applied for Customer Advisors roles within our Customer Solutions team and again the candidates were of a higher calibre than we have seen in the past.
- Both Seek and TradeMe have reported that overall candidate applications have increased through NZ but job postings have decreased, mainly due to recent confirmation that NZ is in a recession. It is noted that the impact of central government agency job losses is still to be felt on job application numbers.
- Our team is consistently looking at how to improve the onboarding experience and we have been involved in discussions with CoLab Learning and other councils about how to ensure a high-quality onboarding experience. We are also looking at refining and reintroducing our Corporate Induction.

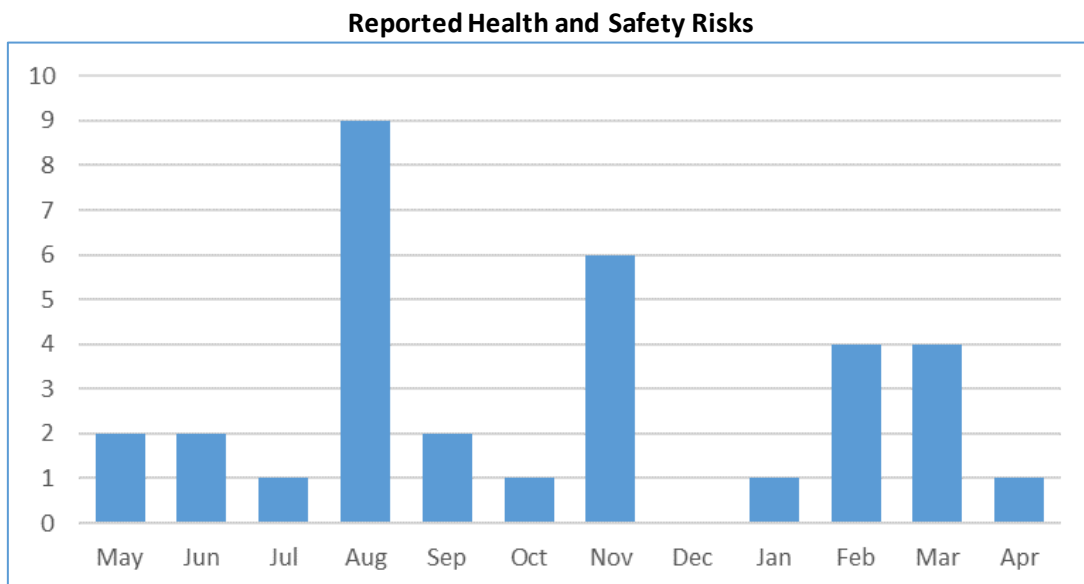


**Benchmarking**

New Zealand has an average turnover of 17.2%. Councils within our region average from 16% to 22%. Turnover rates within Local Government can vary widely depending on factors such as the size of the organisation, location, industry trends and workplace culture.

**Health Safety and Wellbeing**

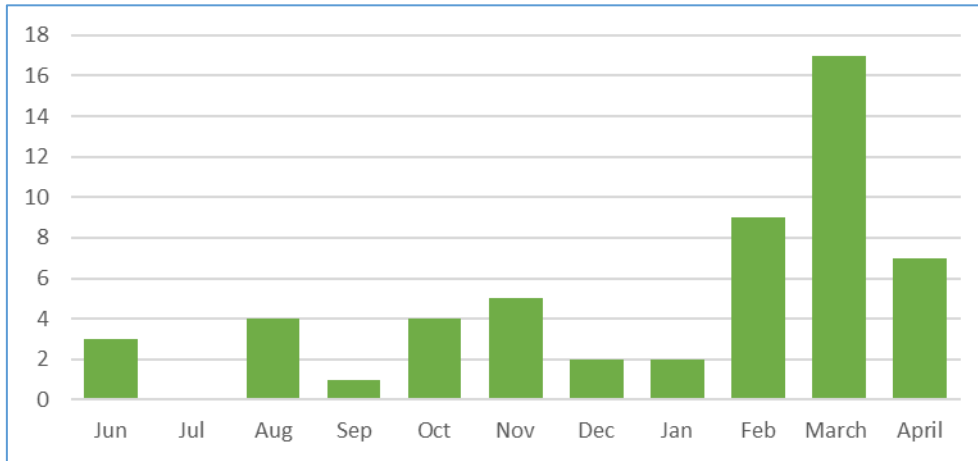
**Analytics - Lead Indicators**



One (1) new risk was reported for the month of April 2024. All appropriate actions have been taken to mitigate the risk.



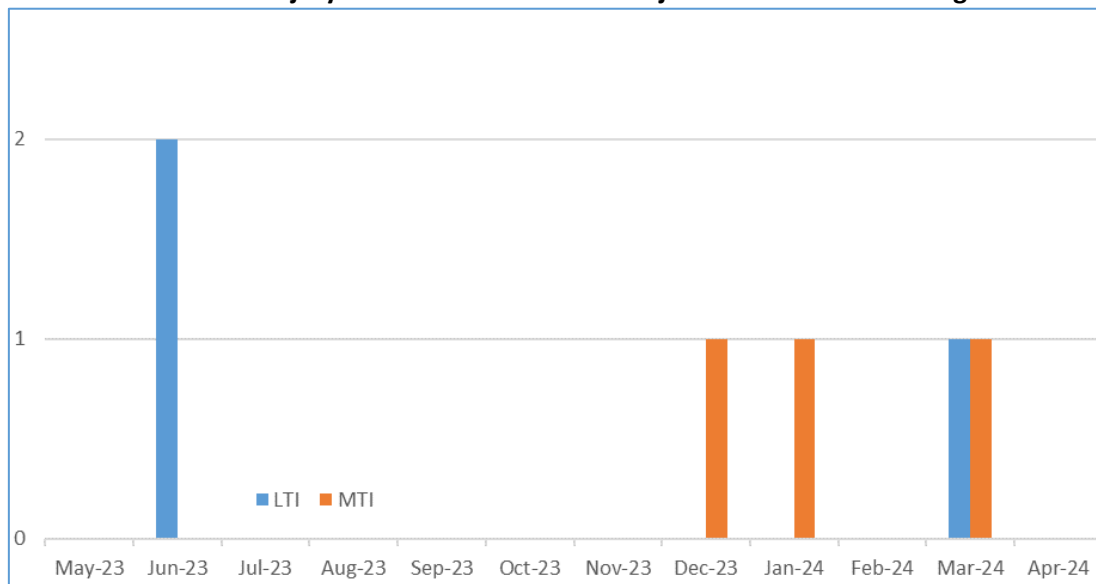
### Health and Safety Inspections –12 Month Rolling



Seven (7) health and safety inspections by RLC employees were recorded for the month of April, including site visits of contractor works and third-party events held on RLC reserves. Use of the ‘Vault Check’ application used to conduct inspections continues to be promoted organisationally and this is reflected in the increased frequency of inspections compared to prior periods.

### Lag Indicators

#### Lost Time Injury and Medical Treatment Injuries – 12 Month Rolling



Zero (0) lost time injuries (LTI’s) and zero (0) medical treatment injuries (MTI’s) reported during April.

## Ohu: Pūtea Me Pakihi – Finance

### 2024-34 Long Term Plan

Audit New Zealand has started its audit of the 2024-34 Long-term Plan and supporting information and staff have been providing evidence and responding to queries. Staff have also been receiving a large number of community submissions which are in the process of being reviewed and collated for the LTP deliberation meetings in mid-May.

## District Wide Revaluations

Every triennium Council is required to revalue every rateable property in the district for the purpose of rating, ensuring the most up-to-date values are used to strike rates for the next three years. Council’s valuation service provider is Opteon and we were scheduled to undertake our revaluation through late 2023. The Office of the Valuer General is tasked with auditing the new values before they are notified to the public, enabling any objections to the new values before they are finalised

On 19 April Opteon submitted the revaluation file to the Valuer General who completed their audit on 2 May. The Valuer General found a number of small methodology errors which will need correction before the valuation can be finalised and Opteon is undertaking this as promptly as it is able to do so. However, due to the additional delay, it is unlikely the objection period will close before the upcoming 2024/25 rates strike which means that the implementation of the new valuation may be delayed by a year.

## Ohu: Haumaru – PMO and Risk Office

**Enterprise Risk Management (ERM)** - Enterprise Risk Management (ERM) involves the systematic identification, assessment, and mitigation of potential risks that could impact our organisation’s objectives. The risks are identified by managers at a business unit level, consolidated into the Council’s Enterprise Risk Register and reported to the Council’s Audit and Risk Committee.

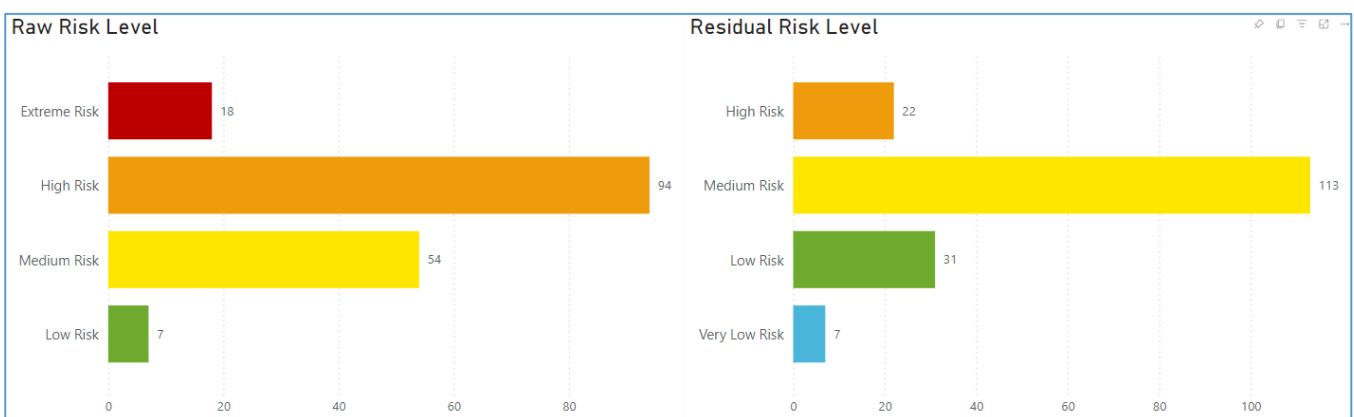
The quarterly report for this period is being prepared for presentation to the Audit and Risk Committee meeting in June. Current status and key insights are detailed below.

### Progress toward completing actions from the committee:

- The wastewater treatment plant audit is underway and a progress report will be presented to the Audit and Risk Committee.
- An ERM toolkit workshop was completed 9 May. This will provide an opportunity for the committee to review our systems, processes and framework settings.

### ERM Report – Key insights:

As of 29 April 2024, the Enterprise Risk Register contains 173 risks across Council's operational groups.



- No new risks have been identified for this reporting period.
- All mitigation plans are under review to identify further opportunities for risk reduction. The quality assurance manager is working with individual managers to review 167 live mitigation plans.

The PMO and Risk Office continues to support Risk Managers through workshops and one to one sessions.

**Project Portfolio Management** - Project Portfolio Management refers to the centralised management of a collection of projects or programmes being delivered by Council. It involves evaluating, prioritising, and strategically aligning projects with the organization's overall business objectives. PPM helps ensure that resources are allocated efficiently, risks are managed effectively, and the organization can maximize the value of its project investments.

Enterprise Project Management Office (EPMO):

The purpose of the EPMO is to provide an organisation wide oversight of the Council's project portfolio and support project management activities. The EPMO is responsible for establishing and maintaining project management standards, methodologies, and tools across the organisation. The team helps to ensure that projects are aligned with the organisation's strategic goals, and it provides governance and support to project managers and teams. The aims to enhance effective project delivery and provides insights as to the performance of the portfolio.

There are 74 projects in various stages of delivery: 46 in progress, 10 in the planning phase, 14 yet to be initiated.

The portfolio analyst has initiated monthly workshops covering all aspects of Council's project management including policies, procedures and toolsets.

Council hosted a regional PMO event with partners from across the region to share best practice, discuss issues impacting the sector and identify opportunities for collaboration to enhance project management capability across the region. Participants included Waikato District and regional councils, Whakatane, Tauranga City, Hamilton City, South Waikato, Taupō, Thames Coromandel and Matamata Piako councils. We gave three keynote presentations covering Portfolio Management, Risk Management and Portfolio financial analysis.

A process has been developed for categorising the criticality of projects to ensure they are operating as effectively as possible. There are 200 capital projects being assessed against criteria set by Council's executive team and this will be used to inform future planning and delivery of projects.

**Targeted Support** – The team provides direct support to managers at a business unit level. This includes addressing issues that impact both ongoing projects and day-to-day Council activities. The team's expertise is leveraged to offer insights, problem-solving assistance, strategic guidance and assurance beyond the traditional scope of PPM. This approach is designed to support the effective integration of the PMO and Risk Office with overall organisational strategy and contribute to the success of both project initiatives and routine business operations.

Monitoring and Reporting of Council's Strategic Work Programme: The team continues to monitor and provide monthly reports.

Procurement and Contracts Register: Ongoing support is provided for development of this module, including a three-day configuration workshop and feedback on the design document for the system.

The PMO and Risk Quality Assurance Manager continue to be actively engaged in supporting risk mitigation efforts across the organisation and refining action plans related to departmental risk registers and projects.

The Portfolio Analysis leads bi-weekly meetings with the finance business partnering team to review reported project financial data and ensure alignment between teams and systems.

## Ohu: Hangarau – Information Solutions

### Information Management

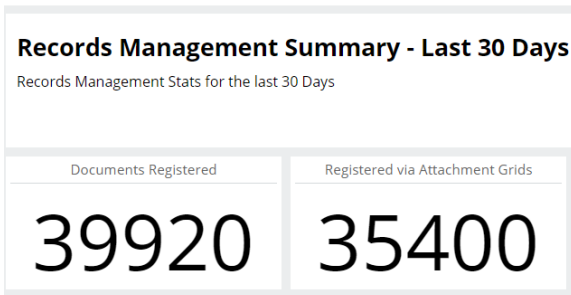
#### Records Disposal

IM team continued document destruction with 177 approved boxes sent for secure destruction in line with the Public Records Act and ALGIM retentions schedule requirements.

#### ECM Usage

Staff with low ECM usage were contacted to check if they need additional training or support. ECM training is provided to new staff as part of onboarding and refresher training is provided to staff. Total number of documents registered in ECM for the month of April is 39,920.

#### ECM Records Management



#### Records Appraisal and Property files

During April 1,600 records were appraised from the Records room, transferred to inactive storage and location updated in ECM and 40 Property files were quality checked and released to the public.

### Information Technology

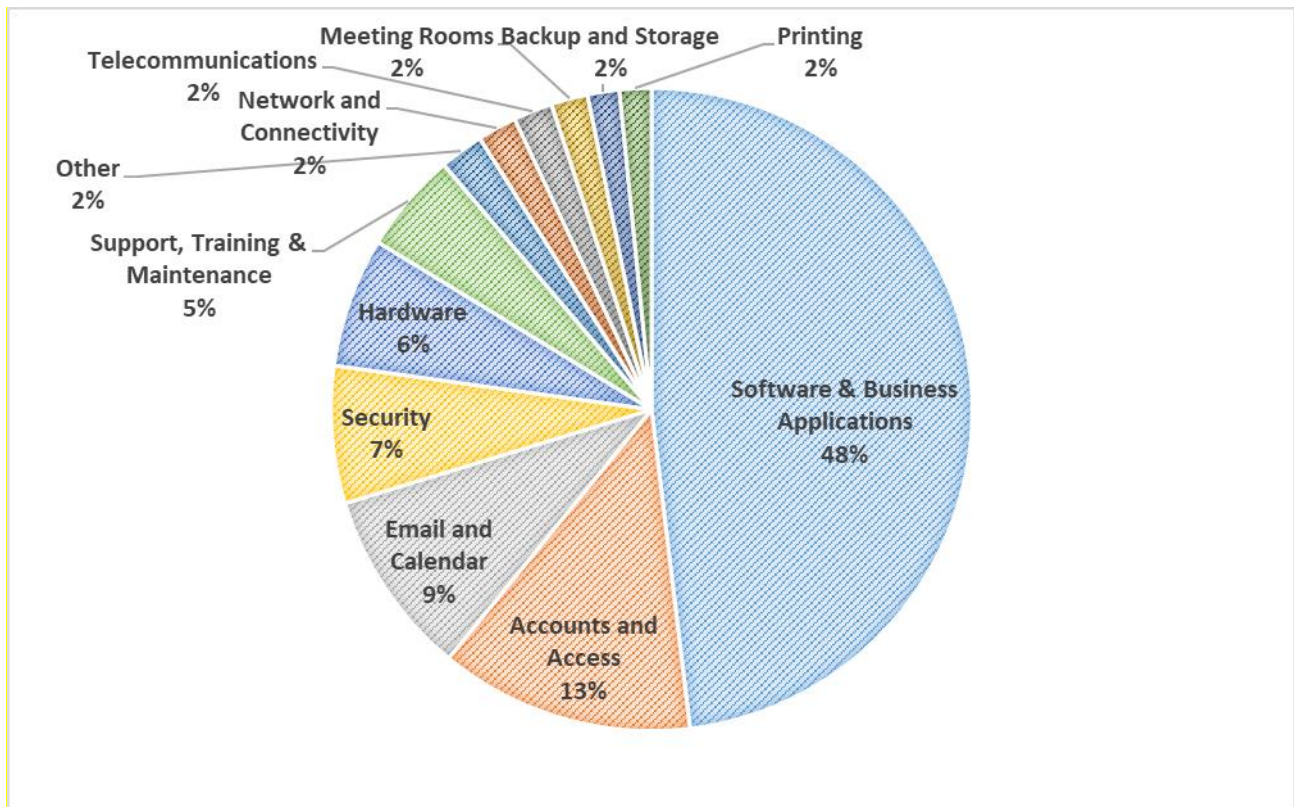
#### Cyber Security – Security Awareness Training

At the end of April, a new security awareness training video was released titled "These Sick Beats" to demonstrate how bad actors use multiple attack vectors (emails, txt etc) at the same time to try and force a response. Since 30 April, 65% of RLC staff have watched the video and answered the corresponding question. 98% of staff responding to the question chose the right answer.

Currently we have 37.69% of staff who have not completed Security Awareness training videos and we are working to reduce this number.

#### Service Delivery Team – Overview

In April, 846 requests were logged with the Service Delivery team, a 4% increase compared to March and an increase from 556 requests in the same period of 2023.



**IT Infrastructure Team – Overview**

Work is underway supporting the Aquatic Centre refurbishment project with CCTV, WiFi and networking services. Equipment has been sourced and provided to the installer and we are now working alongside the installer to get it operational.

Discovery work continues in preparing an options paper relating to an emerging risk if RLC can no longer use services provided by the DHB to house ICT core infrastructure that makes up a large part of our disaster recovery and fault tolerance. The DHB may be removing on-site infrastructure within the next 18 months. This would result in RLC no longer being able to support housing 50% of RLC compute and storage infrastructure used to provide ICT services to staff.

**Data and Reporting**

Rates revaluation data cleansing and preparation is underway for receiving the new values.

IBIS rates modelling has also identified several improvements for future modelling rounds – these have been actioned and ready for next model.

Reporting requirements continue to be received as knowledge around the OneCouncil system grows. Focus has been on “adding value” to existing static reports that they initially required and turning them into something more meaningful.

**Customer Solutions**

**Call Centre Solution**



The new Agent Assist service has been launched to support Customer Solutions with real language search features of the knowledge base used to answer customer enquires received on multiple channels managed by the team. The service allows our Customer Solutions agent to provide feedback on the articles which will improve quality and optimisation.

### What is Selected Dog Ownership?

Last modified Apr 30, 2024, 4:19:22 PM · PUBLISHED

**Animal Control Registration**

Content Overview Article Details **Analytics & Feedback**

 <b>1</b> Increase of 1 since last month	 <b>0</b> No changes since last month
--	---

Comment	Feedback Reason	Source
No comments captured yet		

### Call Volumes

There was a 9% overall increase in calls handled during April with a total of 5,308. We also saw a decrease in the percentage of calls abandoned by 10.4%. The average call handling time for enquiries is 4m 28s.

### Email Volumes

4,264 emails were received and processed, the average handling time for emails dropping from 15h 4m 20s to 9h 39m 15s.

Across all channels in April, 1857 interactions were related to “Rates Enquiries”, followed by “Solid Waste – Bins” with 786, “Rates – Settlement Request” with 501, “Building Enquiries” with 486 and “Rates – Direct Debit” with 382.

## 6.4 Progress Report – Corporate Planning and Governance (Information Only)

Doc ID: 20289919

# Progress Report



<b>To:</b>	Mayor and Members – Council
<b>Meeting Date:</b>	22 May 2024
<b>Group:</b>	Corporate Planning and Governance
<b>Executive Director:</b>	Oonagh Hopkins
<b>Report approved by:</b>	Andrew Moraes, Chief Executive
<b>Components:</b>	Corporate Strategy and Planning; Governance; Marketing and Communications

### Ohu: Taunaki – Corporate Strategy and Planning

#### Long-term Planning

Consultation for the draft Long-term Plan 2024-2034 opened on 4 April and closed 10 May 2024. A wide range of engagement events were held and well attended. Approximately 1500 submissions were received.

Hearings are being held 21-29 May with deliberations scheduled for 6-7 June, with 10 June as a spare date if needed.

### Ohu: Whakapā – Marketing and Communications

#### RLC Campaigns

#### Recycling Standardisation Campaign

The team ran a recycling standardisation campaign from January to March, part of a national campaign with creative resources provided by the Ministry for the Environment (MfE). Our RLC team assisted with customising the assets, creating social media posts and ran paid campaigns on social media and YouTube.



One Facebook campaign showing what can be recycled reached 68,651 people with a spend of \$500. Our corresponding Facebook post reached 9,713 people after being boosted with a \$50 budget. This post was very successful with 1,459 engagements.

YouTube video ads generated 58,204 views and 140,593 impressions, reaching 36,000 people (geo-located) for a cost of \$1,552. We plan to build RLC presence on YouTube and use the platform more for advertising as part of our marketing and communications strategy. A recent global study of social media trends in 2024 shows that YouTube has overtaken Facebook in terms of engagement.

**Sir Howard Morrison Centre Campaigns**

**Phantom of the Opera**

More than 5,000 attended the *Phantom of the Opera* season. Rotorua Musical Theatre worked with NZME (Taupo) and Mediaworks (Tauranga) on an out-of-home/radio campaign and SHMC allocated spend to a regional social media campaign in Taupo, Tauranga and Hamilton which gave excellent results. This was a great chance to provide a local theatre company some additional support and at the same time increase SHMC brand awareness beyond Rotorua.

**SHMC Digital Communications Report**

**Performance Comparisons for 1-31 March 2024 vs 1-29 February 2024:**

Website	Users	Bounce rate (average)	Pageviews (average)	Session duration (average)
SHMC	6,009 ↑	44.53% ↓	11,744 ↑	1m 58s ↑

↑ Significantly up from previous month ↓ Significantly down from previous month

A 111% increase in users visiting the *Phantom of the Opera* page (3,309 compared with 1,568 in February), continued to increase overall users of the website. Google continues to be the number one source followed by Facebook referral with 270 users coming from paid Facebook advertising.

E-newsletter	Subscribers	Open rate	Click rate
SHMC	3,521 ↑	40%	3.1% ↑

↑ Significantly up from previous month ↓ Significantly down from previous month

Newsletter subscribers are steadily growing via the organic sign-up form on our website. We also receive marketing opt-in data from Ticketmaster. Our most successful e-newsletter featured the ticket pre-sale announcement for the Bee Gees Tribute show, achieving a 42.3% open rate and 3.9% click-through rate.

Social Media SHMC	Followers	New followers	Posts	Post Reach	Post Impressions	Average engagement rate
Facebook	3027 ↑	63 ↑	22 ↓	75,447 ↑	14,919 ↓	4.08%
Instagram	635 ↑	34 ↑	10 ↓	2,504 ↓	1,254	8.16% ↓

We posted less across our social channels in March, as we had fewer shows to promote when compared with February. Despite this, Facebook Reach increased 17.7% overall, with Reach through paid ads up 23.7% and engaging 46,855 accounts. This can be attributed to the *Phantom of the Opera* regional campaign receiving an impressive 2,017 link clicks in total with a rate of 0.17% cost-per-click.



## Events and Venues Campaigns

### Rotorua Nui

Rotorua Nui is sponsoring the Rotorua Noticeboard segment (4x daily) on four Mediaworks radio stations from mid-February until mid-June. We will review the conversion rate of this awareness campaign once it is finished and refine our strategy moving forward.

The [Autumn Events Calendar](#) released 29 February covering events in March, April and May had 3,545 engagements as at 19 April, 660 of these coming from social media ads (\$82.70 spend so far, \$0.13 per click). We are reviewing use of the calendar to identify efficiencies in design resource and better target audiences for specific content.

### Rotorua Nui Digital Communications Report

#### Performance Comparisons for 1-31 March 2024 vs 1-29 February 2024:

Website	Users	Bounce rate (average)	Pageviews (average)	Session duration (average)
Rotorua Nui	4,593 ↑	15.85% ↓	10,662 ↑	2m 31s ↑

↑ Significantly up from previous month ↓ Significantly down from previous month

The addition of several new events this month has resulted in an increase in total users visiting the platform (up 21% from February). Most users visited the *Hatupatu | Kurungaituku: A Forbidden Love* event page (517) followed by *Phantom of the Opera* (242).

E-newsletter	Subscribers	Open rate	Click rate
Rotorua Nui	12,348	22.2% ↑	1.9%

Social Media Rotorua Nui	Followers	New followers	Posts	Post Reach	Post Impressions	Average engagement rate
Facebook	14,101	60	22	19,894	40,082	3.88%
Instagram	1376	5	8 ↓	361	813	3.34% ↓

We continue to work on our strategy for Nui on social media, including new campaigns.

### Events

- Social media promotion *Hatupatu | Kuraungaituku: A Forbidden Love* (EEC, 14-17 March)
- Assisted Crankworx event organisers with community marketing and communications.

## Media & Communications

### Media Reporting: Top Five Stories (Syndicated)

1. Lakeland Queen: Decision-making process “slap in the face of democracy” (15.14m). The story appeared in RDP, NZH, TVNZ, Newstalk and BNN Breaking.
2. Rainbow Storytime cancelled (12.67m), appeared in RDP, NZH, RNZ, Te Ao Māori, TVNZ and NewsHub.
3. Wasp nest on Ngongotaha property (9.55m), appeared in RDP, NZH, Newstalk, Radio NZ, and SunLive.
4. Opening of Te Arawa Whare Waka at lakefront (7.13m), appeared in RDP and NZH.
5. Rotorua Spa Lodge: Rats, maggots and mould reported at hostel (6.94m), RDP, NZH, Newstalk ZB.

## Media enquiries

We responded to 28 media enquiries during March on topics including Spa Lodge closure, a wasp nest on a property in Ngongotaha and the Rainbow Storytime event that was to have been held at the library. Articles related to Storytime were run by multiple outlets including Rotorua Daily Post, NZ Herald, Radio NZ, Te Ao Māori, TVNZ and NewsHub.

### RLC Digital Communications

#### Performance Comparisons for 1-31 March 2024 vs 1-29 February 2024:

Website	Users	Bounce rate (average)	Pageviews (average)	Session duration (average)
Let's Talk   Kōrero Mai	1,392 ↑	45.1% ↓	6,204 ↑	3m 18s ↓

↑ Significantly up from previous month ↓ Significantly down from previous month

The Plan Change 9 project continues to draw most users (178) although that has dropped significantly from last month (393 in February). The 2024-2034 Draft Long-term Plan page had 148 users spending an average of 3 minutes per session and 299 page views.

#### Performance Comparisons for 1-31 March 2024 vs 1-29 February 2024:

Website	Users	Bounce rate (average)	Pageviews (average)	Session duration (average)
RLC (Rotorua Lakes Council)	27,052 ↑	40.91% ↑	79,558 ↓	3m 08s ↓

↑ Significantly up from previous month ↓ Significantly down from previous month

Overall users visiting the website were slightly up compared to February. The main contributor was users visiting the kerbside collection page which was up 20% from February.

E-newsletter	Subscribers	Open rate	Click rate
E-pānui	1,692	58% ↓	14% ↓

↑ Significantly up from previous month ↓ Significantly down from previous month

**E-pānui:** Our fortnightly external newsletter continues to perform well above average government industry benchmarks – 23.1% above on open rate and 12.2% above on click rate. A short survey was sent to all E-Pānui subscribers to gain insight on usage, what they'd like to see more or less of, and any other feedback. Feedback is being analysed and will help inform a refreshed content plan.

## Top clicked links for March

19 March:

[Te Kimihanga | The Search Survey video summary of findings \(181\)](#)

[Revocation and sale of road reserve at 10 Barnard Road approved \(79\)](#)

5 March:

[Let there be light! Aquatic Centre Revitalisation nearing completion \(61\)](#)

[Council meeting wrap \(54\)](#)

**Social Media Definitions:**

<b>Reach</b>	number of unique accounts who saw your content
<b>Impressions</b>	how many times people saw your content, includes one user seeing content multiple times
<b>Engagement rate</b>	number of engagement (reactions + comments + shares) your content got as percentage of your audience (Facebook government benchmark 1.96%)

**Rotorua Lakes Council Social Media Performance for 1-31 March 2024 vs 1-29 February 2024:**

Page	Followers	New followers	Posts	Reach	Impressions	Avg. engagement rate
<b>Facebook</b>	18,225	114	29	106,115	180,993↓	6.12%
<b>Instagram</b>	2,717	19	33↑	20,721↑	3,708	6.4%

Page	Followers	New followers	Posts	Page views	Impressions	Comments	Average engagement rate
<b>LinkedIn</b>	5170	101	4↓	544	13,431	17	20.75%↑

↑ Significantly up from previous month ↓ Significantly down from previous month

The Facebook post with the most engagement was the Youth councillors announcement with 362 reactions, likes, comments and shares. We are well above the industry benchmark for engagement rates (1.96%) sitting at 6.12% for Facebook.

LinkedIn continues to perform well and our engagement rate over this period was exceptionally high due to the announcement of our new Chief Executive (20.71% compared to 12.37% in February). Compared to other councils\* RLC ranked 3<sup>rd</sup> for new followers and 4<sup>th</sup> for engagement in March 2024.

\*Similar sized and neighbouring councils consisting of Hastings District Council, BOPRC, Napier City Council, WBOP District Council, Porirua City Council, Whangarei District Council, Taupō District Council, Thames-Coromandel District Council and Whakatāne District Council.

**Marketing Research and Other Projects****Annual Residents Experience Monitor**

The first round of field work has been completed with 200 residents selected from 1500 mailed from the electoral roll. The next round of field work is sent to residents on 8 May, with results for the F23/24 year (400 residents in total) expected to be reported in July.

**Design and Production Dashboard****Design:**

Our Design and Production team fielded 70 creative briefs (requests for creative work) from across the organisation in March with Corporate Planning and Governance and Community and District Development generating the most briefs.

There were some large briefs in March including for assets and collateral required for LTP consultation. These were recorded under a single parent brief and included:

- Consultation document
- submission forms
- Flyers/inserts
- Digital and social assets (still and moving image)
- bus backs and bus shelters

- digital screens (customer centre and airport)
- posters/corflute/phantom billstickers/signage
- outcomes activity and children's activities
- Daily Post advertorials and advertisements
- NZME digital collateral
- community newsletters
- Moving image/video

Calculations at the time of writing show that completing the Marketing, Communication, Design and Digital work in-house, versus outsourcing, has saved a conservative estimate of \$20,000 in production costs for LTP collateral alone. We expect that to rise on completion of the LTP consultation and adoption process.

## 6.5 Progress Report – Te Arawa Partnerships (Information Only)

Doc ID: 20273158

# Progress Report



<b>To:</b>	Mayor and Members – Council
<b>Meeting Date:</b>	22 May 2024
<b>Group:</b>	Te Arawa Partnerships
<b>Manahautū:</b>	Aneta Morgan
<b>Report approved by:</b>	Andrew Moraes, Chief Executive
<b>Components:</b>	Mātauranga Māori; Te Arawa Enablement

## Partnering with Te Arawa

### Supporting Council to work with Te Arawa

#### **Matariki 2024 - Civic Event**

The Lakefront will be the venue for Matariki 2024 at dawn on Friday 28 June. Te Amorangi is working with Te Arawa cultural experts and Ngāti Whakaue to organise the civic event. The traditional ‘whāngai i te hautapu’ ceremony will be led by mana whenua, adding significantly to the cultural dimension of the event while allowing the community to participate. Holding the ceremony at dawn has spiritual significance and aligns with customary practice.

#### **Whare Taonga**

A programme of work to identify unnamed images of B Company soldiers is underway to honour and remember their contributions. Securing the return of digital files from the book project *Ake, ake, ake* authored by Tā Wira Gardiner is a significant step in this process. These files can provide valuable insights and visual documentation, helping connect faces with names and stories as part of efforts to share the history and heritage of B Company soldiers.

Ngāti Whakaue is next in line to have taonga held by the museum included in marae wānanga. These have proven valuable in fostering connections between Te Arawa communities and their taonga. They provide opportunities for iwi voices and perspectives and empower them to share their stories and contribute to the interpretation of their cultural heritage.

### Ōhinemutu and Te Papaiōuru Marae

Fumaroles and excessive geothermal activity have been of concern to locals for some time. At the invitation of Te Papaiōuru marae trustee and manager, Renee Mitchell, CE Andrew Moraes and Cr Trevor Maxwell, supported by Te Amorangi, visited the marae to see the impacts first hand. This kind of direct engagement is crucial for understanding the challenges faced by the community and fostering meaningful dialogue to address them. As a result, a high-level discussion about the ongoing relationship between the council and Te Papaiōuru Marae is a positive step towards finding solutions and providing support where needed.

### Visit to Ōwhata Marae

This month an opportunity arose for members of Te Pūkenga Koeke o Te Whare Taonga o Te Arawa, museum and Te Amorangi staff, to visit Ōwhata Marae and share the history and significance of the flute of Tūtānekai, Murirangaranga. Providing this opportunity during the Ngāti Whakaue kura reo, language workshop, demonstrates a commitment to cultural education and preservation within the community.

Engaging about 100 people at the marae in learning about such a significant taonga helps ensure stories and traditions are passed down, fostering deeper understanding and appreciation of Ngāti Whakaue cultural heritage and an example of how partnership can contribute to cultural revitalisation and awareness.



## Supporting Te Arawa initiatives

**Civil Defence** – Te Amorangi is supporting Te Arawa in establishing a Marae Navigator role to assist marae with developing emergency management plans. Having dedicated support in this area is crucial for ensuring the safety and resilience of marae communities, particularly during emergencies or natural disasters.

Identifying funding avenues to support this initiative is an important step in making it a reality. Securing funding for navigator roles will ensure marae are adequately resourced and able to provide valuable assistance in emergency planning and preparedness.

This approach to community resilience underscores a commitment to supporting and empowering marae communities to safeguard their cultural and physical assets, a practical way to strengthen resilience and ensure marae continue to play a central role in the wellbeing of their communities and Rotorua as a whole.

## Working across Council

### Staff Engagement and Training

#### Te Arawa 101 Workshop

The trial phase of the Te Arawa 101 workshops, aimed at building staff awareness and organisational understanding of the Te Arawa Partnership Agreement is underway. This initiative demonstrates a commitment to fostering cultural competency and strengthening relationships between Te Arawa and the council organisation. Starting with the People & Organisational Development team lays a solid foundation for spreading awareness and understanding throughout the entire organisation. Conducting trials before establishing a calendar for wider delivery allows for refinement and optimisation of the workshop content and delivery process. These workshops are essential for promoting diversity, equity and inclusion within the organisation and fostering positive relationships with Te Arawa.

#### Other Kaupapa

- Three te reo Māori classes for staff - beginner level 1, level 2 and intermediate rūmaki continue weekly.
- Weekly Kupu o te Wiki / Kīwaha o te Wiki for the Pūmanawa intranet platform.
- Weekly waiata and haka pōhiri classes continue for staff and members of the community.
- Second 'Waiata Mai' session hosted at Te Aka Mauri with approx. 58 participants including 11 library staff, 3 Whare Taonga staff, 5 council staff, 2 police staff and members of the public.



*Waiata Mai at Te Aka Mauri (Apr 2024)*

## Supporting Across Council

- Contributed content to Council's careers website Our People which promotes council vacancies and profiles staff members. Including content from Te Amorangi adds a dimension of cultural awareness and diversity and reflects the council's commitment to being a bicultural/bilingual organisation.
- Delivered a lecture on behalf of the council and Sir Howard Morrison Centre at the Creative NZ 'All in for the Arts' conference to demonstrate the importance of collaboration between local government and cultural institutions in supporting, promoting and advocating for the arts in society.
- Working with RotoruaNZ and SHMC, to ensure organisers of events like Business Events Industry Aotearoa (BEIA) understand the cultural significance of the whakatau (ceremonial welcome). This collaboration demonstrates the importance of cultural sensitivity and respect when hosting events, particularly when Rotorua is known for its strong cultural heritage. BEIA has a conference at the Sir Howard Morrison Centre in June. Helping them to understand that prioritising cultural understanding offers visitors a uniquely enriching experience, reflecting the rich cultural heritage of the district and creating a welcoming, inclusive environment for visitors.
- Developing a resource guide to Te Arawa ceremonial protocols for event organisers, a proactive step towards ensuring cultural protocols are upheld and respected. This will provide practical guidance and emphasise the significance that Council places on honouring Te Arawa customs and traditions.

## Tikanga and Kawa – Cultural Support

- 18/04/2024: Delivered the mihi and karakia to open the Sri Lankan New Year Festival for the Sinala and Tamil people at the Rotorua Night Market.
- 29/04/2024: Assisted CE with speech delivered in te reo Māori at the Ministry for the Environment's pōhiri for Gina Rangi.
- Supporting the Sir Howard Morrison Centre staff to prepare for the whakatau for the EVANZ conference starting May 1 2024. Te Amorangi will also deliver a session on cultural collaboration at the conference. EVANZ is made up of management and staff from event venues around Aotearoa, NZ.
- Providing mātauranga Māori advice and support to Haumako Steering Group, made up of community and health focussed organisations such as Healthy Families Rotorua, Te Whatu Ora and RLC. The kaupapa they champion focuses on kai sovereignty in Rotorua.

## Rotorua Reo Rua

### Translations provided for:

- Reo checking of the 'Geothermal Guidelines.'
- Reo checking of the 'Treasure our community, don't dump here' signs for waste transfer stations.
- Heading translation - RLC Internal Communications Feedback 2024.
- New job title translations
- Sir Howard Morrison Centre website translations.



## 7. He whakataunga kia hoki atu te aronga o te hui hai hui tūmatawhānui - Resolution to move into public excluded (to consider and adopt confidential items)

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987, for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing of this resolution
CONFIDENTIAL MINUTES OF PREVIOUS COUNCIL MEETING HELD 24 APRIL 2024	Please refer to the relevant clause/s in the open meeting minutes.	Good reason for withholding exists under Section 48(1)(a).

This resolution is made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Sections 6 or 7 of the Act or Sections 6, 7 or 9 of the Official Information Act 1982, as the case may require, which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as shown above (in brackets) with respect to each item.