



ROTORUA DISTRICT

VitalSigns[®]

2018

**He aha te mea nui o te ao?
He tangata, he tangata, he tangata!**

**What is the most important thing in the world?
It is people, it is people, it is people!**



A note from the Geyser Community Foundation

Working together to build strong communities

Communities are stronger when they work together. Our mission is to connect generous people with causes that matter in our local communities.

We are very excited to be working alongside our colleagues at the Acorn Foundation and the Eastern Bay Community Foundation to lead the first Bay-wide Vital Signs® project thanks to the generous support of BayTrust, Rotorua Trust, Bay of Plenty Regional Council, Rotorua Lakes Council, and other supporters.

Vital Signs® is a research tool that looks at the Bay of Plenty Region through the eyes of the people who call it home. It is a community checkup that reports on the social, environmental, cultural and economic wellbeing of our communities, identifying strengths, and areas for improvement. The results will provide all of us with an independent understanding of our local communities' challenges and priorities, and will be refreshed every three years. It will help us assess our impact to date and to plan for the future.

We believe the future of the Rotorua and Taupō District communities is bright. Many local people have chosen to make community a priority in their lives, sharing ideas, attitudes, philanthropy and time. Their passion is what sets a course for the future and brings us together. We believe that by working together, the best is yet to come.

Thank you for all you are doing in our community.



Pat Brown

Pat Brown JP
Chair



Annette Burgess

Annette Burgess
Executive Officer

This report was commissioned on behalf of:



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Photos courtesy of Geyser Community Foundation, Bay of Plenty Regional Council, Rotorua Lakes Council and Rotorua Trust.

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About Vital Signs®

Vital Signs® is a tool used to understand the community's perceptions of the place where they live. It looks at the social, cultural, health, environmental and economic wellbeing of the area and identifies the key priorities according to residents. This information is then used by local organisations to identify and prioritise areas for funding.

Toronto Community Foundation in Canada started their Vital Signs® project in 2001 to help it make informed decisions about grants and programming. Vital Signs® is now a global programme led by the Community Foundations of Canada.

In 2017–2018, the first Bay of Plenty-wide Vital Signs® project was undertaken. This was the result of collaboration between the Acorn Foundation (covering Tauranga and Western Bay of Plenty), the Geyser Community Foundation (covering the Rotorua and Taupō District communities), and the Eastern Bay Community Foundation (covering the Eastern Bay of Plenty).

This report presents the results for the Rotorua District. It is the first time Vital Signs® has been undertaken for the Rotorua District by the Geyser Community Foundation.

The 2018 Vital Signs® project looks at community perceptions of the following topics and identifies priorities for improvement:



Social and Cultural Wellbeing

- Belonging and Engagement
- Supporting Newcomers
- Supporting Children
- Supporting Young Adults
- Learning
- Arts and Culture



Health and Wellbeing

- Health and Wellness
- Safety
- Sports and Recreation



Economic Wellbeing

- Economy
- Reducing Inequity
- Housing



Environmental Wellbeing

- Environmental Sustainability
- Getting Around

How to read the report

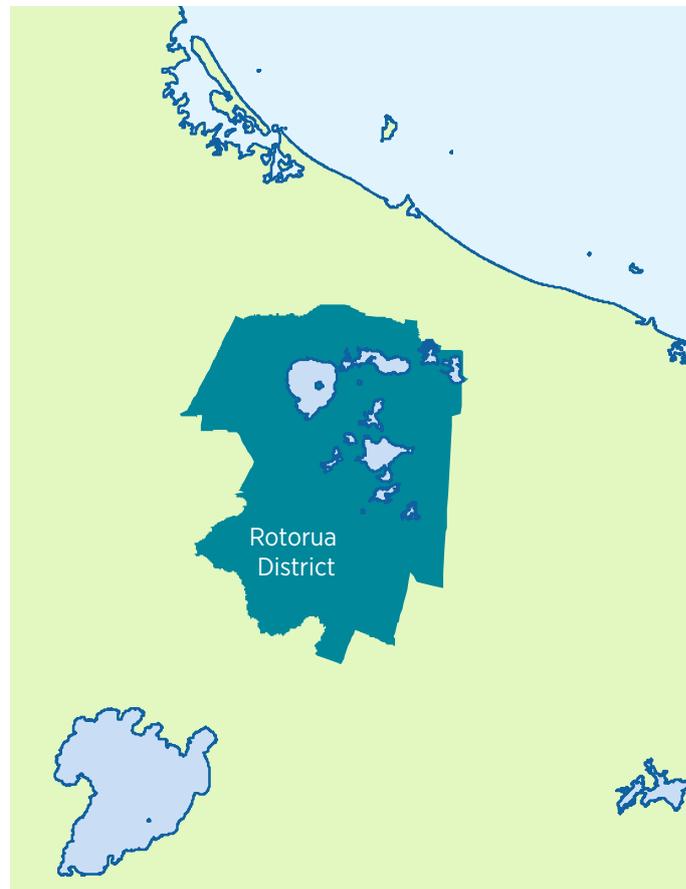
Each topic explored receives a grade identifying how strongly residents believe the Rotorua District is performing in that area. The following grades are used:

- A** Excellent, continue the current approach
- B** Good, but some improvements could be made
- C** Average, more effort should be made to address this issue
- D** Below average, more work is required
- F** Failure, immediate action is needed

1 2 3

The **top priorities identified by the community** per topic are outlined. These help to provide a picture of where greater efforts are needed throughout the community. Residents could identify up to three main priorities, with the percentages displayed in the report representing the proportion of residents who identified that as a priority.

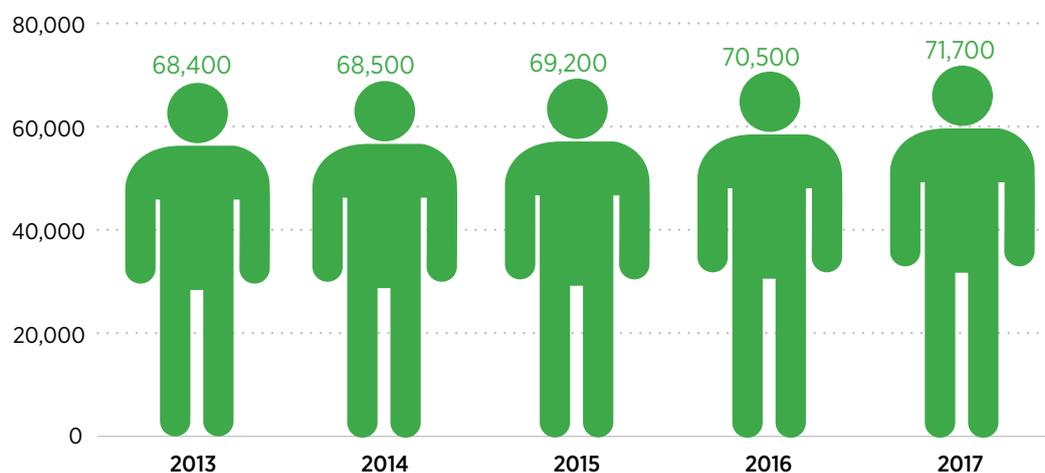
About the Rotorua District



Population

Most of the Rotorua District is in the Bay of Plenty Region, although a small section is in the Waikato Region.

The population of Rotorua is growing steadily, with the population estimated to be 71,700 in 2017¹.



¹ Statistics New Zealand, Subnational population estimates

The Rotorua District as a village of 100 people²

Gender



48

MALE



52

FEMALE

Age Groups



22

0-14
years



31

15-39
years



31

40-64
years



15

65+
years

Languages spoken*



Hello

88

ENGLISH



Kia ora

10

TE REO MĀORI



Hola

10

OTHER
LANGUAGES
(NOT TE REO MĀORI
OR ENGLISH)



1

NZ SIGN
LANGUAGE



1

TOO YOUNG
TO TALK

*Multiple answers possible

Ethnicity*



*Multiple answers possible

Personal income*



*Population aged 15+

Birthplace*



76
NEW ZEALAND



*Not stated = 9

³ Statistics NZ: Subnational Population Estimates for Age and Sex, 2017; 2018 Subnational Population Projections for ethnicity; Experimental Estimates of income from linked administrative data for personal income, 2016; Census 2013 for remaining statistics

Things we love about the Rotorua District

We live in a District rich in natural beauty and resources. Among the distinctive features of the District are hot springs, mud pools, and geysers, results of geothermal activity. Rotorua is also steeped in cultural history and this is celebrated throughout the District.

The things we love about living here are:

- 1 Natural environment, climate and air quality
- 2 Connectedness (friends, whānau, community support)
- 3 Recreation, parks and reserves
- 4 Māori heritage, culture, arts
- 5 Restaurants and shopping
- 6 Safety

What do different groups of residents think?



Younger residents, females and Māori are the most likely to identify proximity to friends and whānau (family) as one of the best things about living in the Rotorua District.



Males and younger residents are the most likely to identify factors such as recreation, parks and reserves as attractive features of the District.



How is the Geyser Community Foundation helping?

In August 2017, the Geyser Community Foundation celebrated the significant milestone of having gifted more than \$1 million on behalf of its donors since first making distributions in the Rotorua District in 2008 and in the Taupō District in 2011. Established in 2007 with no money, the Foundation is the result of a growing number of generous local people understanding they can do good things with their charitable intentions, and great things when they partner with others. Donors' pooled funds grew to \$4.5 million in 2017, and the Foundation has an estimated \$12 million pledged in people's wills. Trustees look forward to the day when Geyser has its first \$100 million so together we can do more in our local communities.

Priorities for the Rotorua District

The District is evaluated as performing modestly

The Rotorua District community evaluates the District as performing modestly or slightly better across most topics explored. Residents in the Rotorua District are most positive about the arts, cultural, sports and recreational opportunities the District has to offer. Areas where residents think the District is performing less well (and thus where more effort is required to address issues) are safety, reducing inequity and housing.

 Social and Cultural Wellbeing		 Health and Wellbeing		 Economic Wellbeing		 Environmental Wellbeing	
B-		C+		C		B-	
Arts and Culture	B	Sports and Recreation	B	Economy	C+	Environmental Sustainability	B-
Belonging and Engagement	B-	Health and Wellness	C+	Reducing Inequity	C	Getting Around	B-
Supporting Newcomers	B-	Safety	C	Housing	C		
Supporting Children	B-						
Learning	B-						
Supporting Young Adults	C+						

The biggest issues facing the District

While Rotorua District's economy is improving, and this looks set to continue, residents are concerned about the resulting strain on infrastructure. At the same time, lingering social issues remain a focus for the community.

- 1 **Drug and alcohol abuse** 40%
- 2 **Cost of living** 36%
- 3 **Availability of jobs** 28%
- 4 **Poverty** 25%
- 5 **Homelessness** 23%
- 5 **Planning for the District's growth** 23%

What do different groups of residents think?

Females, younger residents (18-35), those with lower household incomes (less than \$50K), and Māori are the most likely to identify the cost of living as an issue. Related to this, females and Māori are also more likely than other residents to identify homelessness and poverty as issues needing attention.

Those who identify with ethnicities other than New Zealand European or Māori are the most likely to identify drug and alcohol abuse, and availability of jobs as issues to address.





Social and Cultural Wellbeing



This section explores the social and cultural wellbeing of the Rotorua District community. It looks at how engaged the community is, the arts and cultural experiences available, education and training in the District, and how well the District supports children, youth and newcomers.

The community evaluates the Rotorua District reasonably well for its social and cultural wellbeing. Arts and culture is the area performed best – possibly influenced by the numerous culture-related events and activities available in Rotorua. Supporting young adults is identified as an area to develop, as residents evaluate this area less positively than other aspects of social and cultural wellbeing.

Social and Cultural Wellbeing	
Arts and Culture	B
Belonging and Engagement	B-
Supporting Newcomers	B-
Supporting Children	B-
Learning	B-
Supporting Young Adults	C+

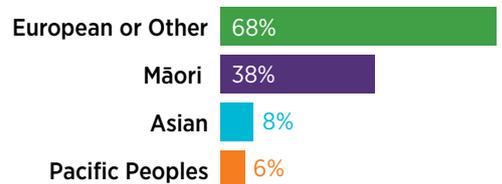
Ages of Rotorua District Residents³



³ Statistics NZ: Subnational Population Estimates 2017

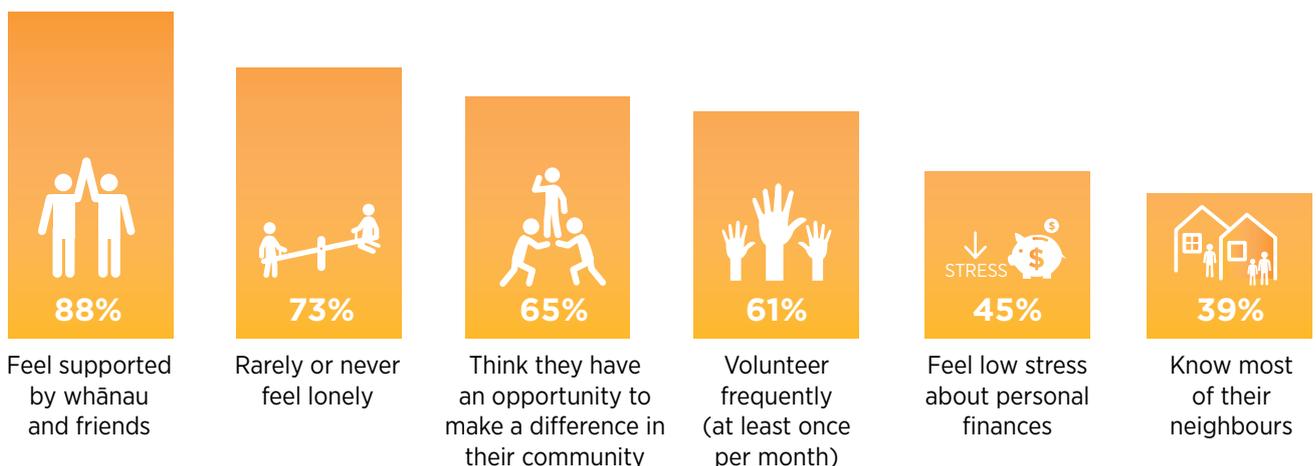
⁴ Statistics NZ: Subnational Population Projections 2018

Ethnicities of Rotorua District Residents⁴



In general, Rotorua District residents feel reasonably positively about the quality of their lives, and are especially likely to feel supported by whānau and friends. However, initiatives around getting to know neighbours and managing personal finances could enhance the quality of life for residents.

100%





Belonging and Engagement



Top priorities for Belonging and Engagement

- 1 **More free community events** 37%
- 2 **Improve neighbourhood facilities and encourage neighbourhood connections** 35%
- 3 **Increase residents' voices in local policy development** 34%
- 4 **Increase involvement across all community groups** 27%

What do different groups of residents think?



Females and younger residents (18-35) want more free community events in the Rotorua District.



Those who are less likely to think the Rotorua District community is engaged and older residents (aged 65+) are among the most likely to prioritise increasing residents' voices in local policy development.

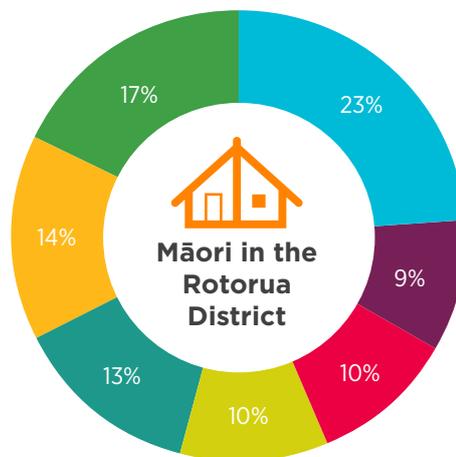


Those in the higher household income bracket (over \$110K) are more interested, than those with lower household incomes, in opportunities to get involved with community and neighbourhood activities.

The current environment



According to 2016 research⁵, two in five Rotorua residents are satisfied with the opportunities to be involved and participate in the way Council makes decisions. A similar proportion feel they have at least some influence on decisions Council makes.



- Te Arawa
- Ngāti Whakaue
- Tūhoe
- Ngāti Porou
- Ngāti Pikiao
- Ngāti Tuwharetoa
- Other iwi⁶

Te Arawa was the first iwi (tribe) to settle in the area.

⁵ National Research Bureau Ltd (2016) Summary of Communitrak™ Survey Results. Rotorua Lakes Council. Found here: http://www.rotorualakescouncil.nz/our-council/council-publications/surveysandReports/Documents/Community%20Satisfaction%20Report/2016_NRB_Survey_Report.pdf

⁶ Statistics New Zealand: Census 2013. Other iwi also represented in Rotorua include: Tuhourangi, Waikato, Ngāti Maniapoto, Ngāti Rangiwewehi, Whakatōhea, Te Whānau-ā-Apanui, Ngāti Awa, Ngāi Tahu, Ngāiterangi, Ngāti Raukawa, Ngāti Tahu-Ngāti Whāoa, Ngāti Manawa, Tainui, Ngāti Kahungunu, Ngāti Kahungunu ki Heretaunga, Ngāti Kahungunu ki Wairarapa Ngāti Ranginui, Ngāti Whare, Te Rarawa, Ngāti Rangatīhi, Ngāti Uenukukopako, Ngāti Whātua, Te Aitanga-a-Mahaki, Te Ātihaunui-a-Pāpārangi, Rongowhakaata, Te Ātiawa, Ngāti Rangiteaorere, Tapuika, Rongomaiwahine, Ngāti Tarāwhai, Ngāti Ruanui, Te Aupōuri, and Ngāi Tai.



What's happening in the Rotorua District?

- **Te Tatau o Te Arawa**⁷ represents the collective interests of Te Arawa under the Te Arawa Partnership agreement with Rotorua Lakes Council. The partnership agreement embodies the intention of Te Arawa and Rotorua Lakes Council to establish an enduring partnership to create a future that benefits the whole community⁸.
- **Vision 2030 – The Rotorua Way**⁹, developed by Council in consultation with community stakeholders, sets out a vision and direction for the future. The key strengths of the District identified – Active Environment, Strong Culture, Easy Lifestyle, Diverse Opportunities – will provide clear direction and ensure important aspects of Rotorua are preserved and enhanced going forward.
- **Around Town**¹⁰ is an app and website featuring events happening in Rotorua. The events are categorised, and users can set notifications for categories of interest to them. The list of free events in November and December 2017 includes Arthouse Revolution, the Mud Bucket Challenge, Night Market, E Tu Whānau and White Ribbon Day, youth groups, the Santa Parade, Carols by Candlelight, music events, and many others.



Residents say...

A community is about looking after all its participants. If we are to thrive then we must all thrive.

Middle-aged French male

Facilitate community projects that involve the disengaged. Rotorua needs to show imagination in breaking the barriers between the three distinct European, Māori and Asian groups that appear to lead largely different lives.

Older NZ European female

Get any youth who are causing trouble to be involved in more public community work and cleaning up, so they have buy-in with the area.

Middle aged NZ European male

Being able to get our youth and young adults into meaningful "community" activities which include paid employment, volunteering and looking after the wellbeing of the local and wider community.

Older NZ European male

How is the Geyser Community Foundation helping?

As Funding Manager for The Tindall Foundation in the Supporting Families and Social Services programme area, Geyser is supporting MiCamp Trust for three years so that children from low socio-economic backgrounds can attend holiday camps.

Prisoners who have regular contact with their family members are more likely to successfully integrate back into the community upon their release than those who do not maintain family relationships for support. The Rotorua Prisoners Aid and Rehabilitation Society (PARS) received a gift from Geyser's Rotorua Community Fund in 2017 to help with the cost of taking family members to visit loved ones in prison.

⁷ Te Tatau o Te Arawa: <http://tetatau.nz/>

⁸ Rotorua Lakes Council (2017) Annual Plan 2017/18.

⁹ Rotorua Lakes Council (15 February 2017) Vision 2030 – The Rotorua Way. Found here: <http://www.rotorualakescouncil.nz/our-council/news/Pages/default.aspx?newsItem=7446>

¹⁰ Around Town: <https://www.aroundtown.co.nz/>



Supporting Newcomers



Top priorities for newcomers to the Rotorua District

- 1 Increase opportunities to learn English 55%
- 2 Increase protection from potential discrimination and harassment, and fostering a sense of safety 42%
- 3 Increase awareness of diversity and racism issues 35%
- 4 Increase support services for new immigrants 34%
- 5 Increase opportunities to celebrate multiculturalism and diversity 34%

What do different groups of residents think?

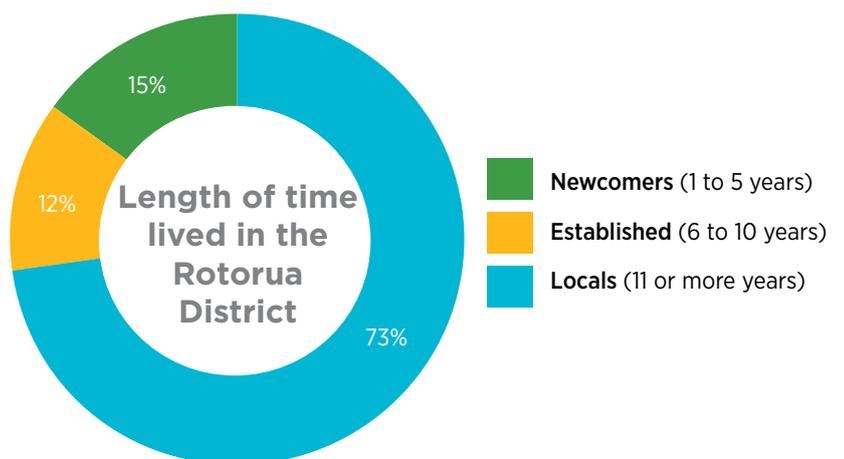


Of note, residents who identify with ethnicities other than NZ European or Māori (and who are therefore more likely to be immigrants) and those newer to the District (i.e., moved to Rotorua in the last 10 years) would like more job opportunities for newcomers.

Those newer to the District (i.e., moved to Rotorua in the last 10 years) and younger residents are more likely than long-term and older residents to identify increasing protection from discrimination as a priority.



Newcomers to the Rotorua District



A 2017 survey of migrants to NZ found the **key challenges for migrants when they first arrive in the country are employment, the cost of living and language/communication**¹¹.

The **main ethnicities represented** in Rotorua are **NZ European, Māori, Asian and Pacific Peoples**¹².



What's happening in the Rotorua District?

- Providers of **English as a Second Language (ESOL)** classes in Rotorua District include the Rotorua English Language Academy, Toi Ohomai and English Language Partners.
- The **Rotorua Multicultural Council** was awarded the Community Organisation Business Award at the 2017 Westpac Rotorua Business Awards. The Rotorua Multicultural Council's mission is to be the advisor of choice on ethnic issues in Rotorua, with the vision that migrants feel they belong and contribute to the Rotorua community¹³.
- The **Rotorua Newcomers Network**¹⁴ (part of the national Newcomers Network initiative) comes under the umbrella of the Multicultural Council. Migrants are welcome to attend lunches the Rotorua Multicultural Council holds in Rotorua each month.
- The number of applications to attend the **Rotorua Lakes Council** monthly **Citizenship Ceremonies** is growing¹⁵. These are held on behalf of the Department of Internal Affairs and involve applicants taking an Oath or Affirmation of Allegiance, and being presented with a Citizenship Certificate.



How is the Geyser Community Foundation helping?

Geyser assists migrants, refugees and people of other cultures to participate fully in society and to express their cultures and unique attributes as assets for themselves, their communities and New Zealand.

Public speaking and participating in job interviews are major barriers to those for whom English is not their first language. More than 30 migrants living in the Rotorua District have received assistance from Geyser's Speech NZ Fund to help them reach their full potential since 2015.

¹¹ Tan, L. (8 May 2017) Survey: Filipino migrants happiest in NZ, Manurewa Auckland's happiest electorate. NZ Herald. Cites a survey conducted by Cultural Connections. Found here: http://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=11851665

¹² Statistics New Zealand: Census 2013

¹³ Multicultural New Zealand. Rotorua Multicultural Council Inc. Found here: <https://multiculturalnz.org.nz/rotorua+multicultural+council+inc>

¹⁴ Rotorua Newcomers Network: <http://www.newcomers.co.nz/regions/bay-of-plenty/rotorua/>

¹⁵ Rotorua Lakes Council staff representative



Residents say...

Simply celebrate and support multiculturalism.

Middle age NZ European male

Racism – migrants and newcomers are suffering. People need to be educated better and learn to be open minded and appreciate the benefits that new migrants bring to our region.

Younger NZ European female

Safety and security of your home and business is on top of my list [of priorities].

Younger Indian male



Supporting Children



Top priorities for Supporting Children

- 1 Improve parenting skills programmes** 53%
- 2 Increase access to health practitioners specialising in children** 50%
- 3 Encourage/enable parents to spend more time caring for their children**
(make it more affordable to do so) 50%
- 4 Improve flexi-time policies for employees and employers**
to better meet family/whānau commitments 47%

What do different groups of residents think?



The top priorities for those who live with children in Rotorua District are to improve flexi-time policies such that people can better meet whānau commitments and to enable parents to spend more time caring for their children¹⁶.



Conversely, those who don't live with children are more likely to prioritise parenting skills programmes and access to health practitioners.



Māori and younger residents (18-35) are more interested in improving access to affordable quality childcare, with this being the top priority for younger residents when it comes to providing successful starts for children.



The current environment for children



AGED UNDER 15

Close to a fifth (22%) of the Rotorua District population are aged under 15.¹⁷

NZ GOVT SUBSIDISES ECE FEES

The NZ Government subsidises Early Childhood Education (ECE) fees. Families with children aged 3 to 5 who attend an ECE or kōhanga reo can be subsidised for up to 20 hours a week.

22
WEEKS
PAID PARENTAL
LEAVE
FROM JULY 2018

In July 2018 paid parental leave will be extended from 18 to 22 weeks. This will increase to 26 weeks from July 2020¹⁸.



What's happening in the Rotorua District?

- **Family Focus Rotorua**¹⁹ provides help and support for individuals, couples, children, young people and whānau of any age and ethnicity.
- **Plunket** operates in the Rotorua District providing support to parents and assessing the development of children from birth until they are five years old.
- **Rotorua Parents Centre**²⁰ has been operating for over forty years. The service provides childbirth education, and courses to help support new parents and parents of children aged under five.
- Rotorua Lakes Council and the Lakes District Health Board have collaborated on a unique project which will see modern library services and child support services co-located in a vibrant community hub. **Te Aka Mauri**²¹ responds to the needs of Rotorua's children, whānau and communities by providing services that focus on integrated health provision, library and children's services.

¹⁶ Among survey respondents 58% live without children, 33% live with children, and 8% did not state their household composition.

¹⁷ Statistics NZ: Subnational Population Estimates 2017

¹⁸ Lees-Galloway, I. Hon (30 November 2017) Bill to extend Paid Parental Leave to 26 weeks passes. New Zealand Government. Found here: <https://www.beehive.govt.nz/release/bill-extend-paid-parental-leave-26-weeks-passes>

¹⁹ Family Focus Rotorua: <http://www.familyfocus.org.nz/>

²⁰ Parents Centre (2017) Parents Centre Rotorua. Found here: <http://www.parentscentre.org.nz/rotorua/>

²¹ Rotorua Library (2 November 2017) Welcome to Te Aka Mauri. Found here: <http://www.rotorualibrary.govt.nz/about-your-library/teakamauri/Pages/default.aspx>

How is the Geysers Community Foundation helping?

More than 10 local initiatives associated with parenting, preventing child abuse, children's issues and everything related to avoiding problems later in life through positive experiences and avoidance of harm as children have been supported by the Geysers Community Foundation since 2013.

A gift from Geysers' Rotorua Community Fund helped Grandparents Raising Grandchildren Rotorua to support its growing number of members. In 2015 the organisation was working with 86 families and 130 children in the Rotorua District. Grandparents Raising Grandchildren is a self-help organisation supporting grandparents raising grandchildren who may be also struggling on limited means or fixed incomes, and/or who have health issues.



Residents say...

Supporting parents to be less busy making money and more involved in bringing up their children... Parents need a financial incentive to stay at home for the first three years and nurture their children within the community. More free playgroups and parental mentors to support parenting and whānau skills.

Younger Māori male

Bullying in schools! Too many kids are taking their own lives because of it.

Younger Māori male

No child should be left behind or looked over because the circumstances they were raised in has made them present with difficult behaviours. With persistence, understanding, empathy and a caring approach they do change.

Younger Cook Island Māori male





Supporting Young Adults



Top priorities for Supporting Young Adults

- 1 Increase job opportunities 46%
- 2 Expose youth to a variety of workplaces to help them understand their choices 45%
- 3 Improve local education and training opportunities 43%
- 4 Improve literacy and numeracy skills 38%

What do different groups of residents think?

The views of young adults are relatively consistent with the priorities identified overall. Young adults are, however, more likely than those aged over 25 to be interested in more youth-oriented events and activities.



The environment for young adults

13%
AGED 15-24

The proportion of young adults (aged 15 to 24) in the Rotorua District is 13%²².

7 SECONDARY SCHOOLS

There are six urban schools and one rural secondary school in the Rotorua District²³.

Sources of personal income among Young Adults (aged 15-24) in the Rotorua District²⁴

Paid work
(i.e. wages, self-employment, etc.)
48%

No source of income
(at that time)
23%

Other sources of income
2%

Student allowance
7%

Unemployment benefit
7%

Other benefits
11%





What's happening in the Rotorua District?

- The **Rotorua Youth Centre**²⁵ is the home of Rotovegas Youth Health. It provides programmes for local youth, workshops, holiday programmes, music tuition, driver licensing, and health services to support young people.
- **Te Waiariki Pūrea Trust's Youth Development** service provides mentoring, advice and ongoing support towards education, training and work-based learning for youth aged 16 to 20²⁶.
- **The Young Workers Resource Centre**²⁷ provides employment resources and workshops to help young people be informed, productive and empowered in the workplace.



Residents say...

Create/bring back apprenticeships so young people can study their chosen field and earn money while doing so.

Younger NZ European female

I think the most important issue facing Rotorua District is a shortage of housing at an affordable value... This issue however is linked with limited employment opportunities that pay a living wage.

Younger NZ European female

I think more needs to be put into our youth who are not coping with being at school and their options. It used to be that they could leave school and get an apprenticeship but these days they don't seem to have any incentive if school isn't their thing.

Middle aged Māori female

²² Statistics NZ: Subnational Population Estimates 2017

²³ Rotorua NZ. Education. Found here: <http://www.rotoruanz.com/live/where-to-learn/education/>

²⁴ Statistics New Zealand: Census 2013

²⁵ Rotorua Youth centre: <http://rotoruyouthcentre.org>

²⁶ Te Waiariki Pūrea Trust: <http://tewaiarikipurea.org.nz>

²⁷ The Young Workers Resource Centre: <http://www.ywrc.org.nz/>

How is the Geyser Community Foundation helping?

Young people have unique needs and problems as they prepare for adulthood in a rapidly-changing world. Youth development is a high-need, high-profile area. The Geyser Community Foundation supports programmes where young people have a largely positive experience of adolescence and feel hope for their future through supportive connections with people around them, and empowerment through active engagement in well-structured initiatives.

More than 40 young people residing in the Rotorua District have received Geyser Development Awards providing them with the opportunity to further their education, develop their potential and build leadership in the local community since 2013.



Learning



Top priorities for Learning

- 1 **Improve links between local industries and local training/educational institutions** 66%
- 2 **Improve literacy and numeracy skills** 59%
- 3 **Increase continuing education opportunities** 47%

What do different groups of residents think?



Older residents (over 65) and NZ European residents are more likely to prioritise improving literacy and numeracy skills.

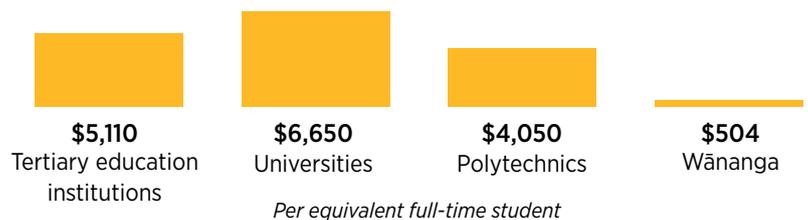
Females and residents of ethnicities other than NZ European or Māori are more interested in increasing continuing education opportunities.



The learning environment

Institutions offering tertiary and other qualifications in the Rotorua District include Toi Ohomai Institute of Technology, Te Wānanga o Aotearoa, Te Whare Wānanga o Awanuiarangi, and various independent tertiary establishments. These facilities offer courses ranging from health and beauty, trades, forestry, business, outdoor recreation and tourism.

Average Fees for Domestic Students in 2015²⁸



On 5 December 2017, the Government confirmed the first year of tertiary education and training will be fees-free starting from 1 January 2018. This is likely to make tertiary education more accessible, improve opportunities for those who have been turned off study by the cost, and increase the number of people undertaking education or training following school.²⁹

In 2016, 90% of school leavers in the Rotorua District achieved NCEA Level 1³⁰ and 54% achieved Level 3³¹. These results are consistent with national pass rates of 89% for Level 1 and 54% for Level 3.



What's happening in the Rotorua District?

- The site for **Rotorua's first partnership school**³², to be run by Ngāti Whakaue, was confirmed in October 2017. Te Rangihakahaka Centre of Science and Technology has received more than 100 registrations of interest.
- **Te Arawa Lakes Trust**³³ provides an alternative education opportunity for school leavers aged 16 to 19 to complete different NCEA Level 1 qualifications to progress onto further training and employment. BayTrust has gifted \$21,000 to Te Arawa Lakes Trust to fund extra pastoral care and development of literacy and numeracy skills.
- **Mokoia Community Association**³⁴ offers support to adults to increase their foundation skills, based on input from Eastside communities and aligned with the Government's Adult and Community Education policy. Courses offered include te reo Māori, the theory component of the learner driver licence, a Diploma of Public Speaking and computer courses.



²⁸ Ministry of Education (2015) Profile and Trends 2015: Tertiary Education Sector and Student Support. Tertiary Sector Performance Analysis, Ministry of Education

²⁹ Hon Chris Hipkins (5 December 2017) 80,000 people eligible for fees free. New Zealand Government. Found here: <https://www.beehive.govt.nz/release/80000-people-eligible-fees-free>

³⁰ Education Counts (2017) School leavers with NCEA Level 1 or above. New Zealand Government. Found here: <https://www.educationcounts.govt.nz/statistics/indicators/main/education-and-learning-outcomes/28788>

³¹ Education Counts (2017) School leavers with NCEA Level 3 or above. New Zealand Government. Found here: <https://www.educationcounts.govt.nz/statistics/indicators/main/education-and-learning-outcomes/1891>

³² Arthur-Worsop, S. (30 October 2017) Site confirmed for Ngāti Whakaue partnership school. Rotorua Daily Post. Found here: http://www.nzherald.co.nz/rotorua-daily-post/news/article.cfm?c_id=1503438&objectid=11937600

³³ Bay Trust. Helping Students Get Back on Track. Found here: <http://www.baytrust.org.nz/archived-stories>

³⁴ Inside Eastside. About the Mokoia Community Association. Found here: <http://insideeastside.org.nz/about-mokoia-community-association/>

How is the Geyser Community Foundation helping?

Te Waiariki Pūrea Trust received support from Geyser for its Industry Tours initiative which introduces young people who are not in employment, education or training to career options in a real work setting.

Residents say...

Provide pathways for high school students to transition into industry. Make them aware of their choices.

Younger NZ European female

More hands-on learning opportunities for those who are not academic.

Older NZ European female

Being engaged in your community through education and learning experiences, your job prospects look better, and so too your housing options and health issues.

Older Māori female





Arts and Culture



Top priorities for Arts and Culture

- 1 Access to an adequate museum 51%
- 2 More affordable arts and cultural activities 49%
- 3 More festivals and community celebrations 46%
- 4 Increase support of local heritage sites 32%

What do different groups of residents think?



Younger residents (aged 18-35) are more interested than older residents in creating more festivals and community celebrations.



Residents with a household income of \$50K to \$110K are more likely than other residents to prioritise having access to an adequate museum.



The current arts environment



Rotorua Museum, Te Whare Taonga o Te Arawa³⁵ is currently closed to the public as the building does not meet earthquake standards. The cost and timeframe to strengthen the building has not been determined. Outdoor activities, such as education programmes, events and guided tours of the Government Gardens, are still available.



Rotorua has a rich history and cultural heritage, and is considered by many to be the centre of Māori culture in New Zealand. The original Māori in the area were Te Arawa, and descendants of this iwi (tribe) remain in the District today.



Upgrades to the Rotorua library and health hub (Te Aka Mauri³⁶) will include information on the Fenton Agreement (the founding document of Rotorua, signed in 1880) and strong cultural elements from Te Arawa.



What's happening in the Rotorua District?

- **Creative Rotorua**³⁷ (managed by Rotorua Lakes Council and Creative New Zealand) aims to ensure Rotorua has a thriving creative economy, brings a vibe into the heart of the city, empowers the community, and is valued.
- **The Arts Village**³⁸ is a non-profit arts-based community centre that runs countless projects, exhibitions and community events. The Village hosts over 30 arts and cultural groups and is used as a venue for cultural activities such as a winter arts and cultural festival, and Art in the Park (an artists' market).
- **Redwoods Nightlights**³⁹ is a partnership between the Redwoods Tree Walk and David Trubridge Design. This experience offers visitors and locals the opportunity to explore Rotorua's Redwood Forest at night, with the forest lit up by Trubridges' creations.



³⁵ Rotorua Museum: <http://www.rotoruamuseum.co.nz/>

³⁶ Rotorua Library (2 November 2017) Welcome to Te Aka Mauri. Found here: <http://www.rotorualibrary.govt.nz/about-your-library/teakamauri/Pages/default.aspx>

³⁷ Creative Rotorua (2017) About. Found here: <http://creativerotorua.org.nz/about/>

³⁸ The Arts Village. About. Found here: <http://www.artsvillage.org.nz/>

³⁹ Redwoods Treewalk: http://www.treewalk.co.nz/en_US/

How is the Geyser Community Foundation helping?

One of Australasia's most prestigious singing competitions received a boost from the Joe and Jo-Anne La Grouw Fund managed by the Geyser Community Foundation, bringing the total prize pool to more than \$40,000. The singing competition, which is held annually in Rotorua, celebrated its 70th anniversary in 2016.



Residents say...

Ensuring that there is a range of venues available for a variety of performing and visual arts. Need to look at where the gaps are, e.g., my perception is that it is difficult to find a medium-sized affordable exhibition space.

Older NZ European female

More music festivals. Rotorua is poor for live music.

Middle aged NZ European male

Develop a 20-year strategic plan for Arts and Culture for our city

Middle aged Māori male





Health and Wellbeing



This section provides an overview of the health and wellbeing of residents in the Rotorua District. Specifically covered are the areas of health, wellness, safety, sport and recreation.

Overall, the health and wellbeing of the Rotorua District is perceived as being average. Residents are most positive about the sports and recreation opportunities within the Rotorua District. The District's ability to support the health and wellness of residents is rated lower, and safety is one of the key concerns emerging for the Rotorua District.

Health and Wellbeing

Sports and Recreation	B
Health and Wellness	C+
Safety	C

The following services are offered by the Lakes District Health Board⁴⁰:

2 HOSPITALS (Rotorua and Taupō)

9 CONTINUING CARE FACILITIES

1 MENTAL HEALTH INPATIENT FACILITY

4 COMMUNITY BASES FOR MENTAL HEALTH

21 GENERAL PRACTICES (GP), sixteen of which are in Rotorua

12 MĀORI PROVIDERS

2 PRIMARY HEALTH ORGANISATIONS



LOTS OF SPORTS AND RECREATION ACTIVITIES

Numerous sports and recreation events are held each year for children and adults in Rotorua District. These events cover a wide range of activities including cycling, mountain biking, running, swimming, and more. The District is renowned for its mountain biking facilities.



⁴⁰ Lakes District Health Board (2017) About Lakes DHB. Found here: <http://www.lakesdhb.govt.nz/Article.aspx?ID=8186>



Top priorities for Health and Wellness

- 1** Ensure everyone has access to an affordable family/whānau doctor **61%**
- 2** Reduce drug and alcohol abuse **51%**
- 3** Improve access to mental health services **33%**

Health and Wellness in the Rotorua District



The average price for a standard consultation at a Rotorua Area Primary Health Services (RAPHs) centre is around \$19 for children (aged 13 to 17), and \$28 for adult patients⁴¹.

In 2016/17 there were **17 suicide deaths** in the Lakes District Health Board region, down from 21 in 2015/16⁴².

Aids usually used by Rotorua District residents

6%

AN AUDIO DEVICE
such as a hearing aid

2%

A WALKING AID
such as a stick, crutch or frame

1%

A WHEELED DEVICE
such as a wheelchair or scooter

3%

OTHER

89% **NONE OF THE ABOVE**

What do different groups of residents think?

The health and wellness priorities of residents tend to reflect their age groups. Younger residents (under 35) prioritise the health and wellbeing of youth and older residents (over 65) are the most interested in supporting ageing in place (ability to stay in their homes).



⁴¹ Rotorua Area Primary Health Services (01 July 2017) Fees. Found here: <http://www.raphs.org.nz/community/fees/>

⁴² Mental Health Foundation of New Zealand (2017) Annual Provisional Suicide Figures. Found here: <https://www.mentalhealth.org.nz/assets/Suicide/2016-2017-annual-provisional-suicide-figures-Final-version-Embargoed-midday-28-August-2017.pdf>



What's happening in the Rotorua District?

- Local organisations that can provide **counselling and other programmes to persons with alcohol/other drug issues** include General Practitioners, Rotovegas Youth Health, Te Utohina Manaakitanga Trust, REAL, Emerge Aotearoa, Lakes DHB Infant, Child and Adolescent Mental Health Services (iCAMHS), Mana Social Services, Family Works Northern and Te Arawa Whānau Ora.
- Children's services will be consolidated and integrated with the library and children's health hub (Te Aka Mauri) to **improve children's health and wellness outcomes**.
- LinkPeople**⁴³ provides support, information, advocacy, and community engagement services for family and friends of people who experience challenges due to their mental health issues and/or addiction.



⁴³ Link People: <https://www.linkpeople.co.nz>

How is the Geyser Community Foundation Helping?

St John Rotorua received a health shuttle in 2015 thanks to a gift from Geyser's Allan and Jan Sewell Family Fund. The health shuttle takes patients across the city to a wide range of outpatient medical appointments. The service is run by volunteers and anyone can use the shuttle for the cost of a donation.



Residents say...

The main issue the Rotorua District is currently facing is the abuse of drugs. This needs to change! This is not the Rotorua I grew up in. It's important because this is my community. These are my people. Drugs are more common than available housing and are cheaper too! Not cool. It is a sad reality for so many people and something needs to be done.

Younger Māori female

The doctor is expensive and Rotorua Hospital needs a major upgrade. I went into an emergency department of the District hospital, but it does not feel like an emergency department. I had to wait for a couple of hours to see the doctors which was really frustrating.

Younger Nepalese male

The health of our seniors is the main issue. I think the price of going to the doctor is too expensive. I know of very sick people who do not go to the doctor because of this issue.

Older NZ European female





Top Priorities for Safety

- 1 Reduce drug and alcohol abuse 60%
- 2 Reduce domestic violence 60%
- 3 Reduce child abuse 50%



Safety in the Rotorua District

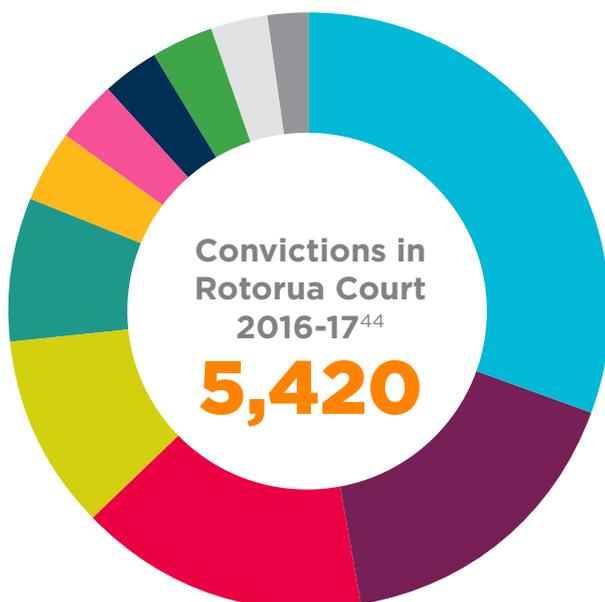


In Rotorua the number of distinct children and young people with one or more notices of concern about family violence (including NZ Police family violence referrals) was 1,197 for the July 2016 to March 2017 period. This is down from 1,331 for the July 2015 to March 2016 period. Rotorua notices of concern account for 3% of the total New Zealand notifications.

What do different groups of residents think?

Older residents (over 65) feel more positively than younger residents about safety and security in Rotorua District.

Residents who are less positive about safety in Rotorua District prioritise reducing domestic violence and child abuse. Females and Māori are also more likely than other residents to identify reducing child abuse as a priority.



	Breaches of custody, home detention, parole, bail and related offences against justice procedures,	1666
	Traffic and Vehicle Regulatory Offences	904
	Theft and Related Offences	845
	Acts Intended to Cause Injury	568
	Illicit Drug Offences	414
	Fraud, Deception and Related Offences	212
	Property Damage and Environmental Pollution	180
	Dangerous or Negligent Acts Endangering Persons	179
	Unlawful Entry with Intent/Burglary, Break and Enter	174
	Abduction, Harassment and Other Offences Against the Person	158
	Other (including sexual assault, robbery, and homicide)	120



What's happening in the Rotorua District?

- **Neighbourhood Support**⁴⁶ ensures the appropriate support and increased efficiency of Neighbourhood groups. In 2016 there were 9,100 households in over 570 groups in Rotorua, but some streets in Rotorua don't have any groups. The Rotorua neighbourhood groups focus on crime prevention and list details on a database that can be used in emergency situations as part of emergency preparedness.
- **Family Focus Rotorua** provides the Empowering Voices Programme. This is a programme focusing on educating women about the effect violent behaviour can have on them and their children, how to deal with the effects of such behaviour, and building healthy relationships⁴⁷.
- **E Tu Whānau** and **White Ribbon Day** was a community day held in November 2017 which aimed to educate the community about how to help people at risk of family violence and raise awareness of local agencies working in the area⁴⁸.



How is the Geyser Community Foundation helping?

Waiariki Women's Refuge received a gift in 2017 to enable children in need to attend holiday programmes or camps to help build self-esteem and provide a positive experience for both mother and child. The Refuge also received a three-year Community Grant from Geyser on behalf of Rotorua Lakes Council for safe short-term housing for mothers and children at the highest risk of family violence.

⁴⁴ Statistics NZ. Criminal Conviction and Sentencing Tables: http://m.stats.govt.nz/tools_and_services/nzdotstat/tables-by-subject/criminal-conviction-and-sentencing-tables-fiscal-year.aspx

⁴⁵ Ministry of Social Development (March 2017) Notifications. Found here: <http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/cyf/notifications>.

⁴⁶ Neighbourhood Support Rotorua. About. Found here: <http://www.nsrrotorua.info/about/>

⁴⁷ Family Focus Rotorua. Women's Programmes. Found here: <http://www.familyfocus.org.nz/index.php/programmes>

⁴⁸ Around Town. E Tu Whānau and White Ribbon Community Day. Found here: <https://www.aroundtown.co.nz/e-tu-whanau-white-ribbon-community-day/html#TotalchildrenandyoungpeoplewithnotificationsincludingPolicefamilyviolence referrals1>



Residents say...

Child abuse and domestic violence are at unacceptably high rates which cause so much damage to people.

Younger NZ European female

If you don't feel safe in your own neighbourhood, why would you want to stay or have your family put at risk? The biggest issue I see causing this is drug and alcohol abuse. I am very aware how easily accessible this is to my teenage children and it is very worrying as a parent.

Middle aged Māori/NZ European female

Drug and alcohol abuse which leads to child abuse and domestic violence. Which leads to criminal activity, unsafe communities, poverty and homelessness.

Older male from New Zealand



Top priorities for Sports and Recreation

- 1 Support the redesign of existing outdoor spaces to be multi-purpose and multi-season 60%
- 2 Increase the number of children and youth involved in recreation or sports 56%
- 3 Increase access to local sport and recreation opportunities and facilities 50%
- 4 Increase investment in sport and recreation facilities 41%

What do different groups of residents think?

Lower income earners (household income of \$50k or less) and Māori residents are the most interested in increasing the number of children and youth involved in recreation or sports activities.

Residents who identify with ethnicities other than NZ European or Māori are the most interested in increasing access to local sport and recreation opportunities and facilities.



Sport and Recreation in the Rotorua District



Rotorua Lakes Council has a Recreation Strategy completed in 2014 with significant community input. The Council has also recognised the recreation pressures on our lakes and is increasing investment in boat ramps and reserve facilities to support increasing demand.



Sports facilities in Rotorua include the **Energy Events Centre**, offering quality indoor sporting facilities, and the **Rotorua International Stadium**, a multi-purpose outdoor venue with seating capacity for 35,000 people.



Sport Bay of Plenty facilitates the **Active Families Programme** which works with families to increase their levels of physical activity and change their dietary habits⁴⁹.



What's happening in the Rotorua District?

- **Adventure Playground Rotorua**⁵⁰ received the Attractions Business Award at the 2017 Westpac Rotorua Business Awards. The Rotorua Adventure Playground trails are made from old forestry tracks dating back to the 1930s offering 4x4 self-drive buggies, four-wheel drive buggies, horse treks and clay bird shooting.
- The **Westbrook netball complex** is being redeveloped, ready for the 2018 season. Rotorua Lakes Council has been working on this development with Netball Rotorua. In addition, an upgrade of the Rotorua Aquatic Centre is planned to happen in the next couple of years.
- **Rotorua Bike Festival**⁵¹ (planned for October 2018) is a 10-day bike festival in Rotorua, taking advantage of the world class mountain bike trails in the Whakarewarewa Forest.
- There are 30 sport activities for kids listed on the Active Activities website – a website that compiles activities for children across New Zealand⁵². Sport Bay of Plenty lists 32 sports and recreational activities offered in Rotorua for children and adults.

⁴⁹ Sport Bay of Plenty. Active Families. Found here: <http://www.sportbop.co.nz/get-active/active-families/>

⁵⁰ Rotorua Chamber of Commerce (2017) Westpac Business Excellence Awards. Found here: <https://www.rotorua-chamber.co.nz/events-training/westpac-business-excellence-awards/>

⁵¹ Rotorua Bike Festival: <http://www.rotorua-bike-festival.com>

⁵² Active Activities. Sport Activities for Kids in the Rotorua Region. Found here: <https://www.activeactivities.co.nz/directory/category/sports/location/bay-of-plenty-region/rotorua/>

How is the Geyser Community Foundation helping?



Damian Hewett of Murupara received a Geyser Development Award in 2014 to assist with his ambition to represent New Zealand in men's artistic gymnastics at the 2018 Commonwealth Games and 2020 Olympic Games. When not attending university, Damian mentors and coaches at local clubs, and volunteers his time to judge regional school competitions.

Special Olympics Rotorua received support from Geyser's Ross Bohm Fund in 2017.

Residents say...

Make sports free for kids. Our children go to Ruamata and there are no sport fees. Most kids in the school do sports because it's free. It keeps them busy.

Younger Māori/NZ European female

More encouragement for locals to utilise sports and recreational facilities.

Middle aged Māori/NZ European female

Capitalise on the fantastic outdoor environment in the area.

Middle aged NZ European male







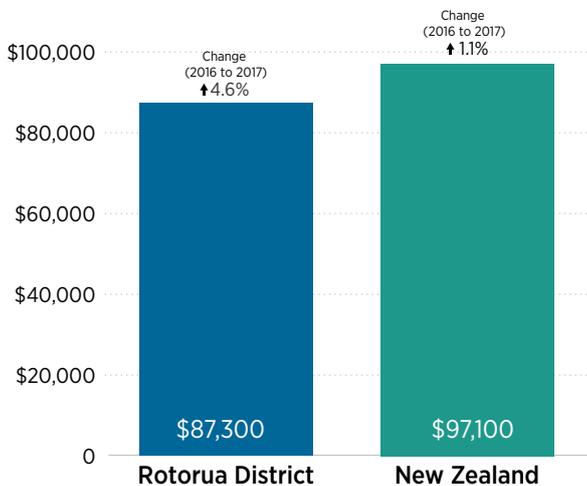
Economic Wellbeing



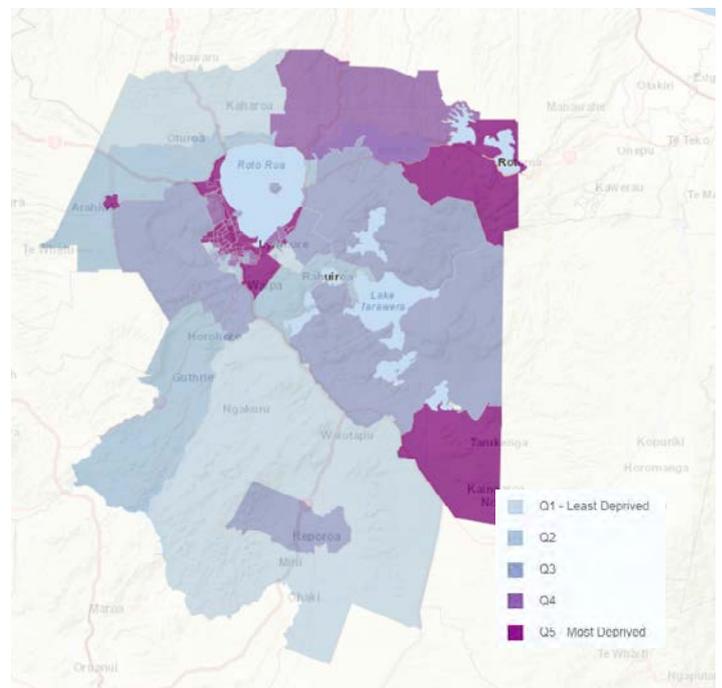
This section presents perceptions of the economic wellbeing of the Rotorua District and prioritises opportunities for improvement. The subjects covered include the economy, reducing inequity and housing. The economic wellbeing of Rotorua is perceived as ‘average’, with little difference between perceptions of the various aspects examined which relate to economy.

Economic Wellbeing	
Economy	C+
Reducing Inequity	C
Housing	C

Average Household Income 2017⁵³



Employment Deprivation in the Rotorua District⁵⁴



The map represents employment deprivation in the Rotorua District, based on the number of working age people receiving the Unemployment or Sickness benefit.

⁵³ Regional Economic Activity Web Tool (2017) Household Income in New Zealand. Ministry for Business, Innovation and Employment. Found here: <http://webrear.mbie.govt.nz/theme/household-income/map/timeseries/2017/new-zealand?accessedvia=bay-of-plenty&areatype=ta&bailiwick=W251bGwsdHJ1ZSx0cnV1LHRYdWVd&left-zoom=1&right-transform=absolute>

⁵⁴ The University of Auckland and Health Research Council of New Zealand. New Zealand Index of Multiple Deprivation. Found here: <https://www.fmhs.auckland.ac.nz/en/soph/about/our-departments/epidemiology-and-biostatistics/research/hgd/research-themes/imd.html>.



Top priorities for improving the District's Economy

- 1 Reduce unemployment 66%
- 2 Improve support for entrepreneurs and small businesses 50%
- 3 More training opportunities 46%

What do different groups of residents think?



Those who feel less stress about their personal finances are more positive about the District's economy, while those who feel high stress are less positive.



Younger residents (under 35) are more interested than older residents in reducing unemployment rates.

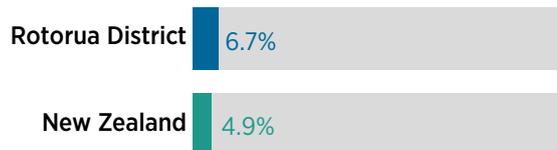


Those with high household incomes (i.e., \$110k or more) are more interested than those with lower incomes in improving support for entrepreneurs and small businesses in the District.



The current economy

Unemployment in Rotorua⁵⁵



Gross Domestic Product⁵⁶

	September 2017	Growth (Sept 2016 to Sept 2017)
Rotorua District	\$2,786m	+2.9%

Agribusiness (agriculture and horticulture), forestry, geothermal and tourism are the key economic drivers for Rotorua. Continuous innovation and development in these areas will help to increase employment and business productivity, and will provide benefits to the local community⁵⁷.



What's happening in the Rotorua District?

- **Wai Ariki Hot Springs and Spa**⁵⁸ – a new luxury spa and wellness centre on Rotorua's lakefront – is due to open in late 2019. The facilities will expand the spa and wellness industry in Rotorua, creating new jobs and boosting the local economy.
- **Rotorua Economic Development Ltd (RED)**⁵⁹ works with Rotorua Lakes Council's Economic Development components of the Rotorua 2030 vision. It aims to deliver an active environment (toitū te whenua), diverse opportunities (tupu ki roto, tupu ki waho) and strong culture (toitū te tangata) for the District.
- **Wildlands Consultants**⁶⁰ received both the Supreme Business of the Year Award and the Deloitte Service Provider Business Award at the 2017 Westpac Rotorua Business Awards. It is a progressive ecological consultancy with a focus on ecological restoration.

⁵⁵ Infometrics (September 2017) Rotorua District Quarterly Economic Monitor

⁵⁶ Infometrics (September 2017) Rotorua District Quarterly Economic Monitor

⁵⁷ Rotorua NZ. Key Sectors. Found here: <http://www.rotoruanz.com/live/where-to-work/key-sectors>

⁵⁸ Wai Ariki Hot Springs and Spa: <https://wai-ariki.co.nz/>

⁵⁹ Rotorua Economic Development Ltd (2017) statement of Intent: For the period 1 July 2017 to 30 June 2018. Found here: Rotorua NZ <http://www.rotoruanz.com/RNZ/media/Media-Library/Rotorua-Economic-Development-SOI.pdf>

⁶⁰ Rotorua Chamber of Commerce (2017) Westpac Business Excellence Awards. Found here: <https://www.rotoruchamber.co.nz/events-training/westpac-business-excellence-awards/>



Residents say...

Reduce unemployment and benefit dependency, need to create a society where everyone is expected to work.

Younger NZ European female

Reducing unemployment in Rotorua, for people to better themselves.

Older Māori female

Growing the economy and creating jobs - in a nutshell really, get those things right and you'll get the flow on effect in other areas.

Middle aged Māori male





Reducing Inequity



Top priorities for Reducing Inequity

- 1 **Improve basic household financial skills** 49%
- 2 **Promote local adoption of a living wage** 48%
- 3 **Increase services that support transition from unemployment to workforce** 41%
- 4 **Increase affordable and appropriate housing options** 40%
- 5 **Improve minimum wages** 38%

What do different groups of residents think?

Older residents (aged 56 and over) are more likely to rate the Rotorua District as performing well when it comes to reducing inequity, while younger residents are less positive.



Increasing pay for low-wage earners (in the form of increasing minimum wage and/or adopting a living wage) is more of a priority for younger residents (aged under 35), females and Māori.



Males are more interested than females in increasing services that support transition from unemployment to the workforce, and increasing support for post-secondary education and training.

Equity and inequity in the Rotorua District

Minimum and Living Wages

Minimum wage in New Zealand is \$15.75 (as of April 2017)⁶¹, significantly below the calculated **living wage** of \$20.20 (as of July 2017)⁶². For a full-time position (40 hours per week) this equates to⁶³:

	Weekly take home pay	Annual take home pay
Minimum Wage	\$540	\$28,072
Living Wage	\$684	\$35,579

How residents feel about personal finances



One in six Rotorua residents feel highly stressed about personal finances.

Median personal income (2016)

\$36,600

MEDIAN PERSONAL INCOME ROTORUA

The estimated median income for the Rotorua District is marginally higher than an annual salary at the living wage rate (for a full-time position).

The most deprived neighbourhood in NZ is in Fordlands, Rotorua. This is according to the New Zealand Index of Multiple Deprivation⁶⁴.



What's happening in the Rotorua District?

- **Love Soup Charitable Trust's**⁶⁵ focus in Rotorua is providing daily meals for the homeless, helping to find homes, furnish homes and advocacy services. The Trust achieves this by working with the community and local businesses.
- **Ka Pai Kai Rotorua**⁶⁶ piloted in Term 3 of 2017, provides healthy lunches to students of four local primary schools. The initiative is predominantly self-funded, with families paying up to \$4 for the lunches, and is supported by Healthy Families Rotorua, and other sponsors. In its pilot term, Ka Pai Kai Rotorua provided 250 lunches a week and as many as 100 lunches per day depending on orders.
- The **Rotorua Budget Advisory Service**⁶⁷ is a not for profit organisation providing free budgeting advice, education, and skills to Rotorua residents.



Residents say...

The opportunity to fully participate in the community by those with least access to wealth needs to be prioritised. Resource needs to be allocated equitably, so that those with greatest need are prioritised. The community needs to understand that if those with the greatest need are doing well, society as a whole will benefit.

Middle aged Māori female

We forget about the less fortunate, for example homeless, mentally ill, abused children and helpless elderly people in our community. My issue is how to overcome this horrible reality that's crippling not only Rotorua, but New Zealand as a whole. There is nothing worse than witnessing poverty amongst our own community, surely there is something we can do to stop this degrading reality?

Middle aged Māori male

The main issue is inequity and the need for more support and services for the vulnerable.

Younger NZ European female

⁶¹ New Zealand Government (18 April 2017) Minimum Wage. Found here: <https://www.govt.nz/browse/work/workers-rights/minimum-wage-in-new-zealand/>

⁶² Foxcroft, L. (21 February 2017) \$20.20 vision: the new Living Wage rate for 2017. Living Wage. Found here: http://www.livingwage.org.nz/2017_living_wage_rate_20_20

⁶³ Numbers exclude Student Loan repayments and KiwiSaver

⁶⁴ The University of Auckland and Health Research Council of New Zealand. New Zealand Index of Multiple Deprivation. Found here: <https://www.fmhs.auckland.ac.nz/en/soph/about/our-departments/epidemiology-and-biostatistics/research/hgd/research-themes/imd.html>. The Index of Multiple Deprivation to measure disadvantage across 28 indicators grouped under the categories of employment, income, crime, housing, health, education and access.

⁶⁵ Love Soup: <https://lovesoup.org.nz/food-rescue/>

⁶⁶ James, S. (3 October 2017) Ka Pai Kai looks to double its deliveries. Rotorua Daily Post. Found here: http://www.nzherald.co.nz/rotorua-daily-post/news/article.cfm?c_id=1503438&objectid=11925134

⁶⁷ Rotorua Budget Advisory Service: <http://www.rotoruabudgetadvice.co.nz/>



Top priorities for housing

- 1 Improve the quality of existing housing** through insulation, maintenance and cost-effective fittings **58%**
- 2 Make rental housing warmer, safer and drier** **54%**
- 3 Improve the affordability of owning a home** **49%**

What do different groups of residents think?

Older residents (over 65) are more likely to rate the Rotorua District positively for housing, while younger residents are less likely to do so.

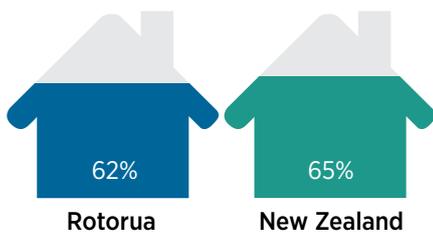


Males and residents who are most positive about the District's housing are the most interested in improving the affordability of **owning** a home. While, females, Māori residents, and low-income earners (\$50K or less) are more interested in improving the affordability of **renting** a home.

Younger residents (under 35) are among the most interested in making rental housing warmer, safer and drier.

The housing environment

Home Ownership (March 2013)⁶⁸



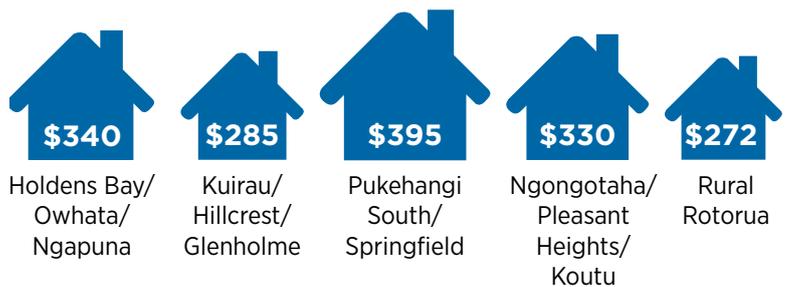
Updated 2017 figures show home ownership is at 63% nationwide, the lowest since 61% in 1951⁶⁹.

Median sales prices across the Rotorua District range from \$159,500 (Reporoa) to \$917,000 (Lake Tarawera)⁷⁰.

\$159,500
(Reporoa)

\$917,000
(Lake Tarawera)

Median Weekly Rent in Rotorua 2017⁷¹



How is the Geyser Community Foundation helping?

Rotorua District Presbyterian Church has received support annually for three years from Geyser on behalf of Rotorua Lakes Council for its assisted housing programme. This programme provides a stepping stone towards independent living for those who struggle to find accommodation.



What's happening in the Rotorua District?

- Rotorua Lakes Council provides **152 housing units**⁷² for the elderly. Housing New Zealand manages 647 properties in Rotorua with plans to deliver another 80 houses over the next four years. There was high demand for social housing in 2017, with 103 applications on the Ministry of Social Development social housing register and the waiting list for Council units for the elderly being closed off (with 40 names on the list and wait times of over a year)⁷³.
- **HomeStart** grants helped 592 locals into their own homes in Rotorua in the two years to May 2017. This equates to \$2.5 million in grants⁷⁴. HomeStart is a government initiative aimed at supporting New Zealanders to purchase their first home.
- Until June 2018 home owners and landlords with tenants who have low income or high health needs can obtain a grant for 50% of the cost of insulation. This is part of the Energy Efficiency and Conservation Authority's **Warm Up New Zealand Healthy Homes programme**. This and the Heat Smart programme have together insulated about 300,000 homes over eight years.⁷⁵

⁶⁸ Statistics New Zealand, Census 2013. The proportion of households in private dwellings who own the dwelling or hold it in a family trust.

⁶⁹ Stats NZ: Dwelling and Household Estimates: September 2017 quarter

⁷⁰ QV (2017) Residential Sales Prices. Found here: <https://www.qv.co.nz/property-trends/residential-sales-prices>

⁷¹ QV (2017) Rental Analysis. Found here: <https://www.qv.co.nz/property-trends/rental-analysis>

⁷² Rotorua Lakes Council (2017) Housing for the Elderly. Found here: <http://www.rotorualakescouncil.nz/our-services/housingfortheelderly/Pages/default.aspx>

⁷³ Hall, C. (30 September 2017) Housing crisis hits Rotorua elderly. NNZ Herald. Found here: http://www.nzherald.co.nz/business/news/article.cfm?c_id=3&objectid=11927133

⁷⁴ National (9 May 2017) HomeStart helps almost 600 Rotorua families into first home. Found here: https://toddmccleay.national.org.nz/homestart_helps_almost_600_rotorua_families_into_first_home

⁷⁵ Collins, J. (28 June 2017) Insulation grants extended to low-income home owners. Beehive.govt.nz. Found here: <https://www.beehive.govt.nz/release/insulation-grants-extended-low-income-home-owners>



Residents say...

Need support for maintenance and improvements to existing homes (clean-burning fireplaces, insulation, etc.), support for solar panel installation. Maintaining NZ's 'clean green' image is important in tourism-focused towns like Rotorua.

Middle aged Māori/NZ European male

Main issue is definitely housing. Not only availability but also quality (insulation, double-glazing).

Middle aged NZ European male

Affordable housing for families. The most basic human needs are shelter and food. How can we expect people to thrive with no decent housing? How can people begin to be productive if all their energy is going into surviving in cold, substandard homes? Not enough effort has been made to help with upgrading, e.g., financial help with insulation.

Middle aged NZ European female





Environmental Wellbeing



This section explores the environmental wellbeing of the Rotorua District Community. The Rotorua community evaluates the District relatively modestly for both sustainability and the ease of getting around.

Environmental Wellbeing

Environmental Sustainability	B-
Getting Around	B-

2,615 km²
LAND AREA
18 LAKES



The Rotorua District has a land area of approximately 2,615km².

The area includes 18 lakes, the Kaituna River, Ngongotaha Stream and Utuhina, and 800 hectares of parks, gardens and reserves free for public use.



Rotorua District is located in the volcanic landscape of Mount Tarawera, Rainbow mountain, Mount Ngongotaha and Mokoia Island.



There are seven geothermal fields with hot pools, and more than 100,000 hectares of native and exotic forests, a similar sized area of farmland and 120 wetlands.



Some of New Zealand's rarest birds live in the District, such as the formerly endangered Kōkako and the native Falcon/Kārearea.

How is the Geyser Community Foundation helping?

An anonymous donor established an Environment Fund with Geyser in 2014. Gifts from the Fund are directed at charitable purposes and projects which advance the protection, promotion and preservation of the natural environment, and flora and fauna of the Rotorua and Taupō District communities.

The Kaharoa Kōkako Trust was set up to raise funds and provide voluntary labour to help reverse the decline of the Kōkako in Kaharoa Forest, north-east of Lake Rotorua. The Kōkako Nest Egg Fund was formed in 2007 with the aim of raising \$150,000 in 10 years so the interest on the funds raised could be used to pay for pest control. In 2015 the Trust transferred the Nest Egg Fund to the new Kaharoa Kōkako Conservation Fund managed by the Geyser Community Foundation. Geyser will begin making distributions from this fund in 2018.



Environmental Sustainability



Top priorities for Environmental Sustainability

- 1 **Improve the quality of the lakes and rivers** 64%
- 2 **Promote and improve waste management** (including recycling) 34%
- 3 **Preserve and develop parks and reserves for recreation** 31%



What do different groups of residents think?



Preserving the lakes and rivers in the District is the stand out priority for residents of all ages, genders, ethnicities and household income levels.

The current environment

Water quality⁷⁶ is affected by the nitrogen and phosphorus entering the lakes from both natural and man-made activities. Given this, lakes in the Rotorua District vary in water quality (2016):

 **good water quality** Lakes Rotomā, Okataina, Tikitapu and Tarawera

 **average water quality** Lakes Ōkareka, Rerewhakaaitu, Rotoiti, Rotomahana and Rotokakahi

 **poor water quality** Lakes Rotoehu, Rotorua and Ōkaro



Rotorua Lakes Council provides **kerbside rubbish and recycling** services in most urban areas in the District.



What's happening in the Rotorua District?

- **Kiwi Encounter**⁷⁷ aims to run a captive kiwi breeding programme at Rainbow Springs Nature Park, alongside the BNZ Save the Kiwi Trust Operation Nest Egg initiative, to boost numbers of kiwi in the wild.
- **Ōkareka Mistletoe Restoration Project**⁷⁸ started in 2002 and aims to protect threatened native mistletoe species in Tikitapu Scenic Reserve and Lake Ōkareka marginal strip through weed control. As part of the Ōkareka Mistletoe Restoration Project, the Tikitapu Pest Control Programme aims to reduce rat and possum populations in these areas.
- **Rotoehu Ecological Trust**⁷⁹ aims to protect the Pongakawa Ecological Area, including the North Island Kōkako and the forest.
- **Bay of Plenty Regional Council and the Rotorua Te Arawa Lakes Programme** are concentrating on reducing the amount of nitrogen leaking into Lake Rotorua to help improve the quality of the lake's water.



⁷⁶ Rotorua Te Arawa Lakes Programme. Water Quality Results 2015/16. Found here: <http://www.rotorualakes.co.nz/vdb/document/1508>

⁷⁷ Rainbow Springs Park (2017) Kiwi Conservation. Ngāi Tahu Tourism. Found here: <https://www.rainbowsprings.co.nz/kiwi-conservation>

⁷⁸ Lake Ōkareka Community Association. Ōkareka Mistletoe Restoration Project. Found here: <http://www.lakeokareka.org/mistletoe-project.html>

⁷⁹ Rotoehu Ecological Trust: <https://kokako.kiwi/trust/>

Residents say...

The biggest issue is lake and river water quality, and improving this through more stringent controls regarding run off from over intensive farm use, also diversity of land use.

Middle aged NZ European female

Exploitation of the nearby forest resource to be locally processed and to create better paying employment would create more wealth in the District. Encouragement of sustainable land use that addresses water quality, i.e., a conversion from pastoral farming to tree and horticultural crops.

Older NZ European male

Environmental issues e.g., clean waterways.

Middle aged English female





Getting Around



Top priorities for Getting Around

- 1 **Improve walkways** (e.g. footpaths, lighting, crossings, overpasses) 64%
- 2 **Improve roading design and new arterial roads** 56%
- 3 **Improve the bus service** 46%
- 4 **Make public transport more affordable** 40%

What do different groups of residents think?



Residents who are less positive about transport and getting around in Rotorua are the most likely to identify the bus services (more routes and more frequent services) as a priority for improvement.



The current transport and roading environment

1,003km
OF LOCAL ROADS

The **Rotorua District road network**⁸⁰ consists of 1,003km of local roads, of which 863km (86%) is sealed.

11 
BUS ROUTES

There are 11 bus routes⁸¹ which cover the Rotorua Urban area – from Ngongotaha in the west, to Rotorua Airport in the east, and Te Puia in the south.



The walkways and cycleways around the Rotorua District include approximately 412km of hard surface footpaths. The Ōkareka Walkway is 2.5km around lakeshore to the outlet and the Rotorua Walkway is 26km total, broken up into eight shorter sections.



What's happening in the Rotorua District?

- **Te Manawa – the Heart of the City**⁸² opened in October 2017. This is a shared space which forms part of the Rotorua Lakes Council revitalisation of the city. It allows pedestrians the right of way, with traffic slowed down to 10km/h and cyclists encouraged to move at walking pace.
- More than \$17 million is being spent on **transport projects** in Rotorua. This includes improvements to the Hemo Road intersection (the fourth most dangerous intersection in New Zealand), other roading improvements, pedestrian and cyclist connections, and projects to increase safety. The government has also announced a further \$24 million will be spent on improving the Central and Eastern Corridors⁸³.

Residents say...

I love to walk. Where I am in Okere Falls, right on the highway, there are no footpaths and with traffic going 70km plus, it is not safe walking... There is so much to see and do, just walking around here in Okere Falls, but not very safe to do it. Would really love to see walkways and a reduction in speed to 60km at least.

Middle aged NZ European female

Roading in and out of the city and District. With ever increasing volumes of people trying to get from home to work and other activities, our present roading is choked. [Improved roading] will also make our region more attractive to new businesses coming to the area.

Middle aged NZ European male

I'd like to see some improvements to the East side roading corridor.

Middle aged Māori/NZ European female

Roading issues have to do with waterways and stormwater. High amount of rain and flooding this year.

Younger Māori/NZ European male



⁸⁰ Ministry of Transport (2015) Infrastructure and investment: Infrastructure size. Found here: <http://www.transport.govt.nz/ourwork/tmif/infrastructureandinvestment/ii002/>

⁸¹ Baybus, Rotorua Urban Bus Routes. Found here: <https://www.baybus.co.nz/rotorua/rotorua-urban/>

⁸² Rotorua Lakes Council. Te Manawa. Found here: <http://www.rotorualakescouncil.nz/our-city/Cityprojects/temanawa/Pages/default.aspx>

⁸³ New Zealand Transport Agency (3 July 2017) Work on the \$8.1 million State Highway 5/State Highway 30 Hemo Road intersection improvements is now expected to be complete in October. Found at: <http://www.nzta.govt.nz/media-releases/progress-on-hemo-road-intersection/>

Who did the survey?

A total of 874 Rotorua District residents completed the survey. Following data collection, data were weighted to known population distributions for age, gender and ethnicity (Māori and non-Māori) based on the Census 2013 data. This ensures the final sample is representative of the population.

Age of Respondents⁸⁴

18 - 35	16%
36 - 45	14%
46 - 55	19%
56 - 65	22%
Over 65	28%

Gender of Respondents⁸⁵

Male	41%
Female	59%

Ethnicity of Respondents⁸⁶

NZ European	78%
Māori	19%
Other	11%

⁸⁴ Unweighted percentages.

⁸⁵ Unweighted percentages.

⁸⁶ Unweighted percentages.

Household Income of Respondents⁸⁷

Up to \$49,999	29%
\$50,000 to \$109,999	34%
\$110,000 or more	20%
Prefer not to say	17%

Length of Time Lived in the Region⁸⁸

Less than one year	2%
1 to 5 years	13%
6 to 10 years	12%
11 to 20 years	19%
More than 20 years	53%

⁸⁷ Weighted percentages. The percentages may add to just under 100% (99%) due to rounding.

⁸⁸ Weighted percentages. The percentages may add to just under 100% (99%) due to rounding.

⁸⁹ Weighted percentages. The percentages may add to just under 100% (99%) due to rounding.

Level of education obtained⁸⁹

No formal training	1%
Primary school	1%
Some secondary school	16%
Completed secondary school (NCEA, University entrance)	16%
Tertiary education, trade or technical certificate	19%
University or other tertiary education diploma	11%
University of other tertiary education degree (e.g., Bachelor's degree)	19%
University or other tertiary education post graduate degree (e.g., Honours, Masters, or doctorate degree)	12%
Prefer not to say	3%
Other	2%

How did we do the research?

Geyser Community Foundation contracted Key Research to undertake the Vital Signs® 2018 research project. Key Research is a Tauranga-based market research company.

Data were collected using a mixed-method approach involving an invitation sent by post asking respondents to complete the survey online or by paper. Using the electoral roll, a sample of residents were randomly selected to take part from across the Rotorua District.

An invitation letter was posted to all of those selected in the sample inviting them to participate in the research. The letter directed respondents to a website to complete the survey online or asked them to call Key Research if they wished to be sent a paper copy. Additionally, the Community Foundations sent out media releases inviting respondents to complete the survey online and those who received an invitation were invited to share the link to the online survey with friends and family in the community. Following data collection, the results from those who were randomly selected to take part and those who 'opted in' were compared, as no significant differences were identified the two samples have been merged and reported together.

A total of 12,700 invitations were sent to residents in the Rotorua District. A response rate of 7% was achieved, resulting in a total of 874 responses to the survey. A sample of this size (n=874) provides results with an associated margin of error of 3.2% (at the 95% confidence interval) and means these results can be considered robust. The margins of error associated with sub-groups in the sample are larger. It's important to keep in mind that the results for those sub-groups are therefore less precise.





Giving through the Geyser Community Foundation allows you to:

- **Leave a gift in your will** – know your gift will make a real difference, forever.
- **Donate during your lifetime** – see your donation make a difference and receive tax benefits (conditions apply).

You can support causes that are close to home and close to your heart.

We have a separate fund for the Rotorua District Community.

When you give through Geyser your capital remains intact. It is invested in perpetuity with the income being distributed to causes and charities you care about each year. The income supports your local community every year – forever. **It truly is a gift that keeps on giving.**

There are many ways you can make a real difference in your community for the long term.

We can help find the right option for you.

Phone: 07 349 7496

Email: info@geysercf.org.nz

Website: www.geysercf.org.nz



Geyser Community Foundation is proud to be a member of Community Foundations of New Zealand (CFNZ).

Membership of CFNZ means that our community foundation meets professional standards of best practice. We are governed by a local Board, are community-focused and are striving to build a permanent endowment fund which will benefit our local community, forever.

There are 15 Community Foundations in New Zealand, with a number of others in the planning stages.

Community Foundations of New Zealand are part of a global movement of place-based philanthropy, one of the fastest-growing forms of philanthropy in the world.

For further details visit www.nzcommunityfoundations.org.nz



Give where you live



Geysler provides a simple and lasting way to support the local charities or organisations that are important to you.

'Your generosity and our expertise: a powerful combination.'



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