



PAPAIOEA
PALMERSTON
NORTH
CITY

PALMERSTON NORTH CITY COUNCIL

AGENDA

COMMUNITY COMMITTEE

9AM, WEDNESDAY 24 MAY 2023

COUNCIL CHAMBER, FIRST FLOOR
CIVIC ADMINISTRATION BUILDING
32 THE SQUARE, PALMERSTON NORTH

MEMBERS

Lorna Johnson (Chair)
Patrick Handcock (Deputy Chair)
Grant Smith (The Mayor)

Brent Barrett
Rachel Bowen
Lew Findlay (QSM)
Billy Meehan

Orphée Mickalad
Karen Naylor
William Wood
Kaydee Zabelin

AGENDA ITEMS, IF NOT ATTACHED, CAN BE VIEWED AT

pncc.govt.nz | Civic Administration Building, 32 The Square
City Library | Ashhurst Community Library | Linton Library

Waid Crockett

Chief Executive | PALMERSTON NORTH CITY COUNCIL

Te Marae o Hine | 32 The Square
Private Bag 11034 | Palmerston North 4442 | New Zealand
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CITY

COMMUNITY COMMITTEE MEETING

24 May 2023

ORDER OF BUSINESS

1. Karakia Timatanga

2. Apologies

3. Notification of Additional Items

Pursuant to Sections 46A(7) and 46A(7A) of the Local Government Official Information and Meetings Act 1987, to receive the Chairperson's explanation that specified item(s), which do not appear on the Agenda of this meeting and/or the meeting to be held with the public excluded, will be discussed.

Any additions in accordance with Section 46A(7) must be approved by resolution with an explanation as to why they cannot be delayed until a future meeting.

Any additions in accordance with Section 46A(7A) may be received or referred to a subsequent meeting for further discussion. No resolution, decision or recommendation can be made in respect of a minor item.

4. Declarations of Interest (if any)

Members are reminded of their duty to give a general notice of any interest of items to be considered on this agenda and the need to declare these interests.

5. Public Comment

To receive comments from members of the public on matters specified on this Agenda or, if time permits, on other Committee matters.

(NOTE: If the Committee wishes to consider or discuss any issue raised that is not specified on the Agenda, other than to receive the comment made or refer it to the Chief Executive, then a resolution will need to be made in accordance with clause 2 above.)

6. Presentation - Grey Power Manawatū Page 7

7. Presentation - Nuivaka Trust Introduction Page 9

8. Presentation - Te Pū Harakeke - Social Wellbeing Forum 2022 Report Page 11

9. Confirmation of Minutes Page 73

"That the minutes of the Community Committee meeting of 15 March 2023 Part I Public be confirmed as a true and correct record."

10. Age Friendly status and funding Page 79

Memorandum, presented by Martin Brady, Community Development Advisor and Stephanie Velvin, Community Development Manager.

11. Development Subsidy request from the Methodist Church of New Zealand Te Haahi Weteriana o Aotearoa Manawatū Rangitikei Methodist Parish Page 87

Memorandum, presented by Stephanie Velvin, Community Development Manager.

12. Community Places Stocktake and Needs Assessment - timeframes and resource requirements to give effect to the recommendations. Page 97

Memorandum, presented by Stacey Solomon, Policy Analyst.

13. **Draft Gambling Venue Policies - Approval to Consult** Page 109
Report, presented by Julie Macdonald, Strategy & Policy Manager.

14. **Committee Work Schedule - May 2023** Page 147

15. **Karakia Whakamutunga**

16. **Exclusion of Public**

To be moved:

“That the public be excluded from the following parts of the proceedings of this meeting listed in the table below.

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 this resolution |
|---|--|---|---|
| | | | |

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public as stated in the above table.

Also that the persons listed below be permitted to remain after the public has been excluded for the reasons stated.

[Add Third Parties], because of their knowledge and ability to assist the meeting in speaking to their report/s [or other matters as specified] and answering questions, noting that such person/s will be present at the meeting only for the items that relate to their respective report/s [or matters as specified].

PRESENTATION

TO: Community Committee

MEETING DATE: 24 May 2023

TITLE: Presentation - Grey Power Manawatū

RECOMMENDATION TO COMMUNITY COMMITTEE

1. That the Community Committee receive the presentation for information.
-

SUMMARY

Lew Findlay, the President of Grey Power Manawatū, will present on extending the Gold Power Parking in Palmerston North.

ATTACHMENTS

Nil

PRESENTATION

TO: Community Committee

MEETING DATE: 24 May 2023

TITLE: Presentation - Nuivaka Trust Introduction

RECOMMENDATION TO COMMUNITY COMMITTEE

1. That the Community Committee receive the presentation for information.
-

SUMMARY

Dana Kunaiti (General Manager) and Daniel Lose (Chair) of Niuvaka Trust will be presenting as a Pasifika Community Provider. The presentation will cover the current services the Trust provides and its strategic direction moving forward.

ATTACHMENTS

Nil

PRESENTATION

TO: Community Committee

MEETING DATE: 24 May 2023

TITLE: Presentation - Te Pū Harakeke - Social Wellbeing Forum 2022 Report

RECOMMENDATION TO COMMUNITY COMMITTEE

1. That the Community Committee receive the presentation for information.
-

SUMMARY

Tim Kendrew, Manager of Te Pū Harakeke will present the 'Social Wellbeing Forum 2022 Report'.

ATTACHMENTS

1. Social Wellbeing Forum 2022 Report  



TE PŪ HARAKEKE
Community Collective
Manawātū

Report of the 2022 Palmerston North
Social Wellbeing Forum



Mihi

E ngā mana, e ngā reo,
e ngā karanga maha o tēnei kaupapa

Kei te mana whenua, arā ko Rangitane,
otirā ki ngā mauri o te rohe nei.

Kei te mihi, kei te mihi, kei te mihi.

E mihi ana ki te rangi, e mihi ana ki te whenua,
e mihi ana ki ngā pae maunga me ngā wai hōrapa
nei i tēnei rohe ataahua o koutou, ko Manawatū.

‘Tini whetu ki te rangi, ko Rangitāne ki te whenua’

He kōrero tēnei:

Hutia te rito, hutia te rito o te harakeke

Kei hea te komako e kō?

Kī mai ki ahau, he aha te mea nui,
he aha te mea nui o te Ao?

Māku e kī atu

He tangata, he tangata, he tangata, hei!

He rīpoata tēnei hei awhina i ngā rōpu tūhono o
Te Pu Harakeke, te rangatōpū-ā-rohe me
ngā hunga whaipānga o te rohe nei.

He pitopito kōrero o ngā kaimahi o tēnei hāpori hei
miramira i ngā mea nui mo te rangai-a-hāpori.

Nō reira, ki ngā kaipānui o tēnei rīpoata
tēnā koutou katoa.

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Report of the 2022 SWF

Background

The Social Wellbeing Forum (SWF) has been held regularly since 2007, first initiated and hosted by Palmerston North City Council, it was later taken over by Te Pū Harakeke (formerly Palmerston North Community Services Council) to host on behalf of the community/social sector. The goal of the SWF is to bring the community sector together to discuss concerns and solutions, present their perspective of what is happening 'on the ground,' identify areas for collaboration and action, and to inform and influence policy and programmes across local government, central government agencies and the social sector.

The forum has taken various forms over the years, and in 2019 a new format was trialled, with the intention of moving from an annual forum to a 3-year cycle. Initiatives proposed at the forum were to be piloted in the intervening years.

A number of challenges arose following the 2019 forum – these included a lack of clarity about who would 'own' initiatives, and difficulty securing resource for Te Pū Harakeke to conduct further feasibility studies. Additionally, some proposed initiatives, though aspirational, were well outside of the scope of what could be achieved within our sector, or even by any amount of collective action within our region. Conversely, some initiatives, such as changes to zoning and consenting for new homes, progressed at a national level without us being the driving force.

In addition to these challenges, we recognised that the period of time between the 2019 and 2022 Forums has been a time of extraordinary change to the environment in which our sector operated, and indeed the nation and the world.

10 months after the 2019 Social Wellbeing Forum, the World Health Organisation declared a global pandemic relating to COVID-19. The subsequent public health efforts aimed at curtailing the spread of the disease had the single biggest impact on the daily lives of New Zealanders and the operation of all sectors of society since at least the second world war. The long-lasting impacts of the pandemic are myriad and have included loss of employment and income security for whānau, a massive increase in social isolation and disconnection from community, increases to inflation and the cost of living, as well



as changes for community groups in funding models, new challenges in compliance, and adapting to ever changing modes of service delivery.

These, coupled with ongoing challenges, for example dealing with the effects of climate change, the housing crisis, poverty, and mental health concerns, meant that the 2022 Social Wellbeing Forum is a particularly important opportunity for us as a sector to take stock of where we are now. We also recognise that this document will provide a historical record of our sector, in our place, at our time.

Method

The Social Wellbeing Forum aims to take a broad snapshot of the 'state of the sector' and provide an avenue for those working 'on the front lines' to add their voice to the conversation. To achieve this, kaimahi working in the Community Sector in Palmerston North and the wider Manawātū region were invited to participate in pre-forum interviews and site visits, a survey, and to participate in discussions at the forum itself.

Pre-forum interviews and site visits were conducted with community groups selected from within Te Pū Harakeke's diverse membership and aimed to give the forum's planning group insight into the operations and challenges experienced by groups at a grass-roots level. 15 visits were conducted with groups covering the diversity of Te Pū Harakeke's membership.

The invitation to participate in the pre-forum survey was sent to 425 kaimahi with links to the community sector using the *Flax Pānui* email distribution list. 49 individuals completed the survey. In order to give voice to those who are working on the ground in the community/not-for-profit space, those who indicated that they worked in 'Local Government/ Government' and 'Funder' were separated from the other survey results. This left 44 responses.

The questions in the pre-forum survey were in two parts: 'Our Community', which focused on the challenges faced by and aspirations of the whānau and individuals who kaimahi hāpori (community workers) work alongside. The second part, 'Our

Organisations', focused on the challenges faced by community organisations in carrying out their mahi. We also asked respondents to complete a SWOT analysis of the sector as a whole.

The results of this survey informed the topics which were chosen for each group to discuss at the forum.

Invitations to the Forum were sent to the same distribution list as the survey. Additionally, specific invitations were sent to other stakeholders such as city councillors, funders, and representatives of other government agencies.

The forum was held on the morning of Friday 28 October 2022 at the Palmerston North Conference and Function Centre. 70 individuals attended the forum, representing 42 organisations / groups.

The forum was divided into two parts, along the same lines as the survey.

For Round One, attendees were asked in advance to choose one of the following topics, (based off the survey) and were assigned to discussion groups on that basis:

Housing

- Access and availability of affordable housing
- Transitional & emergency housing
- Social housing

Health & Mental Wellbeing

- Access to health & wellbeing services
- Social isolation & related issues
- Anxiety & mental health

Cost of Living

- Cost of living & financial pressure
- Household debt & financial security
- Food security

Each group considered the following questions in relation to their assigned topic:

1. What is working well in this space?
2. What is not working well?
3. What opportunities are there to do better or meet the need?
4. What threats or risks are present?

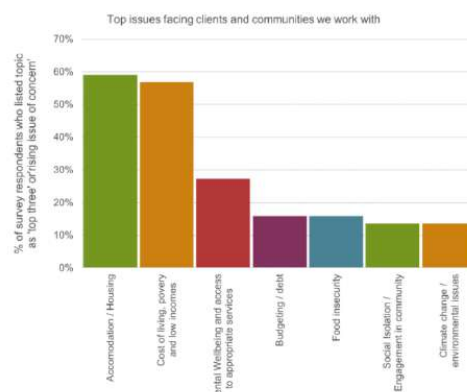
For each question, participants wrote their responses on post-its and shared these with the group.

For Round Two, attendees were placed into groups at random, and each group selected two or three of the following 'how might we...' questions relating to organisational challenges to discuss and write their ideas on post-its.

Facilitators from each group were selected from the community sector, and where possible, facilitated a topic which links to their own work or professional interest.

Following the forum, we collected the post-it notes from each discussion and met with each group facilitator to discuss their notes and key takeaways and to note any additional context to assist in preparing the report which follows. The full list of responses under each topic are included along with some commentary in the appendices to this report.

The findings and recommendations which follow are based of the insights gained throughout this whole process – interviews, survey and forum discussions.



Findings & Recommendations

Housing

Housing was the biggest issue raised in our research. Just under 60% of survey respondents indicated that housing was one of the top three issues facing the communities they work with. The cost of living was close behind.

Supply continues to be the major issue. Costs are high both to rent or purchase/build, and social housing waitlists remain stubbornly high.

Much of the forum discussion focussed on increasing the construction workforce available – including through government programmes to encourage trades training and making changes to enable immigration for workers in this space.

Others suggested focus on speeding up consent processes, though we note that consents for houses are at the highest level in decades nationally, and that the government are currently working on RMA reform and urban planning rule changes have already been introduced.

A number of participants made positive references to papakāinga housing models and multi-generational living as both positive and worthy of further investigation.

The provision of social housing to house the most vulnerable is a responsibility that falls on all parties: Council, Kāinga Ora, private and community providers. Community providers lack the capital to do this. If private providers had the capacity or desire to develop social housing, they would – it is clear there would be sufficient demand – however, there has not been any signs of this happening at significant scale. Therefore we recommend that Council continue developing additional social housing.

Some participants highlighted challenges in emergency and transitional housing, including the quality of housing stock available, and concerns about safety which have been traversed in the media in recent months.

Some also raised challenges with people being able to access the help they need easily. We suggest that consideration needs to be given to creating a single place when people with urgent housing needs can access the help they need – whether that is a shelter people can drop in, or an existing agency that people can contact and know that they will not be bounced around between agencies, as is

sometimes the case at present. This agency needs to be open every day.

Health & Mental Wellbeing

There were common themes through all groups who discussed aspects of health and mental wellbeing. In particular a struggle to find the staff organisations need to operate and meet demand and a need for much greater funding to community providers. The two are obviously interlinked and are discussed further in ‘challenges for organisations.’

Social isolation is an issue that has come to the fore since the last forum, arising out of the pandemic and associated responses, or in some cases further isolating communities and individuals who were already at risk. The issue was raised by a number of groups in our pre-forum research, particularly in relation to youth who have disengaged from the education system, and in many cases, this severs links to other support systems, such as health services. This then affects both mental and physical health.

We note that those who are already accessing help from agencies often benefit from referrals to other services, which enables them to receive more holistic support – but the challenges are in reaching those who are not engaging with any part of the health, education, or social services system – and in making sure those systems have strong links between them.

The groups discussing this issue suggested that this might be addressed by a focus on local or neighbourhood services, events and activities – ensuring these are available and visible in local communities; using a variety of ways to reach a variety of demographics – social media, activities in the places people gather, utilising existing community networks.

Some noted that public transport is important to making activities accessible. Increased frequencies and lower costs would benefit those most socially isolated.

Household Finances

The tables discussing finances, the cost of living, and kai security highlighted the same staffing and funding issues as discussed in other areas. As with other topics, groups raised some concerns around

people getting bounced around between agencies, a need to increase awareness amongst the public of what support is available and continue working to reduce stigma. Some ideas to address these are addressed elsewhere.

Challenges for organisations

Throughout the SWF 2022 process, some key themes appeared throughout all the topics of discussion.

We feel it is worth noting that overall, confidence within the sector is reasonably high—in particular, the sector appears to have confidence in its capacity, with approximately 65% fairly or very confident they have the capacity to achieve their desired outcomes. Groups were least confident (29% fairly or very confident) that they have the capacity (time, resources and energy) to achieve their desired outcomes.

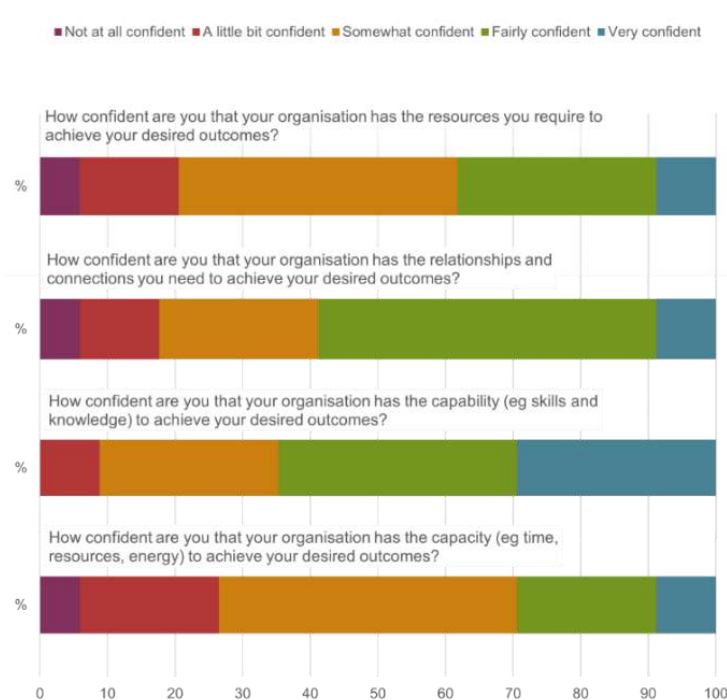
We delved into this further at the forum, asking groups to choose to discuss how we might address some of these capacity and capability challenges.

Broadly, we suggest that the 'answer' in many cases is not new programmes, services or organisations – but rather increasing the resourcing (in particular funding), which in turn enables organisations to meet the demand, employ staff who have the skills and qualifications required.

The reality is that services exist for most needs, they need help increasing their capacity and in getting the word out to the community. This is not to say that there are no gaps in services in the Manawatu, but rather that in most cases, there are already capable, dedicated organisations doing the mahi, and we should invest in those.

Funding and reporting

Funding and reporting can be points of frustration. Some participants discussed the need for grant eligibility to be broader, as they feel the need to shoehorn their programmes to fit criteria which doesn't match the needs. Many indicated a desire for more funding to be available to cover staff wages. Through the pandemic, we saw what was



possible when funding was made available quickly and in a high-trust model, and we suggest attempts should be made to maintain that model going forward.

Staffing

Increasing pay was the most common response amongst the numerous groups who chose to discuss the question 'how might we address challenges with recruiting, training and retaining staff and volunteers?' However, many also emphasised the importance of ensuring that organisations have a positive culture, are flexible in their working arrangements and provide adequate professional development opportunities for staff.

Some participants noted that they would like to employ workers from overseas to help meet demand for services, but that challenges interacting with the immigration system prohibited this. In particular, the assessment of applicants for the skilled migrant visa category bases its assessment on the wages associated with the role, meaning that it is nearly impossible for community organisations to use this channel.

Connection and collaboration

Another theme which came up in a number of discussion groups is the topic of being connected and working together. We suggest that there was a sense that people were pleased to be able to reconnect through the social wellbeing forum and note that many participants referred to the importance of building strong networks in the sector to address challenges. We suggest that this shows the need for ongoing investment in sector lead organisations who take on the challenge of building and maintaining these relationships throughout the sector.

Many within the sector recognise the importance of collaboration, and we have seen some great examples of collaborations through the pandemic.

Community engagement

Finally, one of the challenges identified in the early part of this research was around the ability of community organisations to communicate our stories, raise awareness of services and engage with the community. Many organisations are already working towards improving in this area, and partnerships with, for example, local media provide opportunities for groups to get their stories out there. A number of participants suggested that the return of community events may help to improve engagement between social services and the wider community, as well as helping to address issues around social isolation which were mentioned previously in this report.

We suggest that in order to reach the disconnect members of the community, there should be a diverse range of events on offer, including a range of event or activity offerings, including varied events at a neighbourhood level. We encourage both community organisations and Council to continue their important work in this area. Council assistance with running these events and taking an oversight role in scheduling a diverse calendar of events is appreciated.

Summary of Recommendations:

What the community sector can do:

1. Note the importance of strong relationships in the sector and investing time in networking activities.
2. Continue work on bridging and connecting organisations, looking for opportunities for collaboration between groups.
3. Continue working to improve public awareness of services available, e.g. profiles in local media.
4. Continue delivering training and development for the sector, supported by council and government with funding.

What the sector needs Council and Central Government to do:

5. Note that housing is still the biggest issue facing our at-risk communities.
6. Develop more social housing and enable more housing development with urgency.
7. Explore ways to streamline or coordinate housing support agencies to ensure there is a single, clear, accessible contact channel for those who need emergency housing.
8. Note that the high cost of living is having a significant impact on the most vulnerable in our communities.
9. Increase or, at a minimum, maintain current funding levels for the for-purpose sector (at real, inflation-adjusted levels).
10. Note the reliance the sector has on local and central government funding and contracts, and the flow-on effect that this has on our ability to employ a sufficient, qualified, and well-supported workforce.
11. Recognise that roles in the social services are skilled roles and make these available to migrant workers when skilled residents are not available. This could include removing the minimum salary requirement for visa applications for community and social service providers.
12. Continue to review funding priorities and models, increasing the focus on longer-term outcomes over short term outputs, and taking risks on innovative projects.



Appendix 1: Notes From Discussions—Our Communities

Housing

Housing Availability and Affordability

Housing prices have risen steeply for a number of years, and housing affordability has been a frequent topic of conversation in the community.

The group identified this awareness as a strength. It was also acknowledged that the government has been pushing building projects to fill the need. However, with the average house in New Zealand taking 10 to 12 months to build, there is still an urgent need to meet the immediate demand.

The group recognised the different stressors that were present, including the poor living conditions that people are subject to, given the cost of rent. There were discussions around the labour shortage, long wait lists, and high bank interests. We need more houses being built, but also for there to be more builders.

The group brainstormed ideas about how to make the latter happen, including suggestions such as mimicking the 50's model of having apprentice builders on the marae or developing more housing under a papakāinga model, or whānau living in multiple dwellings on one subdivided patch of land.

The housing market is always susceptible to the threat of rising prices, often driven by speculation, and work must continue to make the opportunity available for average New Zealanders to rent or own a healthy home.

What the discussion group said:

Strengths

- More houses built in new development area.
- Increase in consents and builds.
- Acknowledgement of delays.
- Collaboration between organisations and businesses.
- New technology being developed to speed up builds.
- We see the negatives.
- We are also working on getting Kāinga Ora and MSD to come into our space so that fruitful collaborative work can begin.
- Community helping each other = overcrowding smaller footprint.
- Promotions of town (Woodville) via promised new highway = but not enough housing.
- Rangitane and Kahungunu.
- Appreciation across the board.
- Common challenges are on the board.
- Those who own the houses are making good money.
- Govt. subsidy for first-time house owners.
- Availability of credit facilities like mortgages.
- Provision of low-cost housing for low-income earners.

Weaknesses

- High bank interests.
- Price increase for buying and renting.
- Not enough info especially for migrants.
- Land availability.
- Cost! Huge increase in rent and housing values.
- Supply of labour.
- Not enough trades.
- Cold and mouldy (if affordable).
- Supply of goods, supply chain.
- Inflation.
- Supply vs. demand.
- Large wait lists.
- Expensive, higher interest rates.
- Cost of living causes pressure on housing affordability.
- Insufficient housing and slow rate of housing development.
- Poor quality of available housing.
- Families having to take in adult children and their children = stress for whānau = overcrowding.
- Not enough building/builders occupying.
- Council consents.
- Increase in rates resulting in house to rent hikes.

Opportunities

- Futureproof.
- Workforce - encourage more people into trades.
- More info available to community.
- Stabilize house prices in market.
- Look at what is working out in other cities that could work here.
- Collaboration across govt. Local and central development agencies.
- Papakāinga models – whānau living on multiple dwellings on sections.
- Multi-generational living.
- New ways and technology to build affordable new houses.
- Visas for construction workers.
- Bring in more builders.
- Tiny homes.
- Social housing.
- Better mortgage options.
- Need for speed in land developments.
- Advisory grants.
- Opportunities for employment in the housing/building/construction industry.
- Copy 50's model of training builders on the marae.
- Simplify consent process.
- Public builds.
- Community efforts.
- Apprenticeship building.

Threats

- Cheap/quick house built may not be good quality.
- Quality.
- Too many rules.
- Speculators driving up prices.
- Labour force and lack of people to build.
- Over-crowding.
- Poor labour force.
- Biases on who gets the houses.
- Families leaving town for more affordable homes.
- Increase in mental health and physical issues.
- Increase of homeless families.
- Increase in population.
- No nest eggs.
- Next generation won't own their own homes.

Social Housing

As we have seen in the previous section, the cost of housing has become increasingly unaffordable, meaning the need for social housing also increased. The number of people on the housing register has climbed dramatically over the last few years. The group saw increased awareness of this issue as a strength, and was thankful that the social housing system exists.

However, the high cost to rent, low availability, and unhealthy living conditions are weaknesses within the system. The threats in the social housing space were evident to the participants. Social housing doesn't necessarily fit the needs of the individuals and whānau. The simple factor of location can mean the client is away from their support networks. Rates of mental illnesses are often higher in vulnerable living spaces, as well as rates of domestic violence.

The group were concerned about the impacts of possible legislative changes in future, which could see vulnerable people in social housing fall through the cracks. They suggested that higher levels of collaboration and communication across the sector are needed. New initiatives such as rent-to-buy programmes may provide an opportunity to address the need.

What the discussion group said: (Note: this group discussed housing more broadly than social housing)

Strengths

- Affordable housing
- Lots of talk and awareness of the needs
- Awareness of the problem
- Building of new social houses
- Appears to be a strong commitment to creating more housing.
- Council committing funding for more social housing in last plan.
- Funding
- Iwi/Papakāinga builds.
- The idea that social housing in itself is good.
- Different agencies trying to help people to get more housing.
- Healthy home reforms

Weaknesses

- Cost affordability
- Availability
- Debt
- Only available away from support nets
- Unhealthy homes
- High rentals, price gauging, high bonds
- Long processes
- Square pegs not catering to an individual's needs.

Opportunities

- Rent to buy.
- To listen to new voices
- Getting people where they want to be rather than where they need to be.
- These forums, to get people talking about what is really needed.
- Identifying problems
- Education

Threats

- Vulnerable living situation
- Reliance on private sector to provide.
- Profits that are tax free
- Change of government
- Changes to legislation to advantage landlords
- Less rights
- Depression
- Anxiety
- Mental health

Transitional and Emergency Housing

The cost of housing has increased rapidly and the demand for emergency and transitional housing has followed. The group noted the considerable media attention on the topic and saw it as a strength since it brought increased awareness to the issues. More houses are also being built at higher frequencies in order to address the problem.

Though being in these forms of housing doesn't necessarily expose you to additional danger, stories of uncomfortable living situations including conflict are common enough and were noted as weaknesses and threats. The group highlighted clients feeling unsafe disconnected, angry and hopeless, with feelings of being unsafe for themselves and their families. Isolation was also a common issue along with the mental health issues associated with loneliness.

Stigma and misconceptions around 'created homelessness' were highlighted, and we feel it is worth noting that despite the misconceptions, homelessness is rarely self-created, and is always situational. What is true is that transitional and emergency housing is stressful.

Housing is a basic need, and many other problems tend to follow when that stability is threatened. The problem is overwhelming. A weakness of the current system that the group noted is that it is common for clients to be bounced between government agencies and housing organisations, just for them to be referred back to the first agency, and so on. There appears to be difficulty in ensuring that everyone involved in the system is providing up to date information for clients.

The support for people to find housing needs to expand, however organisations working in this space are at full capacity, with difficulty finding staff with the skills necessary to undertake this challenging work.

As more houses are being built, the group noted the development of a night shelter as one opportunity.

What the discussion group said:

Strengths

- Community providers getting involved
- Increasing numbers being built by local and central government
- Media attention
- More awareness about the need to provide
- Tenant has more protection than before if house is not healthy
- People are concerned about other people being homeless
- Known need for more facilities and process in place to increase
- Media attention where it is not working
- There is a system that at least exists
- People have few options of housing choices
- Fewer people sleeping rough
- Govt. Seems to recognise some of these issues
- More being built
- Funding being increased
- Safety taking priority
- Needs are being recognised by govt
- Fast access to help
- Offering support to find a forever home
- More support, advocacy, and assistance

Weaknesses

- Unable/limited ability to communicate and access services
- Can be too difficult or a daunting experience
- Moving
- Self-isolation
- Not provided equally or judgement free
- Too many hoops to jump through
- Cost is still daunting with rent even after subsidies
- People need more than just a roof over their head
- Staffing
- Funding
- Experienced people or staff
- Some are worse off financially in transitional houses as they lose WINZ help
- Not provided equally or judgment free
- Can't get out of transitional housing
- Cost of living
- Violence
- Feeling unsafe
- Mental health increase
- People with high needs being placed in unavailable house situations

- Not enough supply or stock who needs it
- Overcrowding
- Insufficient need more, yesterday!
- Safety concerns for family
- Close interactions can be difficult e.g. anxiety
- Not enough for those who need them
- Not accessible or appropriate to have houses for disabled people
- Rent is high
- Overcrowded houses
- Disconnect from whānau
- Not enough permanent houses
- Safety concerns for families in transitional houses

Opportunities

- Night shelter
- Advocacy support Consult people on how and where they want to live
- Invest in modifying business
- Info to get support if needed
- Rent control
- Listen to community led solutions
- Affordable houses
- Less documentation – simple processes
- More houses
- Real investment in better and more facilities for emergency housing
- Allow and encourage fund building on the marae
- Teach housing tenancy at school budgeting
- Investigate empty houses
- Intensify development in the right parts of the city
- Work with tenants to maintain tenancies
- Code of conduct for T.H

Threats

- Isolation from whānau
- Stigma of homelessness
- Mental health concerns
- Health
- An underclass – disinterested
- Increase in crime and gang activity
- Intergenerational trauma
- Crime, drugs and violence
- Abuse toward women
- Frustration
- Anger
- Hopelessness
- Poor mental health
- Suicide
- People settled for substandard unhealthy housing because its better than no housing
- Risk to children
- Crime

Health & Mental Wellbeing

Anxiety and Mental Health

Mental health and anxiety remain a high concern for those working in the community sector. The biggest strength identified by the discussion group was the gradual de-stigmatisation of mental health, and that conversations about mental wellbeing are becoming normalised. Alongside this, an increase in government funding, with additional COVID-19 related funding, were seen as positives.

In terms of weaknesses, kaimahi in the sector have noticed a significant increase in demand for services. One even went as far as to say that there is a 'suicide and anxiety pandemic' in New Zealand. This is especially evident among youth. The general stresses over the last few years have compounded into problems ranging from intense social anxiety to increased drug addiction. There isn't enough capacity to deal with this. As organisations try to adjust, they are dealing with resource problems on the other end. It's not uncommon for some mental health referrals to take a year before the initial meeting because there are not enough staff to meet the need. More needs to be done to increase the number of qualified mental health practitioners.

Kaimahi have observed that the existing funding models don't fit mental health organisations, with some suggesting that it is too focused on output, not outcomes. In a sector where progress can't just be measured by the number of appointments and hours, old funding models can lead to limited results. Some raised the example of the lack of follow-up care for clients after they've received the full length of their therapy sessions because follow-up sessions weren't funded. As the mental health landscape changes, so must the frameworks in the sector.

With the demand for services far outstripping the supply, there are various risks that could lead to a dangerous snowball effect. Staff in the sector are often overworked and face the risk of burnout. For vulnerable clients, waiting a year for services almost always leads to worse outcomes. The groups discussed opportunities to help build capacity in organisations, including looking at how volunteers or students could contribute, and how we can make counselling in the not-for-profit sector more attractive to new graduates.

What the discussion group said:

Strengths

- Offering food is a starter of people in opening.
- People reaching out.
- Public awareness.
- Community talking about mental health and anxiety.
- Dedicated knowledgeable staff.
- Very slowly- stigma is disappearing.
- Parents are speaking help.
- De-stigmatisation.
- Group targeting well- being mental health.
- Awatapu College is looking to the more employees- Social workers and Counsellors.
- Institutions (Schools, ED) supporting students to remain engaged.
- People are motivated to learn about themselves and growing.
- Awatapu College takes on provide us W/ Experience and give students more opportunities to.
- Organisations are working hard to advice stigma around accessing mental health services.
- That word is getting out that people need help conversations are happening.
- Talking to strangers gives us the chance to get to know people on the street.
- Slowly becoming important to central government. Some targeted funding Anxiety- mental health.
- Govt (Education)/ Funding (During lockdown)
- Training opportunities
- Welcoming people visiting our city and finding out how they feel about the city.
- Support for parents- Counselling and parenting programmes.
- Workplaces are making more of an effort to provide support. Daily check ins, EAP services.
- More youth safe space is formed.
- Goodwill/ Care
- Triple P- "fearless" online at ACROSS
- Focus on mental health from governance/ Board committees
- There seem to be more organisations who are trying to help.

- There are still people (individuals) who care.
- Parent supporting, children and young people
- More funding, more people are trying to find solutions
- Assistance Dogs
- Student reaching out for help on their own.
- Agency, Networks
- More students at school are accessing support within school and engaging with guidance.

Weaknesses

- Supply and demand
- Invisible to most, awareness unknown
- Not enough qualified experienced counsellors
- Qualified workers
- 'Must be perfect' mentality
- Untreated ADHD can lead to further issues
- Competing to get funding for providers
- The cost of service is more than most can afford
- Not enough people want to be in similar roles
- Still some stigma amongst people
- Excessive workloads can make it difficult to provide thorough and quality support
- Support systems lacking care
- Life outcomes effected by mental health
- Drug addiction is massive, and challenges are too hard for youth and kids
- Huge workloads
- Not enough after school programs for kids
- Wait lists
- Adult relationship breakdown
- People not able to access support
- Employment threatened by poor mental health well-being
- Students out of school
- Lack of awareness of community supports
- Parents struggling to maintain positive relationships with children
- Not taken seriously by younger people
- Staffing levels low
- Funding
- Slow uptake on counselling as a career
- Staff getting burned out
- Social stigma between peers
- Making more spaces for people to connect
- Lack of resources and funding
- Real people communities are disappearing
- Social media portrays the best so we can't be real with each other

- Super low central govt. Response to mental health
- Wages are low for social service workers
- Workplace sustainability
- Lack of volunteers
- Under-funded and under-staffed

Opportunities

- Providing more opportunities for professional development
- Opportunity for genuine collab
- Listen to service users directly about their challenges and where they think more support is needed
- Big brother, big sister
- Iwi/Māori development in social service space
- Self-growth
- More accessible resources
- Promotion and support of students and look at this sector
- Employ more people
- Hiring new graduates – fresh perspectives
- Collab with other volunteer groups
- Funding opportunities with continued acknowledgement of issues
- Community based work
- Focus and include more community leaders
- More funding
- Get rid of cancel culture
- National resources support local initiatives
- Social media platforms
- Refocus on the social importance of not-for-profit organisations
- Funding is in short supply
- Drive for staff
- Change school curriculum to allow for more life skills, cook, clean – real world skills
- Accept all levels of knowledge
- Encouragement
- Industry wide lobbying of central government
- Positive parenting
- More advertising and raising awareness
- Empower people
- Focus on mental health and well-being in school classes
- Take out the bureaucracy
- Diversity
- More funding
- Higher wages for community and social workers

- Training for the workers

Threats

- Gangs and drugs
- Harm
- Loss of process or productivity
- Not enough support from employees
- Emotional harm
- People feeling like they have to get worse before receiving help
- Limited access to services
- Change of government
- Too much sector change

- Stigma
- Lack of knowledge around support
- More hidden mental health issues
- People who lose someone due to depression or suicide
- Collapse of society
- Lack of support
- Self-harm
- Lack of funding
- Clients feeling like they don't matter and are losing hope
- Long wait times to receive support

Social Isolation and Related Issues

Though lockdowns, the alert level system and the traffic light system are all things in the past, effects of anxiety and social isolation that became apparent through this time continue. Some anxiety relates to a fear of getting sick, but it is also the general social anxieties that developed from people being separated. Communities are aware of this issue, though some members of the discussion group wondered if it was seen as a priority.

Events have started up again, and this was seen as a strength by the group. There have also been programs such as friendship services for the elderly that have helped people stay connected. With COVID-19 receiving so much media attention, success stories of people reconnecting have also been celebrated, bringing helpful narratives to the public's attention.

Progress is happening, but it is slow. The group noted that social cohesion is a difficult phenomenon to measure, which makes it more difficult to put resources into. As a result, pockets of our communities are still at risk of social isolation. Kaimahi in the youth and education sectors have expressed difficulties in getting youth to engage with their activities, events and services.

The group discussed the importance of early intervention and strengthening social relationships before clients hit 'rock bottom'. With the long wait times in our mental health services and a shortage of affordable, qualified counsellors, it is important to address social isolation early. Not doing so creates risks involving mental health issues spiralling and people becoming more vulnerable. Having a robust sense of community is an important facet of mental health.

The group suggested that more events would be beneficial, to create more opportunities for various parts of our community to re-engage with each other. This included general social events and activities, as well as things specifically relating to the social sector. Promotion of what events are available is important, as are addressing other barriers to engaging, such as the cost of transport

What the discussion group said:

Strengths

- Actually talking about anxiety and isolation
- Strategies shared between agencies
- More creative
- Elderly still nervous about not going out
- Rural isolation
- Collaboration and sharing resources
- MSD enabling better outreach in multi-cultural sector here
- Certain sectors still isolating
- Events are starting again
- Rural communities
- Awareness of issue
- Resilience of outreach communities
- Food pantry
- Community newsletter
- Events to keep connected
- Helping those who had covid
- Stories shared of positive outcomes
- Connections being made
- Senior reference group
- Disability reference group well established

- Greater awareness from community centres to have community events
- Services looking outside the box
- Services reflect client based
- Some funding is targeting this space a little more
- More services available to meet wider community needs
- More groups talking to each other to share info and connectors
- Connections being made

Weaknesses

- Shame and stigma
- Inaccessible info
- Measuring social cohesion
- Capacity
- Investment
- Not enough resources
- Measurements
- Transport
- Timing
- Funding risks

- Facilities and accessibility
- Some groups struggle to recruit
- Events slowly coming back
- Language barriers
- Mental health support in our vulnerable communities
- Funding still needed to continue process
- Volunteers withdrawing
- Time demanded to a volunteer to take place on a role due to police checks etc.
- Not being a priority
- Some communities are still at risk
- Bureaucracy holding back events
- Lack of communication between org. And volunteers
- Funding and resourcing
- Not knowing what's available

Opportunities

- Better communication around what is available
- Build investment case for early intervention
- Connect all community with events
- Narratives as data collection
- Transport for elderly, youth and workers
- Social service agencies collaborating
- Free courses and workshops
- Letting other groups know what we are doing so we can support
- Build on neighbourhood level connections made in lockdown

- Local govt. Reform, change in priorities
- Better monitoring and reporting
- Reach out and invite people to attend activities
- Funding opportunities
- More community events
- One stop shop for social service agencies
- Replicating success
- More support for "the little guy" in partnership to help lift
- Borders broken
- Awareness of social isolation
- Connected communities – know your neighbours

Threats

- Momentum is lost because people get tired or overwhelmed
- Mental health issues
- Lack of neighbourhood watch or similar
- Burn out of staff and volunteers
- Safety
- Exploitation of vulnerable people
- Funding
- Continued drive to individualism of society
- Funding at a appropriate level to recruit and retain skilled staff
- Focus shifts off to other priorities
- More services needing to provide for community pushed down by the govt.
- Resurgence of covid

Access to Health & Wellbeing Services

Health services experienced a major surge in demand throughout the pandemic, managing illness from COVID-19 itself, as well as the surrounding mental health issues, on top of routine healthcare.

When asked to list the strengths in this space, the group noted that clients were more open about their health needs, and increases in funding – mostly related to COVID relief. There has been increased funding for physical and mental health, including new facilities at the hospital as an example of this.

However, it remains quite common for clients to wait a month for a GP appointment. Specialist appointments often take between a few months to a year. For clients with complex needs, having such a delay could significantly limit the progress they make in all their related health issues. There was a fear around the group that the funds that were given out around COVID would cease, even though the aftereffects are every bit as prevalent as before. Beyond organisational capacity, a client's finances and lack of knowledge of services were suggested as major barriers. Practical limitations such as access to transport were also issues.

Threats in this space include clients feeling disempowered by the health system — unmotivated to seek health services because they know they'll be put on a waitlist for months or be triaged as non-urgent at the hospital and wait hours for basic care. This disempowerment can lead to health issues going unaddressed and worsening.

For organisations working in this space the risks involve the potential loss of resources. When health services are barely keeping afloat, losing valuable funding could mean that health services are even less likely to reach those in need.

The group called for sustainable funding, and a more collaborative approach to services. This included working together on projects, but also the possibility of 'sharing' funds between organisations. Funders may need to consider changing their eligibility criteria, so different organisations can be more adaptable to fill gaps in the system.

There are also opportunities for organisations to be more proactive in promoting their services. This will allow clients to find the services they need more easily, and for the institutions that do have the capacity to lighten the load for others. One way to do this could be to increase their presence at local events and activities and other places where people already gather.

What the discussion group said:

Strengths

- Te Pū Harakeke as a leader and advocate.
- Budget for health interest at 30%.
- Increase in budget distributed to physical and mental health.
- New extensions underway at the hospital.
- More collaboration and educational institutions.
- There is still some post-Covid extra funding.
- People are more willing to acknowledge their mental health and wellbeing needs.
- An awareness that we need more staff.
- Connectedness between organisations.
- Organisations are keen to help.
- Wake up call for the needs of the people.
- Actively committed volunteers and staff.
- Work of volunteer groups.
- Ongoing commitment of existing social. community groups and organisations.

Weaknesses

- Not urgent enough.
- Shortage of health workers.
- Financial issues exacerbating other issues for individuals and organisations.
- Not enough staff to employ.
- Wait times are longer.
- A lack of info on what's out there.
- Overwhelmed people and organisations.
- Complex needs of many in system.
- People / families don't know what there that can help them.
- Money is a barrier for most people.
- Physical barriers to access e.g. no car.
- Complex needs of many in the system.
- Educational institutions becoming more responsible for well being.

- Demand is high some organisations don't have enough resources.
- Social determinants and poor health outcomes.
- Empowering and engaging clients who require help.
- Lack of qualified personal and advocates.
- Inequity.

Opportunities

- Grants.
- Encouraging organisations to be more vocal.
- Contact city councillors.
- Make submissions to council.
- Ask more subsidies.
- Scholarships.
- Vigorous and concerted lobbying.
- Advocacy to central govt. For more support.
- Becoming more active in the area.
- Honest discussions and genuine engagements.
- What opportunities exists overseas externally of via technology.
- Pooling or sharing funds.
- Collaboration.
- Sharing info.
- Changing the rules about things such as eligibility for funding.
- Contact the MP.
- Funding for challenges.
- Review or analysis.
- More structural collaboration amongst organisations to avoid.
- Mentoring of family and friends.
- More advertising of services at neighbourhood level.

Threats

- People and organisations being territorial.
- Feelings of hopelessness in the young e.g. climate change.
- Disengagement if things are too hard.
- Running off energy, steam, giving up etc
- Procrastination.
- Complacency.
- People feel disempowered to make change.
- No improvement in funding.
- Situation gets worst.
- Complacency.
- People not engaging in education due to poor physical and mental health.
- The money funds "dying up".
- Govt and legislature change.
- Global economic and political impacts on social issues e.g. inflation.
- Having unqualified people giving inaccurate advice.
- Consistency of info given.
- People who do not wish to engage despite issues.
- Funds drying up.
- Org. not being able to hire staff with the skills needed.
- Too many ideas.
- Return of the pandemic.

Finances & Costs of Living

Impact of Cost of Living and Financial Pressure

With the cost of living rapidly increasing, the group discussing this topic has responded with a variety of ideas. The group acknowledged that MSD has been trying to become more accessible. The increased number of community gardens, half price for public transport, and the strength of our food networks and food banks are all strengths worth celebrating — helping reduce living costs for people in the community, and established financial literacy services help people manage the finances they do have.

The cost-of-living increase has nonetheless put pressure on whānau and individuals, and weaknesses in this space were evident to the group. The general health of our communities has decreased because the cost of maintaining health has increased, while health services have become harder to access. Transport costs and health costs are becoming less sustainable for clients since they need to pay more for basic living costs. Experiences of social isolation have also increased because of this.

For kaimahi working on the front lines, the true price of poverty is very apparent, and stories of people spiralling into bad living conditions are common. The group noted risks of increased domestic violence exacerbated by financial stress. This may be especially worrying given that New Zealand already has some of the worst rates of family violence in the OECD. Some have also noted higher risks of suicide. It is therefore worth bearing in mind that financial difficulties always have a human cost.

With much of the conversation focusing on the isolating factors of poverty, the group saw opportunities for more localised support — services based in and serving specific suburbs so they can better reach their clients. It may be useful to take the opportunity to better map the services within our communities so members know where to find the help they need.

What the discussion group said:

Strengths

- MSD trying to become more accessible.
- More funding in community work.
- Supporting organisations helping with budgeting and financial literacy.
- Opportunity for low-cost Wi-Fi.
- More people putting in gardens.
- ½ price for public transport.
- Increased in community collaboration.
- People seeking or getting access to the community.
- Increase in free food stores.
- Food banks.
- Food networks.

Weaknesses

- Mental health.
- Rent and people not being able to get into places due to high cost.
- Rise of cost for everything.

- Isolated people are less likely to access community services.
- Lack of staff in agencies meaning they can't deliver on their promises.
- So many services are going online which makes it difficult for computer illiterate.
- High medical costs.
- Decrease in doctors.
- Long wait time on calls to government organisations.
- Being able to meet schools.
- Skills are needed to ease the burden.
- Constant rise in mortgage and interest rates.
- Rural transport.
- Cost of living payment.
- Criteria for student funding that restricts employment and educational opportunities.
- Too busy or too tired to seek out or access services.
- Increase in basic living.
- Can't get an appointment due to high fuel prices.
- Rent and house prices increased distance study.
- Lack of connection increase in isolation.

Opportunities

- Increase in funding for social services.
- Increase services in isolated rural communities.
- Increase in resources to hire more staff to assist clients promptly.
- Community support and collaboration.
- Promoting services.
- More face-to-face services.
- Stop increasing basic living expenses.
- Skills sharing.
- Community mapping.
- Increased.

Threats

- Increase in anxiety depression, suicide and breakdown of families.
- Increase in DV.
- Decreased tertiary education.
- Domestic violence.
- Nothing to look forward to.
- Bankruptcy.
- Mental health.
- Higher rate of suicide.
- Anxiety.
- Flow on affects across the community.
- Increase in addictions.
- Trauma.
- Loss of funding.
- Deficit in social skills.
- Lack of money leads to isolation.

Household Debt and Financial Security

Household debt and financial security have been major issues. As a result of rapidly rising inflation, clients have been struggling. On a positive note, some of the discussion participants reported that lenders have been more responsible. The fact that students can have face-to-face appointments with StudyLink has also been beneficial. Technological advances also created an increase in useful financial management apps. These are all factors that the group has noted as being positive.

However, there is still stigma around struggling financially. The group also talked about the piles of paperwork involved in getting help, the long phone calls where you are left on hold, being passed around agencies, and other barriers. Poverty is often stressful and suffocating.

In considering how organisations working in this space are faring, it was noted that staff in the sector are feeling financial pressures as well, and financial advisors within the community sector are sometimes forced to change sectors. Staff retention was the most commonly noted threat to the debt space. Furthermore, different members of the group highlighted the lack of sign-posting for those in need towards available assistance. Much like other parts of the community sector, the financial space can still benefit from better promotion. In the meantime, clients can get lost in the confusion, getting passed from one agency or organisation to another trying to find the best fit.

The opportunities in this space primarily aim to increase accessibility. Creating a codes of practice students was one suggestion. There was also a call for higher levels of collaboration, including with organisations that do not primarily deal with finances.

What the discussion group said:

Strengths

- Referrals in and out of budgeting services for better catering of clients' needs.
- Responsible lending.
- Networking.
- Food parcels and student help.
- Organising whānau meetings.
- Increase in money management apps.
- Akonga asking for help.
- Face to face access to StudyLink.
- Navigators funded through MSD.
- Media attention.
- Funders channelling funding to assist needs.
- Conversations are happening/beginning within organisations.

Weaknesses

- Small organisations have less capacity to meet need.
- People not sure where to go.
- Stigma.
- Not feeling safe/judgement from others.
- Whakamā.
- Loss of income to study.
- Not enough \$\$.
- Lots of barriers.

- Long phone calls.
- Passed around agencies.
- Paperwork.
- Cost of living.
- Competition for funding.
- Capacity limitations.
- Not enough education.
- Stigma.
- Not well signposted.
- Reliance on lower wages.

Opportunities

- Focus on finances in society.
- Lots of experienced organisations in this space.
- Code of practice for tertiary students.
- Creating safe environment for people to reach out.
- Partnerships with other groups to support.
- Community in financial mentoring.
- Linking with more external organisations.
- Working together as an organisation for the clients.

Threats

- Losing staff.
- Funding changes.
- Judgement from staff or community.
- Confusing resources.
- Little info/availability.
- Political support for the social services sector funding.
- Change of central government.
- Low wages in community sector.
- Expertise retention.
- Lack of time for services to embed before political change.
- Lack of part time and summer work.
- Allowances and loans not keeping pace with inflation.
- Staff moving onto other roles due to inflation.
- Finding staff.

Food Security

The kai resilience sector had notable strengths in the last three years, with the Manawātū Food Action Network making a significant positive difference. The food resilience groups, environmental sector, academia, and health organisations are well-connected with each other and there are good relationships the foodbanks and others involved in this space. The group also recognised strong support for grassroots initiatives, with many noting the community orchards and gardens.

Nevertheless, there are still concerns. Food is only increasing in price, with inflation being as high as it is. The group noted legislative barriers, along with policy barriers both on the local and national levels, causes obstacles. Much of the current work around food security has been focused on the short-term, meaning long-term solutions still need to be developed.

In discussions with the facilitator, it was noted that almost all the food distributed to those in need in Palmerston North is distributed in one way or another through the big three social food providers, meaning many in the city rely on these organisations.

The group considered that both local and global bring risks in this space. On the local level, changes in funding and losing knowledgeable staff would impact the capacity of key organisations. On a national level, changes in government policy could impact the overall funding the sector receives. On a global level, climate change is affecting how food is grown and its availability.

In terms of opportunities, there is a desire for a clearer regional plan when it comes to food security. Our communities may have to become more self-reliant when it comes to kai, and that is an opportunity for education.

What the discussion group said:

Strengths

- Collaboration w different groups.
- Having strategic community plans and approaches increased publicity.
- Support for grassroots initiatives.
- Costs of food in general.
- Costs of food increases so people are looking for other ways.
- Having dedicated resource for the mahi.
- Community orchards.
- Relationship alliance.
- Community fruit harvest.
- Increasing social trends towards plant-based food.
- Community gardens.
- Improved engagement across various groups.
- Forced us all to network digitally.
- More people are becoming aware of food security issues.
- MFAN.
- Love the community initiatives encouraging food security.
- Full staff.
- Committed volunteers.
- Change in perspective.

- Schools settling down to routines and welcoming groups again.
- More schools showing interest in growing and cooking programmes.

Weaknesses

- Labour shortages.
- Short term solution thinking.
- What happens when it is not top of mind.
- Council and govt. policy.
- Legislative barriers.
- Cancellation of food drive.
- Regional plan.
- Need for a city made strategy.
- Long term future of food availability to all sectors of the city in NZ.
- Amendments to food.
- Increase in community organisations working in food security.
- Reliance on a couple of orgs.
- Monetary policy.
- Cost of living.
- Lack of policy or diagnostic clarity.
- Council strategies where food is being developed.

- Cancellation of food drive.
- Uncertainty of funding.
- Fluctuation of available food for food banks.
- Lack of awareness and services.

Opportunities

- Regional approach.
- Food – shame there's not enough for the family.
- Somehow create a sustainable funding source.
- Upskilling the commercial capacity of traditional social service providers.
- Closer collaboration.
- Education to self-reliance.
- Have a good base to grow from.
- Food resilience.
- Shift to a model of food production which balances large scale vulnerable to disruption.
- Change in govt. and funding.
- Looking at all socio-economic groups.

Threats

- Political change.
- Macro-economic deterioration.
- Climate change.
- Food is seen as commodity not a right.
- Inflation.
- Political changes.
- Not enough people with knowledge.
- Funding.
- Lack of investment.
- Change of purpose.
- Time poor communication.
- Apathy.
- Changing and growing seasons.
- Geo-political disturbances affecting supply and distribution.



Appendix 2: Notes From Discussions—Our Organisations

How might we work stronger together and avoid silos across the sector?

There is strong desire for the sector to work closer together. Out of the nine groups, seven chose to brainstorm about avoiding silos. Familiar desires were expressed by wanting more events, sharing each other's success stories, and sharing resources. As organisations continue to grow relationships, we can strengthen our links with processes and projects. It may be helpful for there to be higher-level initiatives to help move this along.

Some have suggested different funding models, possibly projects that require multiple organisations to deliver together on shared initiatives. In a world where organisations are busy delivering the day-to-day services that they are contracted to do, the bigger picture can get lost in the muck. It may ultimately save money to fund projects with joint contracts and bigger shared outcomes.

For joint projects that are truly innovative, teams need time and extended communication to brainstorm ideas. However, this can be challenging if team members feel that they may be giving up valuable time with if they feel that they are already busy constantly 'fighting fires'.

What the discussion group said:

- Continue to develop skills and capabilities of the organisation and staff.
- Work for the need not the requirement.
- Decolonisation process (boxed in).
- Social well-being forum.
- Acknowledge and accept changes.
- Sit in partnership.
- Developing trust among related organisations.
- Finding common fields of endeavour.
- Transparency and accountability.
- Recognise expertise and knowledge-holders.
- Don't gate keep information.
- Online groups.
- Allocated leave.
- Sharing news.
- Updates.
- Opportunities.
- 100 cups of tea and coffee.
- Re-think competitive funding applications to show synergy between "like" organisations.
- Streamline referral systems/access to services.
- Connect and partner with opposite services that compliment the work.
- Build better relationships.
- Join Te Pu Harakeke.
- Shared projects with other organisations.
- Discuss and building relationships with funders.
- Plan these outcomes.
- Understanding values.
- Community connectedness.
- "Agency speed dating".
- Manawatu funding council.
- More networking.
- Knowledge of oneself to develop a deeper connection while working together.
- Accessible options to network.
- Ensure we are welcoming of seemingly unconnected connections.
- Identifying complimentary services.
- Local Iwi.
- Empower staff to make decisions and connections.
- Know what you're up against.
- Join organisations like Te Pu Harakeke.
- Network in person.
- Regular meetings.
- Work with one another – not alone (unless you have confidence that you are right!)
- Identifying complimentary services to connect and refer.
- Community connectors.
- Knowing your community and its needs.
- Be generous.
- Share info.
- Learn to accept others and diversity.
- Collective funding.
- Keep Te Pū Harakeke (strong and well connected).
- No pre concepts.
- Open minded.
- Strength base others.
- Network.

- Collaborative events like SWF.
- Share successes.
- List of organisations available.
- Think big, aim high.
- Less pride, more humble.
- Understand differences.
- Sharing best practices.
- Meaningful free speech meeting with cake.
- Having a community liaison.
- Be friendly and supportive.
- Stop being precious.
- Pick up the phone.
- Meaningful free speech.
- Pool resources.
- Avoid territorial attitudes.
- Face to face engagements.
- Identify who is responsible for this collaboration in each org.
- Networking/partnerships/identify community connectors with similar kaupapa.
- Take time with others – relationships are key.
- Communicate.
- Monthly newsletter.
- Consult and collaborate with other agencies.
- Seek out others for help training support.
- Identify each other's strengths within and outside our orgs.
- Share with, support, and encourage within team.
- Share resources.
- Communication between each other.
- Communication, consultation and regular meetings to stop silos.
- Partnership.
- Opening up.
- Attend hui or networking opportunities.
- Responsibility for each org. To collaborate and avoid duplication of services.
- Willingness to learn so we can do better.
- Identifying strengths and bouncing off that.
- Take time to build relationships with other orgs.
- Work stronger together.
- Providing more networking and collaborative platforms.
- Arrange to catch up face to face with similar orgs/people to korero.
- Community events.
- Hui.
- Identifying the connectors/relationship brokers.
- Celebrating others success.
- Focuses on outcome rather than methods.
- Review communication strategies.
- Review communication strategies.
- Run an open-door policy to encourage free flow of idea sharing and feedback mechanisms.
- Hold frequent meetings to review collectively.
- Overview of organisations in our region.
- Whakawhanaungatanga.
- Talk.
- Encourage networking, personal connections.
- Event collaboration and council events.
- Reach out to colleagues of the similar role once a month to de-brief, brainstorm and chat.
- Share adverts in each other's newsletters.
- Talk and see where you/we can collaborate.
- Target /market similarities.
- All workers have training.
- Collaboration.
- Trust building.
- Resource sharing.
- Client specific resourceful purpose.
- Networking.
- Evolution.
- Email connections.
- Talk to funders about working collaboratively with others.
- Greater/more collaboration at work.
- Shared resources and services.
- More workshops and training.
- Changing the criteria of funding.

How might we address the challenges around recruitment, training, and retention of staff and/or volunteers?

Limited funding has meant that staff turnover rates in the sector are high, and this has been worsened in the recent job market. Organisations were well-aware of this. They are also aware of their reliance on volunteers, and we had many discussions around retention.

What are the solutions? The factor which would make the single biggest impact is an increase in resourcing to allow not-for-profit organisations to pay wages which are more closely aligned to the public or private sectors.

Aside from offering more money, the groups reiterated the importance of focusing on the organisation's mission. It's not uncommon for kaimahi and volunteers to lose sight of the bigger goals when they're caught up in keeping the wheels turning. Focusing on the "why" can lead to better morale and retention.

When the community sector lacks the funds to compete with the private sector, social organisations need to provide benefits that are not just monetary. When it comes to staff, the community sector is ultimately competing against the public and private sectors. If it cannot match other offers in terms of salary, there must be other reasons one would want to stay.

These are not revolutionary ideas, however many workers have experienced insufficient organisational attempts at 'team-building,' when much more is needed to make a workplace attractive and supportive. Organisations in the sector could consider flexible working arrangements, ensuring that they are providing opportunities for staff to upskill, ensuring that staff have up to date technology and equipment that they require to do their jobs, and making a real effort to acknowledge the mahi of staff and volunteers.

What the discussion group said:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Money. • Wages. • Pay parity. • Incentives such as pay rates and student loans. • Acknowledge the cost of living is up and pay accordingly. • Offer higher salaries. • Funding at a level that encourages staff to apply and remain Cost of living allowance. • Competitive pay scales. • Funding for wages made accessible. • Bring back the WINZ volunteer payment. • Find more money to have more paid time. • More funding. • Salary matches workload. • Pay parity. • Attractive salaries. • Koha for volunteers. • Better pay. • Pay and rewards. • Write job descriptions and pay rate to attract the right workforce. • Flexibility. • Being flexible to employee needs. • Job sharing. • Ability to fit family demands. | <ul style="list-style-type: none"> • Flexible working environment. • PD or learning incentives. • Professionalism with social services. • Provide training at accessible times. • Better training. • Professional development is important. • Continuing professional development. • Offer training. • Identify pathways for growth to staff in the organisation. • Training can be an incentive for volunteers to have growth and develop opportunities in an area they're passionate about. • Invest resources in training for staff and volunteers. • Make time to train and support staff and volunteers. • Personal development. • Education. • Provide training. • Invest in professional development. • Ensure manageable workload. • Certainty. • Clarity of roles (smaller and more structured). • Professional development. • Longer term contracts. |
|--|---|

- Providing safe, work environments with fair hours and workload.
- Acknowledge the mahi people do and try and scale the work appropriately.
- Make the roles clear.
- Be realistic on volunteers.
- Flexible hours.
- Better work/life balance.
- Flexible hours.
- Be clear on why the job.
- Do an evaluation on staff performances.
- Employment pathway to newcomers and immigrants.
- Use and train refugees.
- Take staff welfare seriously.
- Look after those you have.
- Wellness in the workplace in practice.
- Relationships.
- Asking what staff and volunteers needs are.
- Strong leadership to support team.
- Staff mental health and wellbeing acknowledged.
- Provide supervision for staff to empower them to deal with issues.
- Be there to answer questions.
- Create a suitable and friendly environment.
- Focus on wellbeing.
- Let the staff voice be heard.
- Show people they are valued.
- Find ways to reward volunteers.
- Sticking up for staff and volunteers.
- Co-operative staff welfare services.
- Supportive environment.
- Small incentives.
- Prevent conflict and address ahead of time.
- Spread the load.
- Being clear about what you are trying to achieve and a clear strategy.
- Tackle problems and support conflict management.
- Create a safe multicultural respectful work environment.
- Relationships/respect/value/togetherness and inclusion build confidence and collaboration.
- Value and understanding are critical.
- Safe working environment.
- PNCC funded dinner twice a year.
- Good internal wellbeing.
- Investing in non-financial ways that demonstrate respect and value.
- More emphasis on a culture that enable staff.
- Building on strengths.
- Quality experience of staff and volunteers.
- Appreciate staff and volunteers to keep them engaged.
- Business continuity/succession planning.
- Buffer.
- Sources of funding.
- University programmes.
- Volunteer strategies.
- Recreate office culture.
- Apply "out of box" approaches.
- Work with national and local govt.
- Conversations and responsibility
- Talk up the industry.
- Providing technology.
- Word of mouth recommendations.
- Extrinsic vs intrinsic individuals for work.
- Recognition: Awards or bonuses.
- Group fundraising.
- Face to face interaction.
- Regular contact.
- Work with tertiary providers to promote roles and organisations.
- Exercises.
- Thinking differently about structures in our orgs. and how we bring in qualified professionals.
- Create a positive and nurturing work environment where people enjoy their jobs and feel valued.
- Training and support.
- Be there for them.
- Deal with any issues that arise.
- Acknowledging the work being undertaken.
- Building a whānau-centred wairua so people are interested in and believe in.
- Emphasise the "why".
- Don't overwhelm people.
- Thanks goes a long way.
- Meet staff needs.
- Ability to grow within the role.
- Consciously and consistently celebrating success and effort.
- Organisations offering more programs.
- Acknowledge strengths accordingly.
- Retention of volunteers.
- Ability to grow within the role.
- Make sure volunteers feel values.
- Recognition.
- Transparency in roles.
- Career paths.
- Diversification.

- Value the contribution.
 - Good supervision.
 - Cover expenses for volunteers.
 - Give autonomy.
 - Poach staff.
 - Succession planning.
 - Advocate for big picture solutions.
- Create great team environment.
 - Support staff well.
 - More work on pathways to employment.
 - Stress management.
 - Transparency in recruitment.

How might stakeholders help us to meet the needs or gaps in services?

When the sector looks at its relationships with stakeholders, funding will likely always be top of mind —This is understandable, as financial resourcing is one of the major limiters and resources within social and community services.

However, much like the discussion around retaining kaimahi and volunteers, the groups who discussed this topic also recognised other useful activities that these stakeholders could participate in. There is a desire for improved communication between funders and providers, and to develop funding models that fit the sector's ways of working better. This includes funding for more diverse costs, including overheads and wages.

Some have suggested the need to improve the nature of evaluation or feedback required by funders so that we can use measures that more accurately communicated the impact our organisations make.

What the discussion group said:

- Support projects based on client led need/feed-back.
- Have the same systems across all departments.
- Capacity – mentoring or internship to help less resourced organisations.
- More funding / Clearer parity of funding.
- Shared resource.
- Recognition of complexity.
- Realistic expectations.
- Seeing the bigger picture.
- Less bureaucracy and less barriers.
- Making it easier to do business.
- Getting to know the mahi and the impact it has on the community.
- Building better relationships.
- Identify the gaps.
- Develop a national food council.
- Service and needs mapping.
- Community organising stakeholder analysis.
- More stakeholders in general.
- More stakeholder involvement in services (meetings, feedback, and suggestions).
- Stakeholders working more collaboratively.
- Increase funding.
- Reach out to the community.
- Targeted funding.
- Collective support.
- Info sharing.
- Stakeholders can support publicity and vice-versa.
- Breaking barriers.
- Inspire collab work.
- Build trusted relationships.
- Head of guidance needs to appeal to the school principal and outline the need for more social workers on counsellors at schools.
- Use media connections.
- Stakeholders can be our advocates.
- Funding.
- More staff and more hours.
- Understanding what the gaps are and organisational roles.
- Engaging with experts and providing cheaper services.
- Being more open to help with wages.
- Helping digital systems to stream better.
- Sharing of resources.
- Understanding the priorities of the gaps.
- Listening to community voices.
- Bulk buying with agency discounts.
- Easier access to the people with the knowledge.
- Joint initiatives.
- Joint planning and project delivery.
- Stakeholders need to work.
- Come and meet and talk to us.
- Funding policies.
- Communication.
- Let us know their needs.
- Let us know how we can help.
- Supporting initiatives.
- Donation of goods and services.
- Reach out to community organisations.
- Clear feedback.
- Get involved in decision making.

How might we raise the profiles of our organisations or engage well with the communities we serve?

The profile of an organisation not only influences whether clients know about services, but also potential donors and volunteers. Despite the efforts of many in the sector, many still have a low profile and members of the public are often unaware of the broad variety of services and assistance available to them.

There are certainly existing practices that the sector can improve and expand on. Most organisations are using social media, and many have newsletters. However, this alone is not enough to grab the attention of the average person with the sheer abundance of information that one is presented with.

Those who discussed this topic expressed a desire to try new types of promotion, with many groups relying on word of mouth or more traditional forms of advertising. Some have suggested establishing stronger relationships with journalists, articles within news publications may still have a level of authority that a Facebook post may not.

What the discussion group said:

- Funding to promote events.
- Be visible.
- Celebrate success.
- Create info pathways.
- Connecting and networking.
- Champion organisations.
- Building relationships with key partners.
- Facebook.
- Build and cultivate a responsive culture.
- Look after your own well-being.
- Work in a client focused way.
- Friendships.
- Understand the community that we serve through many conversations.
- Record activities and results.
- Outreach work to engage.
- Media, adverts, interviews.
- Community stories.
- Have the right people in the role.
- Coffee.
- Participate in event.
- Community events.
- Do a good job.
- Radio apps.
- Social media.
- Letter box drops.
- Radio – Te Pū Harakeke does an interview.
- Advertise funding.
- Do a good job.
- Word of mouth.
- Community events free family day.
- Connect with other organisations.
- Make sure doctors know community organisations.
- School leadership and teachers.
- Listen to community needs.
- Be accessible.
- Visit the organisations.
- Meet with key staff.
- Engage with other organisations.
- Find organisations with similar work/interests.
- Listen to what the communities are wanting.
- Hold discussion sessions.
- Collaborate with other community organisations.
- Interaction and cooperation.
- Reaching out to people.
- Invite community leaders to be a part of planning and projects.
- Leave our desks and visit communities.
- Use social media.
- Talk to groups.
- Look out for aspects of our work we can promote.
- Word of mouth.
- Business after 5 networking.
- Social media.
- Media stories.
- Sustainable advertising budgets.
- Work with other organisations.
- Look at the demographic of people using services.
- Expo's.
- Newsletters.
- Developing relationships with stakeholders.
- Networking/coffee.
- Engage with journalists.
- Community days at UCOL for instance.

- Encourage clients and communities to refer or discuss.
- Talk about issues.
- Encouraging member volunteers to promote the work.
- Accessibility – being able to be contacted if needed.
- Improve orgs' structure in terms of practices.
- Iwi Māori partnership board.
- Increase inter-agency collaborations and partnerships.
- Branding and positive hype on social media.
- Word of mouth.
- Local media and emphasising word of mouth.
- T-shirts for staff and volunteers.
- Flax making.
- Networking with schools, similar agencies and orgs. Iwi and multi-cultural society.
- Living libraries.
- Being creative and looking for creative opportunities.
- Partnering with other organisations.
- School programs.
- Tell success stories widely.
- Networking.
- Build relationships with other services.
- Social media.
- Keep current and relevant.
- Be a part of the communities we sit in and listen.
- Have value.
- Diverse community voices.

How might we increase our organisations' sustainability or longevity?

Questions of sustainability ultimately boil down to the resources we have and how those are managed. The same themes that were discussed in previous sections, such as sustainable funding and working stronger as a sector, are also applicable here. There is a stated desire for the sector to learn and grow. This could be through informal information sharing, but also through more formal programmes, such as mentorship initiatives.

Through the years of COVID-19, organisations have been reminded of the importance of flexibility. As the sector continues to upskill, it will continue to grow in resilience. The real risk to that progression is losing staff from the sector.

Furthermore, the need for governance was recognised as a way to strengthen the sector. If the waters are going to be stormy, we need good captains to steer the ships. With effective strategy, financial literacy, and other parts of governance, organisations would hopefully be more equipped to deal with whatever comes their way.

What the discussion group said:

- Further develop organisational capability.
- Organisational structure not impacting on management structure.
- Through appreciate inquiry.
- Create a valued safe and healthy environment.
- Ability for employee to teach and learn.
- Update policy and procedures.
- Staff morale, trust in staff.
- By raising awareness of what we do, affecting change for our communities.
- Increase opportunity for funding.
- Build strong networks, collaboration with other social service organisations.
- Increasing our capacity to cover other areas for Pasifika.
- Health and well-being.
- More funding for projects.
- Incest in providing family-based initiatives.
- Develop leadership or employee programs that increase input.
- Take on student or volunteers.
- Keeping up to date with sector and community needs.
- Stable/secure funding.
- Relationships with other services.
- Grow volunteer base.
- Political action.
- Create the board from people who want to help.
- Change our narratives around how, what and who we fund.
- Promote strong relationship with network.
- Prioritise funding applications to ensure we have the resources to do all the work.
- By constructive collaboration.
- Cross-party positive community development.
- By pooling funding and sharing resources.
- Don't rely on things being organic.
- Create the change we want.
- Lobby our governments nationally and locally.
- Interagency conversations and collabs.
- Stronger leadership: governance and management.
- Strategic plans/organisational plans.
- Forward thinking of how to be a fence rather than an ambulance with future planning.
- Increase the profile and knowledge of organisations.
- Adaptable and flexible.
- Good practice and procedures.
- Developing workable and achievable strategic plans.
- Relationship building.
- 3rd party funders.
- Meaningful and sustainable contracts.
- Look at areas we can fill gaps through collabs.
- Mentoring.
- Be prepared to invite new people.
- Not holding onto our positions too tightly – look for people to replace us.
- Reviewing strategic plans.
- Updating workflow processes.
- More funding.
- Promote strong client-based relationships.
- Deal with internal conflict.

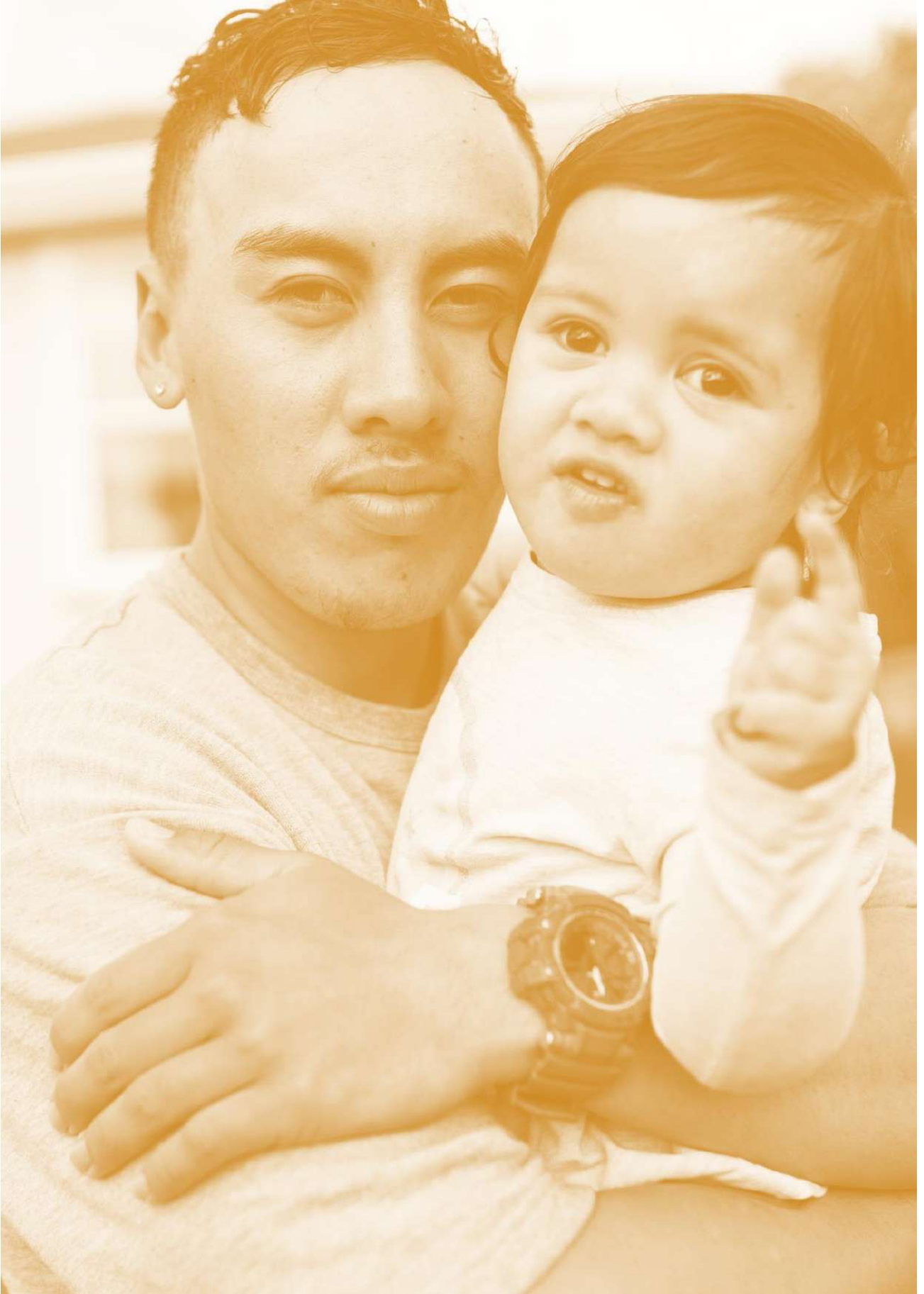
How has COVID-19 changed your mahi or organisation?

Organisations became more flexible during COVID-19, with almost every employer exploring the options of online appointments and working from home. COVID-19 has caused a lot of anxiety in the community, but the discussions around the groups were not exclusively negative. On a deeper level, we were given an opportunity to question if everything we did was actually best practice. Although COVID has created stress and drained us of our energy, it was also a test of our resilience.

The most intense waves of COVID-19 are now in the past, and the sector is thankful that we received funding to help us through those trying times. For some, the challenge is now to keep afloat once that funding is cut. Despite the physical effects of COVID being less prevalent, the mental aftereffects are arguably more intense. The pressure for some services may actually now be higher. The health sector is ever-changing. The one constant is that the demand does not seem to be falling.

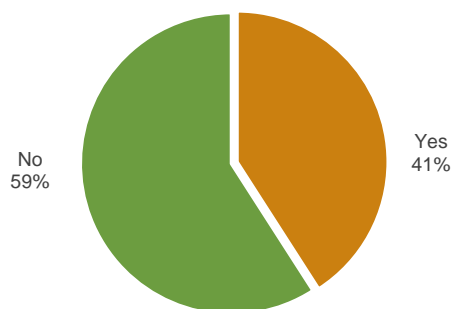
What the discussion group said:

- Increase in welfare responses has been needed.
- New roles to opportunities have been created but other roles have been lost.
- Personal stress.
- Working from home – good and bad.
- Easy to stay at home if you enjoy seclusion.
- Planning projects post covid is much harder.
- Everything can change – having multiple back plans.
- We have increased our welfare response.
- Financial assistance.
- Perception that cuts to services should be made to address affordability.
- Financial assistance for volunteers.
- Online meetings.
- Less get-togethers and functions.
- Spend more time with family.
- We have looked hard at inclusion, challenged our own operational approach.
- Cost increasing.
- Project delays.
- People tired and less resilient.
- Increased assistance to the elderly.
- Restructure and job loss.
- Working from home and flexibility.
- Increasing anti-social behaviour.
- Less participation.
- New roles opening for community support.
- Waiting to be paid instead of volunteering.
- Zoom can be frustrating.
- Cloud based system.
- Improve the work/home balance.
- Outcome focused for work.
- Health vulnerability.
- People taking time to trust face to face services.
- People aren't volunteering out of caution/fear.
- Working from home 1-2 days a week.
- Remote working.
- Risks of breaking confidentiality.
- Awareness of quality vs. quantity of work.



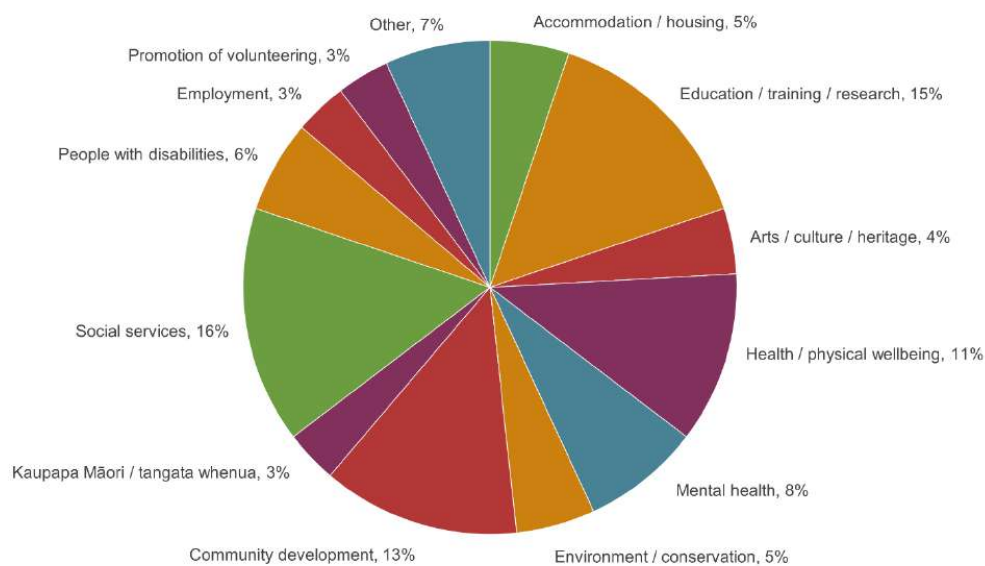
Appendix 3: Pre-Forum Survey Results

Have you attended the Social Wellbeing Forum previously?



What area (s) do you work in?

Note: Responses who answered this question with 'Govt / Local Govt' or 'Funder' have been removed from this dataset.



What are the three biggest issues the community/clients face right now?

| 1 | 2 | 3 |
|--|--|---|
| Availability of affordable accommodation | Upskilling themselves so that they can have better wages | Better at budgeting and prioritising their spending |
| isolation | information | lack of creativity and joy |
| Inclusivity/connectivity/social isolation | Social wellbeing - Healthy communities | Less dignity within ageing sector |
| access to affordable housing | help with consumer related issues | WINZ advocacy |
| Housing | Alcohol and drug harm | Domestic violence |
| Access (broadly defined) to healthy food | Affordable, stable, warm & dry housing | Neighbourhoods / social environments that enhance mental / spiritual / emotional well-being |
| Lack of understanding of Safe-guarding of vulnerable disabled adults at risk | Lack of cohesion of social services working together in the safeguarding space with the disability community | Lack of funding to support this ongoing work - to build sector capacity |
| Cost of living | High Interest debt | Debt |
| Housing / Homelessness | Funding | Lack of good mental health services |
| Poverty | Insecure housing | The issues that arise out of poverty (Housing, food, inability to stay in study, violence) |
| parenting challenges | adult relationship challenges | financial & housing |
| Finding affordable suitable housing, lack of bigger housing 4+ bedrooms for larger families | Understanding the financial aspects of housing and the 'stuff' that goes along with having a home. | After care for people/families coming from Emergency/Transitional Housing and going into Private rentals |
| Food insecurity | Housing insecurity | Lack of Money |
| Food insecurity | Climate change and the mitigation of this | reduction of Carbon emissions and a move towards active, sustainable transport. |
| Clients feeling that their reduced circumstances are their own fault as they should have saved or prepared when that was not possible on their low incomes | Increasing rates, rents and electricity with no options of how to mitigate these necessary costs. | Increasing sense of isolation, fear over loss of car for socializing and travel, limited abilities to maintain and upkeep properties but not able to afford the increasing prices |
| Education | Poverty | Identity |
| Cost of living | Housing | Access to services in their neighbourhood |
| Rent increases | Cost of living | Access to Mental Health Services |
| Mental health | Housing | Safety |
| Housing | low incomes | support with managing children's behaviour and health issues |
| Inter-generational trauma | Housing Crisis | Inflation |
| Cost of living | Not knowing where to access support | Cold, damp housing |
| Poverty | Access to affordable healthy housing | Mental Wellbeing and access to appropriate services |
| Cost of Living - rent and food | Affordable Housing - lack of | Mental health - anxiety |
| The fallout after Covid | Environmental issues | Finances |
| access to services | health system barriers | cost of services |
| Gender gap | Women's issues | Poverty |
| Housing | Health | Climate Change |
| Lack of affordable housing options | Food Insecurity | Cost of Living |
| Budgeting | Cooking skills | Social interaction |

| | | |
|--|---|---|
| isolation and loneliness - social disconnection | destabilisation of social norms and sense of safety | limited access to services due to financial strain or because of system overloads |
| Lack of volunteers | Lack of resources | Lack of access to funding |
| Housing | Cost of living | Lack of support at WINZ |
| Reduced staff capacity | Housing | Service and funding delays and issues |
| Need for more community support for older people. | Poverty - government superannuation is no longer sufficient to live on. | Housing - seeing more older people who are homeless as they cannot afford private rentals and there are waiting lists for social housing. |
| Cost of living (food and housing) | Limited access to education | Lack of counsellors and mental health support in the region |
| Volunteers | Fund | Succession |
| Cost of housing | Accessing affordable food | Accessing GP services |
| Having the financial capability to afford a device and or internet for their educational needs | Basic financial knowledge to budget and keep on track | Time to learn |
| Mental health challenges | Lack of sufficient support | Financial burden |

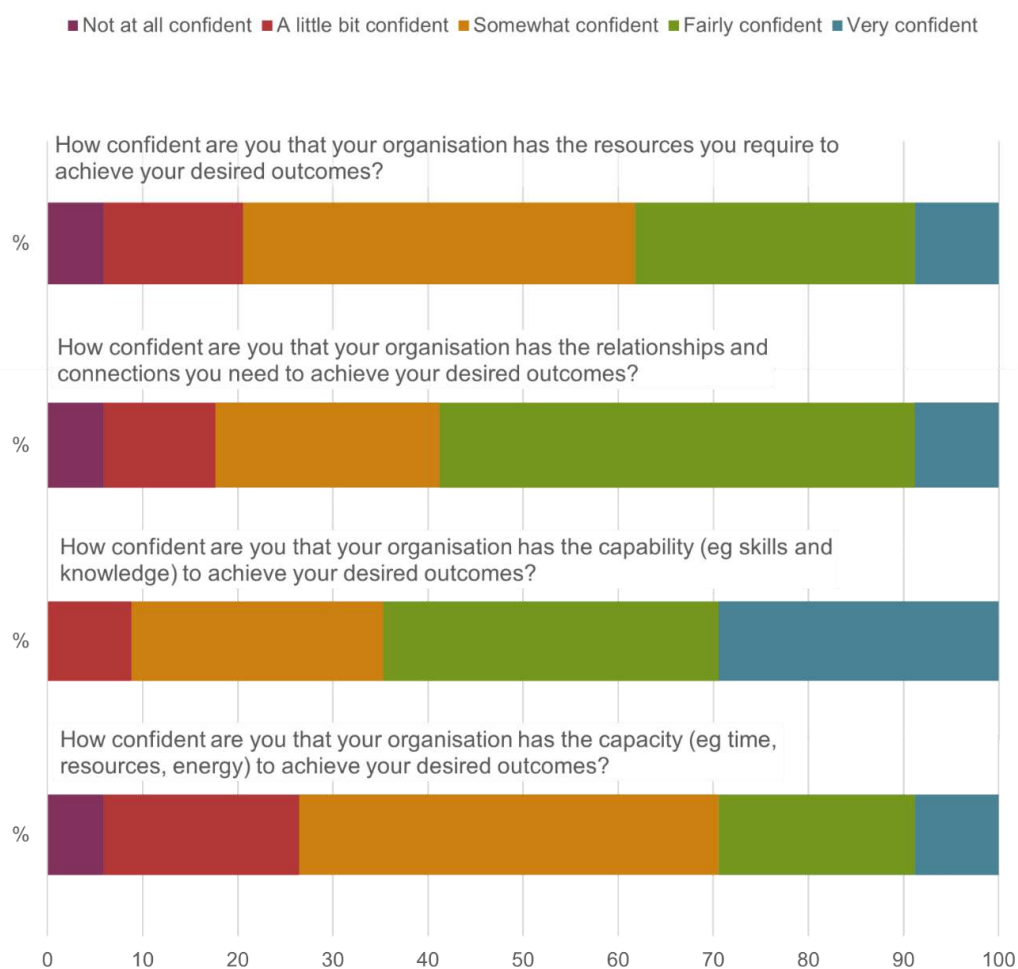
Are there any other growing social issues in our region that you are concerned about?

- Sometimes we have our people not able to get out of the 'rut' or area of their life where they needing the same help
- health and wellbeing - not knowing what there is/what exists that can help them
- As above really.. lack of Family/Whānau care/aroa prevalent in all demographics
- putting food on the table for families
- Poverty and food insecurity
- Inequity.
- Heightened risk of family and other violence in the community
- Clients having greater expectations than are available
- teenagers running wild and police and others cannot do anything about it due to their hands being tied by legislation
- Sexual violence against women that they do not wish to report.
- children/young people's engagement in education
- Mental health concerns and the care available for everyone,
- The need for increased localisation to ensure a sustainable future for our children and whānau and how we move towards this
- There is in some parts of Palmerston North a loss of identity and community engagement, possibly due to the high numbers of rentals and a very fluid population.
- Government social construction does not work
- Children's wellbeing
- The effects of methamphetamine use in the community.
- Financial Hardship due to the high cost of living, rental costs etc
- Lack of housing
- Increase in gang influence. Teenagers living without hope.
- effects of limited access to safe housing and mental well being services and this double whammy on individual and community
- Never before - so many families with such major multiple issues
- Mental health
- The wait time for clients to get supports then need.
- Climate change
- Gender pay gap
- Climate change, public transport, waste, biodiversity.
- Mental health
- Inappropriate or uninformed social responses to those who are marginalised by mental health, or who are perceived as different.
- Poverty
- WINZ
- Lack of young people in the disabilities sector
- Seeing more older people who have mental health issues. These may be lifelong mental health issues.
- Homelessness
- Pokie use and gambling harm within whānau.
- not that I can think of
- Trauma of children and those children not being supported and therefore leading to future challenges e.g. offending, physical and mental illness, family violence. Interventions are not early enough. By the time they're teens it can often be too late to alter their trajectory.

In your experience, what are the barriers that prevent your clients/community from achieving the wellbeing outcomes they want?

- Not having a good grasp of understanding English language, so this becomes a barrier as some do not know what is required so they miss out on opportunities
- I provide solutions in the work that I do - bring people together, exercise and dance creatively, give them opportunities to exchange information and be social
- Lost in the various systems... overtaken by changes... not feeling 'they fit in'... not knowing how or where to go for help...
- The lack of affordable social housing, insufficient level of financial support for low-income earners and those unemployed and on benefits, rising cost of living
- Feelings of hopelessness and oppression
- Long-term impacts of social injustice, including colonisation and land confiscation, and also 'colonisation' by money-oriented culture / system
- A systemic lack of knowledge of all agencies/ NZ entities working with the disability community and what safeguarding means in this space. We work to uphold the rights of all people, particularly disabled people, under all NZ legislation, including the UN Convention of the Right of Persons with Disabilities (UNCRPD).
- Not sure
- Funding, legislation, waiting lists for counsellors or getting into doctors etc
- Poverty, lack of money, insecure life circumstances
- financial struggles - need to work full time if they can
- lack of understanding of their finances, not having an address for postal mail (needed for finding homes) limited technology- cell phone/ computer-availability and knowledge, Support systems underwhelming for the people asking for help
- Time I think is a big barrier, as is the ability to work collaboratively, though this is improving.
- Societies expectations on the community
- Poverty; Benefits not at an affordable level; Unaffordable housing; Lack of access to good quality social welfare services for families.
- Whakamā/Shame is a huge barrier for our community.
- Language, isolation, mental health, education
- No transport, childcare, long wait times to access support from agencies for mental health, hospitals, counsellors. Lack of available spaces with GPS.
- Systemic issues of resource distribution
- Not being able to afford heating, sub-standard housing, overcrowding
- barriers to access of above
- mental health funding for organisations to employ more counsellors
- Services being under resourced.
- Getting information out to women
- Equality
- Lack of suitable, affordable public transport; plenty of food grown and produced in the region, but not affordable or accessible by communities; lack of policies that ensure adequate access to food, transport, and reduce waste.
- Lack of knowledge
- crisis support services are overloaded and there are waiting lists that extend out to several months
- 2. there are few post-crisis support services available
- 3. people are confused, don't know about or are unable to access options
- Poverty
- WINZ
- Funding
- Practical - many older people don't know where or who to go to for support. Logistical - they may no longer have a car or be able to drive and find it hard to get transport to services that they need to access.
- Employment
- low incomes and not enough jobs available, not enough housing locally, mental health and addictions
- Pride and finances
- Mental health services are not sufficient. Not enough wrap around services. The trauma is ingrained into society and it's hard to break the cycle.

How confident do you feel about each of the following?



What obstacles are preventing you from delivering outcomes you want to see?

| 1 | 2 | 3 |
|--|--|--|
| Having other social service agencies and org's working cohesively and in co-operation so that our people and communities can be advantaged | Having more funding so that we are able to deliver or provide better service | Spreading our wings to deliver other service areas like health and well being as part of our service, i.e. mental health, for example |
| In general the obstacle to providing services is that a proportion of people that need them do not know they exist | ineffective promotion of activities/services across various organisations | organisations not promoting other organisations services widely or actively enough or being selective in what they promote |
| The scale of overall social disruption is sapping people's wellbeing | Funding - being sought by some many organisations and individuals that it is difficult | Inequality/social deprivation |
| our mission is to provide advice and where appropriate refer clients to other agencies. We do not provide the services required by clients so the question does not apply. | as above | as above |
| Resources | Training | Man and womanpower |
| Funding to build workforce capacity for this important work. | A lack of knowledge from other agencies - to understand what safeguarding means when working with the disability community and adults at risk. | Attitudes towards collaboration - agencies can be defensive in their approach and may want to 'protect their patch'. This can prevent good outcomes for the people we are trying to protect from further harm. |
| Clients not committing | lack of communication from clients | lack of self discipline |
| Funding | not having the women to be able to provide services needed on a regular basis | time |
| More staffing | More hardship funding | lack of community housing |
| capacity/funding | workforce experience/training/availability | engagement before crisis |
| Staff availability | (Personally) not understanding/ knowing the other services to connect with | policy limits |
| Space | Time | Finance |
| Staff capacity. | That change in our field needs to be radical, but generally, people are only prepared to be incremental. | Volunteer capacity. |
| Burn out of quality volunteers. Covid has had the effect of everyone reassessing their life plans, myself included. | The challenge of having to deal with Local Government and the myriad different responsibilities that I thought was their job, and then shipped off to a Central Government department that also said Not Their Problem. I feel that without the volunteer and community programmes | In Palmerston North in my view, there needs to be better collaboration and sharing of resources of many like, similar groups. I think why not share good Governance Boards or even cross Management teams as these skills are priceless and these people know the ropes. My understanding was that was why Hancock House was set up. |
| Government Finance & funding | Skilled human resources | Community Resources |

| | | |
|---|---|--|
| Funding | local agencies not taking to each other, because we are vying for the same pot of money. | Compassion Fatigue |
| capacity | language | education |
| Lack of housing | Long wait times to access other support for clients | Time and money |
| Human resources | Logistics | funding |
| Ability to access further funding | Capacity | Current funding has limitations on what it can be used for |
| access to specialist mental health services | access to ensuring families have affordable safe housing | combination of the above |
| More funding for the increase in client organisational capacity and longer term contracts | Employing tertiary educated staff with comparable pay parity to the government and private sector | The new post covid normal is not being addressed, we need clear Central government leadership and approaches to issues quickly. Social services are always quick to respond to trends of need, but always lack the funding and to work through bureaucratic red tape to do so. |
| Space | funding | Resources |
| Gender Pay | Women's Issues | Poverty |
| What we can afford to offer free of charge or at subsidised rates - and still survive ourselves | Time and people - limited staff and limited hours worked | Not having the equipment/ additional contract support we need - or the time to complete yet another funding application to fund this (and then report on it) |
| Infighting and lack of community cohesion | Everyone is so busy to commit to community | Apathy and torpor. |
| Working with ACC restrictions | Funding from or lack of funding from ACC | ACC Case Managers who are not medical professionals but make medical decisions |
| Ease of access in to appropriate housing | Community strategy for recruitment into disability and health support workers | Unified approach to other community services and relationship building |
| Funding - we provide community support to older people, but are not funded to do this. | Staff shortages | experienced staff |
| Staffing - It is hard to recruit staff. | Lack of community funding | knowledgeable networks and connections |
| There is a shortage of social workers throughout New Zealand. | | |
| Lack of profile in some of our communities e.g. Samoan | Time to do this, limited with hours and can only do so much | Being able to get into schools with turbulence of covid 19 |
| Number of workforce e.g. paid and unpaid | Funding | Lack of suitable people who really get what we do and can truly work with clients in the way they need to address their trauma in a meaningful and helpful way |

What do you see as the community sector's strengths?

- I feel that there are a few social services in our sector
- That there is a wide variety of services
- Service clubs (Lions/Rotary), social service organisations e.g. Age Concern.. volunteering across and within several community organisations, and business and corporate organisations
- formal and informal networks
- Relationships
- There are some great social and community agencies in Palmerston North and the wider Manawatu.
- Availability
- Well trained and knowledgeable people in many areas.
- that each organisation have people with the passion for that organisation working for them
- It is small we all know each other and what we do
- lots of services
- there are heaps of organisations out there wanting to help! its fantastic
- Covid has brought many of us together, to work more closely and collaborate.
- Is well funded and supported by PNCC
- Good chances to network
- It is generally quite well interconnected with little duplication.
- Close relationships with local funders
- Communication and networking.
- Our whānau, our community, our conversations are our collected strength.
- Connections, understanding, wisdom
- Caring communities
- Great volunteers and staff within organisations
- community agencies working together at local level
- Contained within relatively small geographical boundary so agency's collaborate
- those who give up their efforts for reduced wages etc
- Walking facilities.
- Biking trail
- some great providers doing some really hard work, with limited resources. People who really care for others.
- Justin's enthusiasm and his team's commitment to delivering as many opportunities as possible to build confidence, sharing of resources, knowledge and care across the region to ensure that opportunities to share and care are maximized
- Those we do engage with are welcoming and assist us when needed.
- Good range of services. Good networking.
- A high percentage of the population study in Palmerston North, this can be a strength as the educational facilities bring in people from all around the world and country to make Palmy their home

What do you see as the community sector's weaknesses?

- Nothing much in the way of Pasifika services
- that the services are not well promoted
- Lack of collaboration.. many organisations are trying to do similar things and trying to gain support and funding which is stretching..
- Silo thinking and action has to be overcome...
- my guess is that with more funding, more could be done
- Resources, time ,labour, money
- A lack of awareness of some of the issues facing different groups of people within our community. Often these issues are hidden or not well known, or resourced.
- Tied by rules and regulations
- Not being able to meet the wage entitlements that each person deserves to be paid
- same as our strengths - we all know each other - it is a small pool of only a certain amount of resources that are stretched tighter and tighter
- Sometimes services try to do too much of a range of things that might also be being done within other services.
- Iwi / Māori services still developing & not always talking with previously established services
- disconnection between the organisations and willingness to share information, resources and support
- Unreliable funding
- The need exceeds capacity, which is always the case.
- Passionate people who do burn out because of the barriers presented in helping them do meaningful work.

- Lack of understanding of their own constitutions and the limitations of their constitutions. In some cases the constitutions have little relevance to what those entities now do. I hope with a rewrite that the Government has asked for that each entity will review and adjust their constitutions to reflect what they now do. I also have found that a sense of exclusivity in some groups is detrimental to inclusiveness and an understanding of true community spirit. In my experience time limitations on Board members is necessary to keep good people involved rather than having a same old same old Executive.
- Silo approach from the NGO's.
- Competition for funding, personality clashes
- Some duplication of services
- Limited funding sources
- lack of specialist services for families
- The need a of greater combined political decision making and push for distribution of any resources to the region
- being under funded
- Improved transport.
- Better bus services
- Limited capacity - heavily reliant on goodwill of organisations that often operate on limited, contestable funding - and we compete with each other for this
- Apathy and fear.
- Recruitment is an issue, incentive into the disability sector is an issue. We are wondering how we can access potential staff or attract them if they have had no lived or known experience of those with disabilities.
- unsure
- Mental health services

What do you see as the community sector's opportunities?

- This is just starting to open up, as more awareness is being realised
- wider cooperation within the sector and wider promotion
- Much more collaboration and cohesion.. sharing goals and outcomes.. sharing facilities and thinking and action.. brining resilience to the fore with trusted leadership ...
- further strengthen the sectors networks
- Small victories
- A collaborative approach to partnering together to provide positive outcomes for all people, including disabled people, in our community.
- willingness to seek information
- Willingness to work with other community organisations
- the old chestnut of Palmerston north is under developed and has so much potential in so many areas. We never quite seem to be able to get it together to make change. Maybe new city councillors might help? Some really community minded people on council would be a bonus.
- Iwi & Māori services
- Growth
- Working on collaborative funding opportunities for collective change.
- To increase our learning from each other. Possible PN based inter organisational intern programme?
- The opportunities in my view, is in the retiring Baby Boomers who should not be called volunteers but Specialized Consultants.
- I believe there is an opportunity to truly walk alongside whānau and community members if we as practitioners are open to the fact that we do not have all the answers, but can be part of the discussion which leads to solutions and healing.
- Covid funding, community engagement
- Organisations working together more
- Engaging more rangatahi in kaupapa
- to build on the local networks
- Combination of the strengths and the need to have greater combined political decision making and push for distribution of any resources to the region
- growth
- Good place for young families to live.
- Education facilities
- Connecting with each other to offer more holistic support and to share what is on offer in each others spaces
- It's people.
- Diversity and knowledge. Experience and transferable skills into different sectors. Innovative thinking by young people entering the workforce. Young people are the future.

What do you see as the community sector's threats?

- Not enough support given to organisations like ours to be encouraged to do more for our people. This means recognising the need for more like us, and the backing.
- rising costs, lack of time and creative approaches to promotion solutions
- Community organisations, their leaders and membership continuing to do their own thing, not listening to or even considering there may be a better way ...
- Ongoing social disruption, nationally, locally has a major effect..
- further economic decline might reduce level of direct and indirect funding
- Worsening economic disparities
- Lack of engagement.
- Government laws and mandates
- not enough funding to keep the organisation going
- inflation, continued poverty, constantly increasing rates, lack of housing, over all cost of living
- Re- direction of funding
- hoarding of limited funding from organisations that do too much of everything but nothing to the full potential.
- We need to share resources and information much better than we do. Lets work together
- Too many organisations and no extra money to bring in
- Changes in government and policy.
- Burn out of Volunteers who feel undervalued because the term volunteer means giving freely!!
- Dependence on the Goodwill of Council.
- Limitation on cross fertilization of ideas and cooperation as the system has been set up as one of competition rather than collaboration in my view.
- Lack of appropriate funding from the government.
- Central government funding drying up
- Competitive/contestable funding systems limits organisations working together
- Limited volunteers
- Volunteer burnout
- government strategies that do not fund the needs of families in health
- Nationalisation of services
- unsustainable funding
- unsecure funding
- Climate Change
- Flooding and other disasters
- covid relief has pumped a lot of extra funding into our sector. What happens now? How do we move forward and continue the momentum if the funding pool dries up and we have to go back to the constant cycle of ongoing project based applications and reporting?
- Conspiracy theories. The fear in the world and lack of trust in the media.
- A transient culture is a threat I.e. Uni students who leave the area at the end of their studies. Institutions offering more money for employment of the same nature i.e. hospitals. Lack of innovative thinking by community planners. Lack of community engagement outside of your sector.
- Funding.
- unsure



Appendix 4: Preliminary Report—Taking Stock

Prepared by Justin Ngai in advance of the Forum, this report provides a summary of themes identified in interviews with community organisations and other social issues. A summary of this report was presented at the Social Wellbeing Forum 2022.

Held regularly since 2007 and most recently in 2019, this is the first Social Wellbeing Forum since the COVID-19 pandemic began. We believe it is a timely opportunity to bring the sector together to take stock of the needs and issues facing our communities and the social services sector in Palmerston North and the Manawātū. This timing also aligns with a new local government triennium, and so this is an opportunity to highlight the important issues to both new and returning elected members.

The discussions at the Forum, along with some other research being carried out by our team, aim to identify areas for collaboration and action. It also aims to inform and influence policy and programmes across local government; central government agencies and the social sector. Te Pū Harakeke has conducted interviews and sent out survey questions to its members. We thank everyone who have taken part. The key themes are highlighted below.

COVID-19

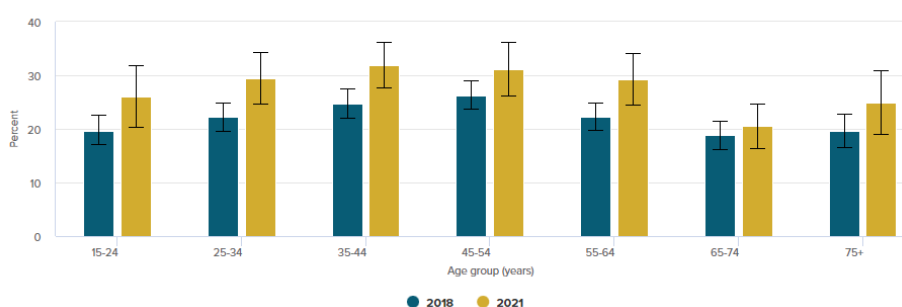
COVID-19 has impacted all of us. In February 2020, New Zealand closed its borders, with the four-tier alert system and nationwide two-month lockdown shortly following. Its successor — the COVID-19 Protection Framework ("traffic light system") — was introduced in December 2021. The systems of masks, vaccine mandates, and social distancing were eventually retired in September 2022. During the initial lockdown of 2020, restrictions meant that organisations could not operate at full capacity. Only 27% of healthcare and social

services; 6% of educational; and 0% of arts and recreational services were fully operational.

The series of COVID-19 adjustments have affected organisations in different ways. This has meant an increase in demand for some, but for many organisations, their capacity decreased. Face-to-face appointments became untenable or more difficult, therefore impacting services to varying degrees depending on their nature. Organisations that delivered food to the hospital for example could function largely unaffected, albeit with a higher demand, while mental health providers missed the connections that came with appointments in person. Some organisations have noted that this forced decline in appointments has created problems for them in terms of funding applications.

It may be hard to pinpoint the exact effects of COVID-19, but speaking to organisations around the sector, it is almost universally accepted that the social effects of the pandemic have exacerbated the pre-existing issues. While much of the sector — especially the health system — was focusing on the pandemic, other problems were left to fester under the surface. This includes physical health issues, but also issues surrounding mental health, addiction, poverty, and so on. The lack of social engagement and general COVID stress could be contributing to lower rates of mental wellbeing. In a survey from Stats NZ Tatauranga Aotearoa (2021), the reported rates of people with poor mental health wellbeing rose from 22% in 2018 to 28.2% in 2021.

Proportion of people with poor mental wellbeing, by age group, 2018 and 2021



The impact of COVID-19 has been large and varied. With the pandemic creating such a strain on our systems, it has undoubtedly had a lasting effect, with many individuals slipping through the gaps. It is often up to workers in the social and community sector to deal with these aftereffects.

Housing

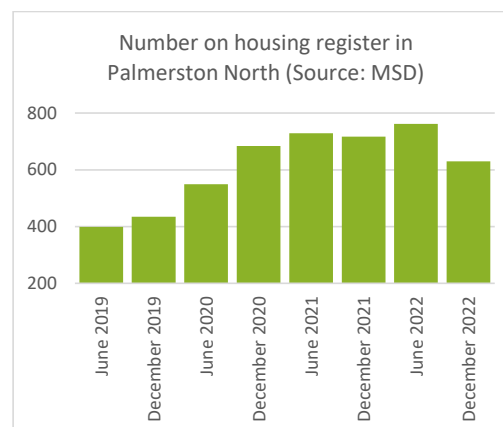
The cost of housing has increased dramatically over the last few years. In October 2019, the average house price in New Zealand excluding Auckland was \$400,000. By December 2021, it rose to \$647,000. Rent has also increased. Over the same period, median rent rose from \$350 a week to \$460 in the Manawātū-Whanganui region (Stats NZ Tauranga Aotearoa, 2022).

The need for social housing has also gone up. The Housing Register shows the number of people who were eligible and ready to be matched with social housing. In June 2019, Palmerston North had 399 people on the register. In June 2022, there were 762 (Ministry of Social Development, 2022).

The increase in demand is not necessarily met with an increase in supply. The number of managed housing rental properties for social housing has only gone up by 79 in Palmerston North within the same period.

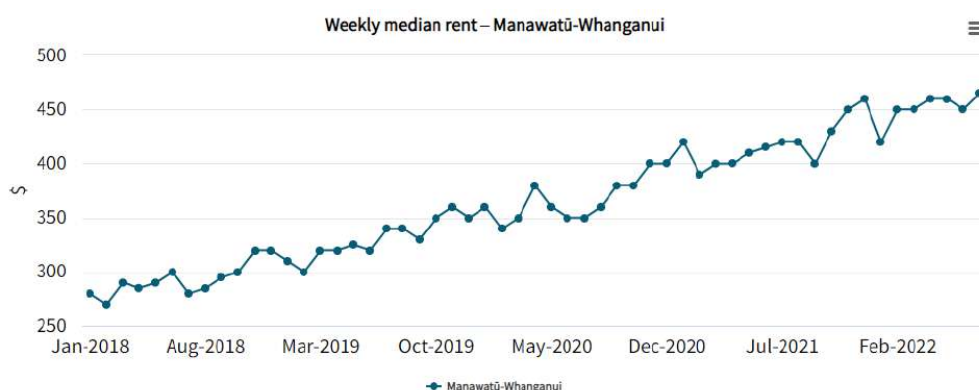
Unsurprisingly, housing was one of the most often-mentioned topics among our survey participants and interviewees. Being one of the base needs in Maslow's hierarchy, it is hard to brush off the importance of housing and shelter. As such, clients who are seeking housing are often amongst the most desperate and need specialised staff for support. However, it is unclear if the system can support the demands given the current capacity. In response to

the housing crisis, there has been a rise in construction projects. In March of 2022 alone, 5303 new dwellings have been consented across the country — the highest number since at least 1995 (Stats NZ Tauranga Aotearoa, 2022). However, this is not specific to the Manawātū. With houses and apartment complexes taking often taking more than a year to build, construction projects cannot necessarily meet more immediate demands.



Poverty and High Cost of Living

Between June 2021 and June 2022, New Zealand experienced a 7.3 percent spike in inflation — the highest spike in 32 years. The cost of household goods including petrol, eggs, and milk increased by 8.7% — the biggest difference since this measure has been recorded in 2000 (Stats NZ Tauranga Aotearoa, 2022). This can largely be explained by international factors such as the war on Ukraine, and the sanctions on Russian goods, including oil.



This affects all New Zealanders, but especially those who are the most financially vulnerable. Almost every organisation interviewed said that the higher cost of living has been a major obstacle for their clients. It was noted that these increased costs not only affected their ability for housing to buy food and other necessities but also for transport and paid services. As financial restraints added pressure on individuals, and their need for social services increased, their access to services decreased. Food banks have felt the strain, but also health services, budgeting services, and other organisations around the sector.

Our most at-risk communities are also the most affected. Although the rates of poverty have decreased in the last three years, for those who are still under the poverty line, the situation can be worse. As a kaimahi in the food sector stated “it doesn’t matter how well you budget if you have no money in the bank”.

Isolation and Anxiety

According to Stats New Zealand Tatauranga Aotearoa (2021), New Zealanders in 2021 felt lonelier than in 2018. People who said they felt lonely at least a little of the time in the last four weeks increased from 39 to 43 percent.

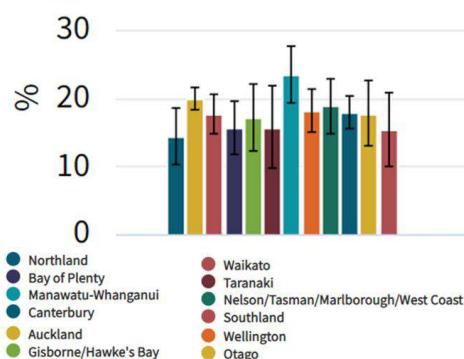
New Zealand was going through different alert levels at the time, which would have played an important factor. However, it is still salient to note that the Manawātū-Wanganui still had higher rates of loneliness compared to the rest of New Zealand, including Auckland, which had higher alert levels (Stats NZ Tatauranga Aotearoa, 2021).

Why is Manawātū-Whanganui region especially lonely? The answers aren't clear. However, the statistics do seem to be supported by anecdotal evidence. Kaimahi from the health and education sectors have stated that their clients have been less likely to make appointments and participate in events. Although New Zealand retired the COVID-19 Alert System in December and the COVID-19 Protection Framework (traffic lights system) in September, the aftereffects of social isolation are still present. Organisations that have run events were faced with lower numbers and cancellations throughout the COVID process, but we have still not re-turned to the levels of social engagement before COVID.

Some have avoided these institutions due to fears and habits around COVID, including social anxieties that have been created at that time. Anxiety is a widely

acknowledged mental health issue, but kaimahi have noticed a subsequent decline in service use because of this. Social anxieties have prevented those in need from accessing services. In a world with complex needs, our kaimahi often want to equip those in need with information about mental health, housing, budgeting, and other services. However, to engage with them with this information, we must first engage people in general.

% of people who reported feeling lonely at least some of the time in the last 4 weeks (March 2021), by region.



Funding

Funding has always been a contention a source of limitation for non-profit organisations. We have several funders in the region, with several grants and contracts that support the sector. However, even given the support, funding will always remain one of the biggest resources an organisation needs to manage, issues will always arise.

Funds are not necessarily simple to attain. Every grant has specific requirements and evaluate applicants with different measures. Finding the right fit can often be an issue. When the fit is not perfect, some organisations find themselves stretching the truth to fit the funders' criteria. A group working in cancer research for example may apply for funding for a fundraiser through an arts event fund and getting declined. Certain items are also more difficult to get funding for. Funders often have a preference to fund programs and events but not an organisation's overhead. It may be easier to see the benefit of funding a certain initiative or project, but the truth of the matter's that rent, the carpet, the printer — these are all important costs for an organisation.

Even when an organisation's funding application fits a funder's needs, there is a skill to applying for grants. Many organisations view other organisations as direct competition for their funding. The quality of the application matters, but knowing how to apply for grants effectively is a skill that staff are not necessarily trained to do.

Communicating our stories and services

Many of the organisations we've interviewed stated that they have issues with name recognition amongst the public. Potential clients often don't know what organisations are in our sector or what services offered. These visibility problems are also often working in tandem with stigma against seeking help, e.g. for food banks, mental health institutions, or services to do with the justice system. The access to services is diminished.

Even when an organisation is made known to potential clients, it is important to note that recognition is only the beginning of the journey. It is one thing for someone to have heard about an organisation, it is another step to get the person to trust them at a base level, and yet another step for them to use the organisation's services. Effective marketing requires an ongoing plan, often involving the ever-changing space of social media and its complexities. Kaimahi in the sector can bemoan the difficulties involved. To run a successful non-profit organisation often requires people who are knowledgeable in promotion. However, this a skill that staff are often not recruited for and therefore remain an ongoing issue for organisations.

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Appendix 5: List of Attendees

Community Kaimahi

Mark Ah Koy, Niuvaka Trust
 Kate Aplin, Volunteer Central Whatunga Tūao
 Sally Babbage, Te Pūkenga UCOL
 Jo Berrington-Hince, Manawatū Rural Support
 Sairah Birchlerm, Awatapu College
 Victoria Blockley-Powell, Te Pūkenga UCOL
 Turia Brackenbury, Returned Services Association
 Garry Buckman, Te Pū Harakeke Board
 Wendy Carr, Central Economic Development Agency
 Shane Casey, Youthline
 Lynne Clough, Housing Advice Centre
 Anri Dreyer, MUSA
 Bonnie Ellery, Bulls & Districts Community Trust
 Bronwyn Ewens, Digits Charitable Trust
 Ebele Ezepue, Manawatū Multicultural Council
 Noor Fatima, MUSA
 Meriam Findlay, Palmerston North Street Van
 Julie Gillam-Hill, Housing Advice Centre
 Peter Grey, Mana Whaikaha
 Josephine Gutry, Te Pū Harakeke
 Sheryll Hoera, Te Pae Hauora o Ruahine o Taranaki
 Cam Jenkins, Manawatū Tenants Union/MaLGRA
 Tim Kendrew, Te Pū Harakeke
 Helen King, Environment Network Manawatū
 Nina Kirschbaum, Manawatū Multicultural Council
 Teisa Kurene, Manawatū Multicultural Council
 Aumetua Lackey, Just Zilch
 Cameron Lock, Te Pūkenga UCOL
 Maira Lourerio, Palmeirinhos
 Jono Naylor, Environment Network Manawatū
 Justin Ngai, Te Pū Harakeke
 Chianti O'Neale, Manawatū Multicultural Council
 Emma Ochei, Manawatū Toy Library
 Jody Parker, Te Roopu Oranga o Highbury
 Miriam Peel, Moneywise Manawatū

Kim Penny, Te Pū Harakeke
 Raewyn Persson, Parentline Manawatū
 Amy Proctor, Housing Advice Centre
 Carla Renata, Volunteer Central Whatunga Tūao
 Cat Rikihana, Financial Freedom Trust
 Ron Rowe, Age Concern Palmerston North
 Helen Scully, Bulls & District Community Trust
 Karen Seccombe, Square Edge Community Arts
 Stefan Speller, ParaFed Manawatu
 Antoinette Stratford, ARCS
 Yun Tang, Mental Health Workshop
 Hern Teo-Sherrell, Citizens Advice Bureau
 Jada Tiepa, Te Pū Harakeke
 Leah Tombleson, Awatapu College
 Antoinette Umugwaneza, New Zealand Red Cross
 Liz Ward, Pathways Presbyterian Church
 Maddison Ward, Awatapu College
 Norelle Ward, Mana Whaikaha

Stakeholders

Mayor Grant Smith, PNCC
 Cr Brent Barrett, PNCC
 Cr Rachel Bowen, PNCC
 Cr Lorna Johnston, PNCC
 Cr Kaydee Zabelin, PNCC
 Cindy Nguyen, PNCC
 Ahmed Obaid, PNCC
 Danu Sefton, PNCC
 Stephanie Velvin, PNCC
 Janine Hawthorn, Manawatū District Council
 Tangi Utikere, MP for Palmerston North
 Rachel Gildea, Palmerston North Electorate Office
 Brooke Carter, Department of Internal Affairs
 Jeremie Corroenne, Department of Internal Affairs
 Pooja Jayan, Department of Internal Affairs
 Neomal Attapattu, Eastern & Central Community Trust
 Nadia Hardie, Eastern & Central Community Trust

Acknowledgements

Te Pū Harakeke gratefully acknowledge the support of Palmerston North City Council in planning this forum, and providing funding for both the event itself and to us as an organisation. We could not undertake this work without this support.

Thank you to Todd Taiepa and Mayor Grant Smith for opening the forum event, and to Stacey Seruvatu and her colleagues from Te Tihi for sharing about their mahi and presenting a challenge to us on the day.

Thank you to the facilitators who assisted with the smooth running of the day and kept us all on track: Kate Aplin, Jono Naylor, Emma Ochei, Cat Rikihana, Helen King, Cameron Jenkins, Amy Proctor, Maria Loureiro and Karen Seccombe. Ngā mihi ki a koutou.

Thank you to Justin Ngai and Josephine Gutry for MCing the forum, and for your work in the lead up to the forum and in pulling the report together. Also to Cat Rikihana, Jada Taiepa, Tim Kendrew and TPH board members for your contributions to this final report.

Finally we thank everyone in the sector who contributed to this project through participating in surveys, interviews and the forum. Tēnā koutou katoa.



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TE PŪ HARAKEKE
Community Collective
Manawatū

PALMERSTON NORTH CITY COUNCIL

Minutes of the Community Committee Meeting Part I Public, held in the Council Chamber, First Floor, Civic Administration Building, 32 The Square, Palmerston North on 15 March 2023, commencing at 1:00pm.

Members Present: Councillor Lorna Johnson (in the Chair), The Mayor (Grant Smith) and Councillors Patrick Handcock, Brent Barrett, Rachel Bowen, Lew Findlay, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood and Kaydee Zabelin.

Non Members: Councillors Mark Arnott, Vaughan Dennison, Roly Fitzgerald, Leonie Hapeta and Debi Marshall-Lobb.

Apologies: The Mayor (Grant Smith) (early departure on Council business).

Councillor Debi Marshall-Lobb left the meeting at 1.52pm at the conclusion of clause 2. She was not present for clauses 2 to 11 inclusive.

The Mayor was not present when the meeting resumed at 3.09pm. He was not present for clauses 5 to 11 inclusive.

Councillor Billy Meehan left the meeting at 3.44pm at the conclusion of clause 6. He was not present for clauses 7 to 11 inclusive.

Councillor Leonie Hapeta left the meeting at 4.14pm at the conclusion of clause 8. She was not present for clauses 9 to 11 inclusive.

Councillor Mark Arnott left the meeting at 4.31pm at the conclusion of clause 9. He was not present for clauses 10 and 11.

Councillor Lew Findlay left the meeting at 4.45pm during consideration of clause 10. He was not present during clause 11.

Karakia Timatanga

Councillor Lorna Johnson opened the meeting with karakia.

Declarations of Interest

Councillor Vaughan Dennison declared an interest in Item 11: Annual Sector Lead Report: Housing Advice Centre (clause 8-23) but said he would consider the Item with an open mind.

Councillor Roly Fitzgerald declared an interest in Item 13: Annual Sector

Lead Report: Te Tihi o Ruahine Whānau Ora Alliance (clause 7-23) but said he would consider the Item with an open mind.

1-23 Apologies

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Committee receive the apologies.

Clause 1-23 above was carried.

2-23 Pasifika Reference Group - Annual Presentation

Presentation, by Andrew Jamieson and Courtney Manu Co-Chairs of the Pasifika Reference Group.

The Reference Group is working on establishing a voice in the community and their overall aim includes promoting Pasifika to look after Pasifika.

He noted a lack of Pasifika representation in Te Marae o Hine and around the city and suggested that this inhibits Pasifika people to having a better connection with the city.

The Pasifika Reference Group plans to promote the language and culture; develop a visual representation in the city; investigate the development of a community hub including a Fale Fono; investigate more housing opportunities for Pasifika, especially housing opportunities outside of the 4412 post code; and aims to have a Pasifika youth representation.

Courtney Manu stated that she would like to see more housing opportunities outside of the 4412 for Pasifika people.

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Committee receive the presentation for information.

Clause 2-23 above was carried.

Councillor Debbie Marshall-Lobb left the meeting at 1.52pm.

3-23 The Little Stars Programme: Support for Children with Disabilities.

Presentation, by Jane Carrigan, Independent Disability Advocate and Pip Cook, co-founder of The Planet Ryan Family Foundation.

Jane Carrigan outlined the funding model provided by the Mana Whaikaha (disability support) programme which has attracted over 1000 people to Palmerston North. She said that while it is an excellent

funding model, it does not provide sufficient accessible services. This is why Pip Cook established the Little Stars Centre, to provide a programme that provides a more comprehensive service.

Jane introduced Julia and Ryan who were in attendance at the meeting - both have disabilities and have received the benefits from the programme which has made a tangible difference in their lives.

They are looking for support in partnering with Council to achieve more awareness and support for the disability community.

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Committee receive the presentation for information.

Clause 3-23 above was carried.

4-23

Seniors Reference Group - Annual Presentation

Presentation, by Jim Jefferies, Chair of the Seniors Reference Group.

Jim Jefferies spoke on the significance of the over 60s in Palmerston North who represent around 20% of the population. He highlighted five areas that the Senior Reference Group is interested in: housing, health, employment, financial, and social impacts.

The Reference Group would like Palmerston North to become an Age Friendly city and obtain official status as such. An additional motion was passed requesting the Chief Executive investigate what is required to apply for the status and funding to be an accredited Age Friendly city.

Moved Lorna Johnson, seconded Lew Findlay.

The **COMMITTEE RESOLVED**

1. That the Community Committee receive the presentation for information.
2. That the Chief Executive investigate what is required to apply for 'Age Friendly' status and funding, and report back to the committee.

Clause 4-23 above was carried.

The meeting adjourned at 2.37pm.

The meeting resumed at 3.09pm.

The Mayor (Grant Smith) was not present when the meeting resumed at 3.09pm.

REPORTS

5-23

Annual Sector Lead Report: Manawatū Multicultural Council

Memorandum, presented by Stephanie Velvin, Community Development Manager and Nina Kirschbaum, President of Manawatū Multicultural Council.

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Annual Sector Lead Report: Manawatū Multicultural Council' presented to the Community Committee on 15 March 2023.

Clause 5-23 above was carried.

6-23

Annual Sector Lead Report: Te Pū Harakeke - Community Collective Manawatū

Memorandum, presented by Stephanie Velvin, Community Development Manager, and Tim Kendrew, Manager of Te Pū Harakeke - Community Collective Manawatū.

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Annual Sector Lead Report: Te Pū Harakeke – Community Collective' presented to the Community Committee on 15 March 2023.

Clause 6-23 above was carried.

Councillor Billy Meehan left the meeting at 3.44pm.

7-23

Annual Sector Lead Report: Te Tihi o Ruahine Whānau Ora Alliance

Memorandum, presented by Stephanie Velvin, Community Development Manager, Matoroa Mar, Chief Executive and Stacey Seravatu Project Manager from Te Tihi o Ruahine Whānau Ora Alliance.

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Annual Sector Lead Report: Te Tihi o Ruahine Whānau Ora Alliance' presented to the Community Committee on 15 March 2023.

Clause 7-23 above was carried.

8-23

Annual Sector Lead Report: Housing Advice Centre

Memorandum, presented by Stephanie Velvin, Community Development Manager and Peter Grey, Committee Chair of Housing Advice Centre.

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Annual Sector Lead Report: Housing Advice Centre' presented to the Community Committee on 15 March 2023.

Clause 8-23 above was carried.

Councillor Leonie Hapeta left at 4.14pm.

9-23

Welcoming Communities Annual Update

Memorandum, presented by Stephanie Velvin, Community Development Manager and Somayyeh Ghaffari, Community Development Advisor.

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Welcoming Communities Annual Update' presented to the Community Committee on 15 March 2023.

Clause 9-23 above was carried.

Councillor Mark Arnott left at 4.31pm.

10-23

Update on Response to Homelessness

Memorandum, presented by Stephanie Velvin, Community Development Manager

Councillor Lew Findlay left at 4.45pm.

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Update on Response to Homelessness' presented to the Community Committee on 15 March 2023.

Clause 10-23 above was carried with 1 abstention.

11-23 Committee Work Schedule

An additional motion was passed requesting the Chief Executive report back on progress made on the social housing budget in November 2023.

Moved Lorna Johnson, seconded Patrick Handcock.

The COMMITTEE RESOLVED

1. That the Community Committee receive their work schedule for March 2023.
2. That the Chief Executive report back on progress made on the social housing budget in November 2023.

Clause 11-23 above was carried.

Karakia Whakamutunga

Councillor Lorna Johnson closed the meeting with karakia.

The meeting finished at 4.56pm.

Confirmed 24 May 2023

Chair

MEMORANDUM

TO: Community Committee

MEETING DATE: 24 May 2023

TITLE: Age Friendly status and funding

PRESENTED BY: Martin Brady, Community Development Advisor and Stephanie Velvin, Community Development Manager

APPROVED BY: Chris Dyhrberg, Chief Customer Officer

RECOMMENDATION TO COMMUNITY COMMITTEE

1. That the Committee receive the report titled 'Age Friendly status and funding' presented to the Community Committee on 24 May 2023.
-

1. ISSUE

- 1.1 This report is a response to the Community Committee's resolution on 15 March 2023 that the Chief Executive investigate what is required to apply for Age Friendly status and funding, and report back to the committee.

2. BACKGROUND

- 2.1 On 14 September 2022, Age Friendly Palmerston North made a presentation to the Community Development Committee to request that Council agree to commence the process of becoming an Age Friendly City as soon as possible, by allocating resource either via the next Annual Plan or Long-Term Plan.
- 2.2 As a result, the Committee resolved that the request be referred to the Long-Term Plan process.
- 2.3 On 15 March 2023, at the Community Committee meeting, Council's Seniors' Reference Group highlighted its support for the city pursuing Age Friendly status during its annual presentation.
- 2.4 As a result, the Committee resolved that the Chief Executive investigate what is required to apply for Age Friendly status and funding, and report back to the committee.

3. AGE FRIENDLY MEMBERSHIP

- 3.1 Becoming Age Friendly does not involve the achievement of a status, rather it includes a commitment, process and membership. There is no end date as such, as the process would be ongoing.
- 3.2 There are two levels of Age Friendly membership available to seek:
 - a. Age Friendly Aotearoa New Zealand (AFANZ), which is a national network open to Councils, facilitated by the Office for Seniors through the Ministry of Social Development; and
 - b. World Health Organisation's (WHO) Age Friendly Global Network Community, which is an international network facilitated by the World Health Organisation open to public governing bodies;
- 3.3 Both memberships are joined through an online application process, which requires Council to demonstrate a level of commitment to progressing towards age friendly outcomes. There is no cost to join.
- 3.4 The AFANZ membership provides a network of council professionals working in the New Zealand context, and benefits include sharing of resources, ideas and experiences. There are 24 councils who are current members of this network; see a list of these appended to this report.
- 3.5 The WHO membership provides an international network and has potential for recognition on a greater scale, with broader 'communication power' in terms of city reputation. Member cities from New Zealand include Nelson, Auckland, Gore, New Plymouth and Hamilton.
- 3.6 Both memberships promote a framework of eight outcome areas to be considered when becoming an Age Friendly City, including: Outdoor spaces and buildings; Transport; Housing; Social participation; Respect and social inclusion; Civic participation and employment; Communication and information; Community support and health services.
- 3.7 Both memberships require the council to formally commit to becoming an Age Friendly City, via a letter from the Mayor or similar.
- 3.8 Additionally, membership requirements for the WHO include:
 - a. Share and promote the values and principles of the network (respect for diversity, equity, participation and rights of older people) and to the process of creating more age-friendly communities.
 - b. Commit to and implement the four steps to create an Age Friendly local environment: engage and understand, plan, act and measure.
 - c. Actively participate in the network. This would include sharing of documentation developed (plans, monitoring reports etc.), practices and updating a shared profile page.

- 3.9 For the AFANZ membership, Council would be required to:
- demonstrate that it is taking credible and tangible steps towards developing an age friendly strategy or action plan for their community.
 - be leading the Age Friendly strategy or plan for their community.
- 3.10 The Office for Seniors suggest the development of an Age Friendly strategy or plan is guided by the following steps:
- Step 1. Get started. Connect with others, set up a steering group and check any funding that might be available.
- Step 2. Assess how age friendly your community is. Before you can develop an age friendly plan, you need to understand your community's current situation.
- Step 3. Develop a plan for communities to work towards becoming age friendly. The plan should focus on your own specific strengths, cultures, and needs.
- Step 4. Implement the plan. With the assessment and planning done, you can now start to implement your age friendly actions.
- Step 5. Evaluate your age friendly programme. Evaluating the programme is key to understanding what's working well, what's not, and what to focus on next.
- 3.11 The Office for Seniors have staff and toolkit available to support council's through this process. View the toolkit [here](#).
- 3.12 In summary, Council can join either network, or both, and there are slightly different benefits offered by each. Council would be eligible to join both membership networks with the completion of the same process, therefore it is recommended that, if proceeding with this area of work, Council joins both.

4. AGE FRIENDLY FUNDING

- 4.1 The Office for Seniors has a fund available for the initial work of becoming an Age Friendly City. The fund is currently closed and opens annually in August/September.
- 4.2 The fund supports organisations with grants between \$5,000 to \$15,000. The funds may be used for operational costs related to the development of a strategy or plan, and/or the implementation of new projects or initiatives in support of an age friendly strategy or plan.
- 4.3 Age Friendly Palmerston North have also confirmed they have a small amount of money from fundraising which could be used to support the process, for

example contributing to the hiring of a meeting venue or catering for a workshop.

5. FURTHER INVESTIGATION

- 5.1 In gathering the above information, Council staff have engaged with and sought advice from Age Friendly Palmerston North and the Office for Seniors – Ministry of Social Development.
- 5.2 It is noted that Age Friendly Palmerston North, which include representatives of community groups who work with or represent older people, have done some initial work in this area, including the development of a Palmerston North Age Friendly Strategy 2018-2021. Staff understand that the Strategy was not implemented in full due to capacity constraints and the identification that Council commitment and coordination was required. This Strategy will be a useful starting point for further work.
- 5.3 Staff have also engaged with New Plymouth City Council, Hamilton City Council and Tauranga City Council who are all current or past members of both networks and have implemented the Age Friendly process in their cities. Staff also reviewed age friendly strategies developed by other councils, including that of Waimakariri District Council.
- 5.4 Based on these investigations, staff understand that the memberships and subsequent process will likely require resource of 0.5 FTE for a period of up to 12 months to achieve the age friendly strategy or plan (steps 1-3 above), followed by 0.25-0.75 FTE ongoing to drive the implementation and evaluation of the strategy or plan, depending on the content of the plan (steps 4 & 5 above).
- 5.5 Another finding of the investigation was the importance of having operational budget available to support the implementation of the age friendly strategy or plan. This enabled councils to progress tangible outcomes within the plan in a timely manner and maintain the trust and momentum developed with the community during the development of the plan. Staff understand other councils have committed around \$30,000 per year for this purpose.
- 5.6 Some of the positive outcomes other councils have mentioned as a result of their age friendly membership and processes include stronger relationships and trust built with their communities and improved awareness and focus within their council on the needs of seniors.
- 5.7 Lessons learned from these engagements include that having a strategy or plan which is tangible, deliverable and well-resourced is key, and having a range of key community leaders included in the process is important.
- 5.8 Given the information gathered, if Council wishes to proceed with the Age Friendly membership/s and process, additional operational budget of \$50,000

is required to resource the 0.5 FTE and associated expenses in the 2023/2024 annual budget.

- 5.9 A further programme for the implementation of the Age Friendly strategy or plan could then be included in the Long-Term Plan process.

6. NEXT STEPS

- 6.1 Should councillors wish to further an Age Friendly strategy or plan and membership/s, then the Committee would need to refer a programme to the annual budget deliberations.
- 6.2 If the decision is made through the annual budget to proceed with this work, staff would then do the following:
- 6.2.1 Engage required staff, and prepare and submit membership applications to the World Health Organisation and Age Friendly Aotearoa New Zealand.
- 6.2.2 Commence a working group, in partnership with Age Friendly Palmerston North, and proceed with the recommended steps 1-5 as described at 3.10 above.
- 6.2.3 Apply for funding through the Office for Seniors in August/September to help resource the initial work.

7. COMPLIANCE AND ADMINISTRATION

| | |
|--|---|
| Does the Committee have delegated authority to decide? | Yes |
| Are the decisions significant? | No |
| If they are significant do they affect land or a body of water? | No |
| Can this decision only be made through a 10 Year Plan? | Yes |
| Does this decision require consultation through the Special Consultative procedure? | No |
| Is there funding in the current Annual Plan for these actions? | No |
| Are the recommendations inconsistent with any of Council's policies or plans? | No |
| The recommendations contribute to Goal 3: A Connected and Safe Community | |
| The recommendations contribute to the achievement of action/actions in Connected Communities | |
| The action is: Build and maintain relationships with local communities of identity, interest and place to understand and support their strengths and aspirations | |
| Contribution to strategic direction and to social, economic, | Engaging in the Age Friendly process towards the achievement of the eight age friendly outcome areas aligns strongly with Council's goals of being a connected and safe, and growing and innovative community, and will have positive impacts for the social and economic wellbeing of older people and the |

| | |
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| environmental and cultural well-being | wider community. |
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ATTACHMENTS

1. List of AFANZ Member Councils - March 2023 [↓](#) 

Age Friendly Aotearoa NZ Network Membership list - March 2023

Auckland Council
Carterton
Gore District Council
Hamilton City Council
Horowhenua District Council
Hurunui District Council
Kāpiti Coast District Council
Mackenzie DC
Manawatū District Council
Marlborough District Council
Masterton
Napier City Council
Nelson City Council
New Plymouth District Council
South Wairarapa
Spreydon, Cashmere, Heathcote (Christchurch)
Tasman District Council
Taupō District Council
Tauranga City Council
Timaru District Council
Waimakariri District Council
Waitaki District Council
Wellington City Council
Whanganui District Council

MEMORANDUM

TO: Community Committee

MEETING DATE: 24 May 2023

TITLE: Development Subsidy request from the Methodist Church of New Zealand Te Haahi Weteriana o Aotearoa Manawatū Rangitikei Methodist Parish

PRESENTED BY: Stephanie Velvin, Community Development Manager

APPROVED BY: Chris Dyhrberg, Chief Customer Officer

RECOMMENDATION TO COUNCIL

1. That Council approve a Development Subsidy of \$13,000 for the Methodist Church of New Zealand Te Haahi Weteriana o Aotearoa Manawatū Rangitikei Methodist Parish.
-

1. ISSUE

- 1.1 The Development Subsidy is one of Council's grant funding programmes. It is designed to provide support to community groups that are undertaking development of their facilities, where the payment of any of the following is triggered:
 - Development contribution fee as per the Development Contribution Policy;
 - Building consent costs;
 - Resource consent costs.
- 1.2 In the 2022/2023 Financial Year there is \$20,000 in the Development Subsidy programme budget; there have been no applications to this fund this year.
- 1.3 The [Support and Funding Policy 2022](#) sets out the requirements for how Council's grant funding programmes will be allocated. Section 9 of the Policy stipulates staff will assess applications to the Development Subsidy fund and make allocation recommendations to the appropriate Council committee.
- 1.4 Staff have received and assessed a Development Subsidy application from the Methodist Church of New Zealand Te Haahi Weteriana o Aotearoa Manawatū Rangitikei Methodist Parish.
- 1.5 This report provides a summary of the assessment and officer recommendation to the Committee.

2. BACKGROUND

- 2.1 On 1 May 2023, the Methodist Church of New Zealand Te Haahi Weteriana o Aotearoa Manawatū Rangitīkei Methodist Parish (the Manawatū Rangitīkei Parish) submitted an application for a development subsidy towards building consent costs related to work at 264 Broadway Avenue.
- 2.2 The legal title for the land at 264 Broadway Avenue is held by the Methodist Church of New Zealand, with the Manawatū Rangitīkei Parish & Tongan Methodist Parish having joint management of the property. The Parishes have been undertaking development of this property to create an extended lobby space, with new bathrooms and frontage of the building. Attachment 1 shows the concept plans.
- 2.3 This development has required a building consent, and thus building consent fees have been incurred by the group. The total amount invoiced for this building consent was just over \$16,000.
- 2.4 On receipt of the Development Subsidy application, staff conducted an assessment against the eligibility criteria and support priorities for the fund, which are also set out in Section 9 of the Support and Funding Policy.
- 2.5 A summary of the assessment follows:

| Eligibility criteria | Comment | Met? (Y/N) |
|---|--|------------|
| Applicant is an eligible community group (charitable trust, incorporated society or social enterprise) | Applicant is a registered charity, verified on the Charities Register | Yes |
| The community group is based in Palmerston North | Yes, based in central city. | Yes |
| The services or activities of this community group primarily benefit Palmerston North residents | Satisfied that the building will primarily be used by Palmerston North residents. | Yes |
| The community group owns the land, building or facility which is the subject of the development subsidy, resource consent or building consent | As explained at 2.2 above. Staff are satisfied that the intent of this criteria is sufficiently met. | Yes |

| | | |
|--|---|--|
| The land, building or facility which is the subject of the development subsidy, resource consent or building consent is integral to the community group's operations | The building subject to the building consent is the main building for their activities. It is noted that the work is to extend the lobby space, bathrooms and frontage rather than the main hall/facility. | Yes |
| Acceptable statement of financial position | Balance sheets viewed for both parishes, and viewed annual return for the Methodist Church of New Zealand. No concerns. | Yes |
| Acceptable support and funding history with Council | Have received rates rebates for this property previously. No concerns. | Yes |
| Support priorities | Comment | Extent of alignment with support priorities (scale 1-5) |
| Development is or will be delivering community outcomes that contribute to goal 2, 3 and/or 4 of Council's strategic direction. | <p>Staff view that the services and activities which will occur at the building will deliver towards Goal 3: A Connected and Safe Community, particularly Priority 1 'Develop, provide, support or advocate for services, facilities, and events that create a connected, welcoming and inclusive community' and Priority 3 'Support communities to achieve their aspirations'.</p> <p>The activities described by the applicant will benefit a range of priority communities, including Pasifika, older people, younger people</p> | <p>1 = very little</p> <p>2 = little</p> <p>3 = moderate</p> <p>4 = strong</p> <p>5 = very strong</p> |

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| | and people with disabilities. While religious activities will be the primary purpose, it is understood that this building will be used regularly for a range of broader community activities, including general community hire, which will improve community connections, inclusion and overall wellbeing. | |
|--|--|--|

- 2.6 Given the above assessment, staff are recommending a Development Subsidy of \$13,000 is funded, or 80% of their costs. This recommendation has taken into consideration the strength of alignment with support priorities for this fund, and the amount remaining in the fund.

3. NEXT STEPS



- 3.1 Staff will communicate the outcome of Council's decision to the applicant.
- 3.2 If approved, the funds will be paid to the applicant as soon as possible, using budget from the 2022/2023 financial year.

4. COMPLIANCE AND ADMINISTRATION

| | |
|---|------------|
| Does the Committee have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual | No |
| Are the decisions significant? | No |
| If they are significant do they affect land or a body of water? | No |
| Can this decision only be made through a 10 Year Plan? | No |
| Does this decision require consultation through the Special Consultative procedure? | No |
| Is there funding in the current Annual Plan for these actions? | Yes |
| Are the recommendations inconsistent with any of Council's policies or plans? | No |
| The recommendations contribute to Goal 3: A Connected and Safe Community | |
| The recommendations contribute to the achievement of action/actions in | |

| | |
|--|--|
| Connected Communities | |
| The action is: Administer grants in line with the community funding policy | |
| Contribution to strategic direction and to social, economic, environmental and cultural well-being | <p>Staff view that the services and activities which will occur at the building will deliver towards Goal 3: A Connected and Safe Community, particularly Priority 1 'Develop, provide, support or advocate for services, facilities, and events that create a connected, welcoming and inclusive community' and Priority 3 'Support communities to achieve their aspirations'.</p> <p>Contributes to social, economic and cultural wellbeing.</p> |

ATTACHMENTS

1. Alteration Plans [↓](#) 
2. Confirmation Letter [↓](#) 

| Sheet List | | | |
|--------------|---------------------------------|------------------|-----------------------|
| Sheet Number | Sheet Name | Current Revision | Current Revision Date |
| A0.00 | COVER PAGE | 0 | 22/06/22 |
| A1.01 | SITE PLAN | 0 | 22/06/22 |
| A1.02 | SITE PLAN LEVELS | 0 | 22/06/22 |
| A2.01 | DEMOLITION PLAN | 0 | 22/06/22 |
| A2.02 | SERVICES / SLAB PLAN | 0 | 22/06/22 |
| A2.03 | EXISTING ROOF PLAN | 0 | 22/06/22 |
| A2.04 | REFERENCE PLAN | 0 | 22/06/22 |
| A2.05 | DIMENSIONED PLAN | 0 | 22/06/22 |
| A2.06 | NEW ROOF FRAMING PLAN | 0 | 22/06/22 |
| A2.07 | NEW ROOF PLAN | 0 | 22/06/22 |
| A2.08 | LIGHTING & ELECTRICAL PLAN | 0 | 22/06/22 |
| A2.20 | CARPARKING & LANDSCAPING | 0 | 22/06/22 |
| A3.01 | EXISTING ELEVATIONS | 0 | 22/06/22 |
| A3.02 | EXISTING ELEVATIONS | 0 | 22/06/22 |
| A3.03 | ALTERED ELEVATIONS | 0 | 22/06/22 |
| A3.04 | ALTERED ELEVATIONS | 0 | 22/06/22 |
| A4.01 | SECTIONS ONE | 0 | 22/06/22 |
| A4.02 | SECTIONS TWO | 0 | 22/06/22 |
| A4.03 | SECTIONS THREE | 0 | 22/06/22 |
| A5.01 | PLAN DETAILS | 0 | 22/06/22 |
| A5.02 | PLAN DETAILS | 0 | 22/06/22 |
| A5.03 | PLAN DETAILS | 0 | 22/06/22 |
| A5.04 | SECTION DETAILS | 0 | 22/06/22 |
| A5.05 | SECTION DETAILS | 0 | 22/06/22 |
| A5.06 | SECTION DETAILS | 0 | 22/06/22 |
| A5.07 | SECTION DETAILS | 0 | 22/06/22 |
| A5.08 | SECTION DETAILS | 0 | 22/06/22 |
| A5.09 | SECTION DETAILS | 0 | 22/06/22 |
| A6.01 | TOILET/CLEANERS ELEVATIONS | 0 | 22/06/22 |
| A6.02 | UNISEX TOILETS & CLEANERS | 0 | 22/06/22 |
| A6.03 | KITCHENETTE ELEVATIONS | 0 | 22/06/22 |
| A6.04 | KITCHENETTE | 0 | 22/06/22 |
| A8.01 | EXTERIOR WINDOW & DOOR SCHEDULE | 0 | 22/06/22 |
| A8.02 | INTERIOR WINDOW & DOOR SCHEDULE | 0 | 22/06/22 |
| A9.01 | FINISHES SCHEDULE | 0 | 22/06/22 |
| FE.01 | FIRE EGRESS & PROTECTION PLAN | 0 | 22/06/22 |



TEAM[®]

CLIENT
Methodist Church

| Number | Date | Description |
|--------|----------|-------------|
| 0 | 22/06/22 | FOR CONSENT |

NOTE: 3D images are representative only and do not overrule 2D drawings or details

Refer Document Register for all building documentation

Methodist Church

264 Broadway Avenue
Palmerston North

TITLE
COVER PAGE

SIZE
A1
A3

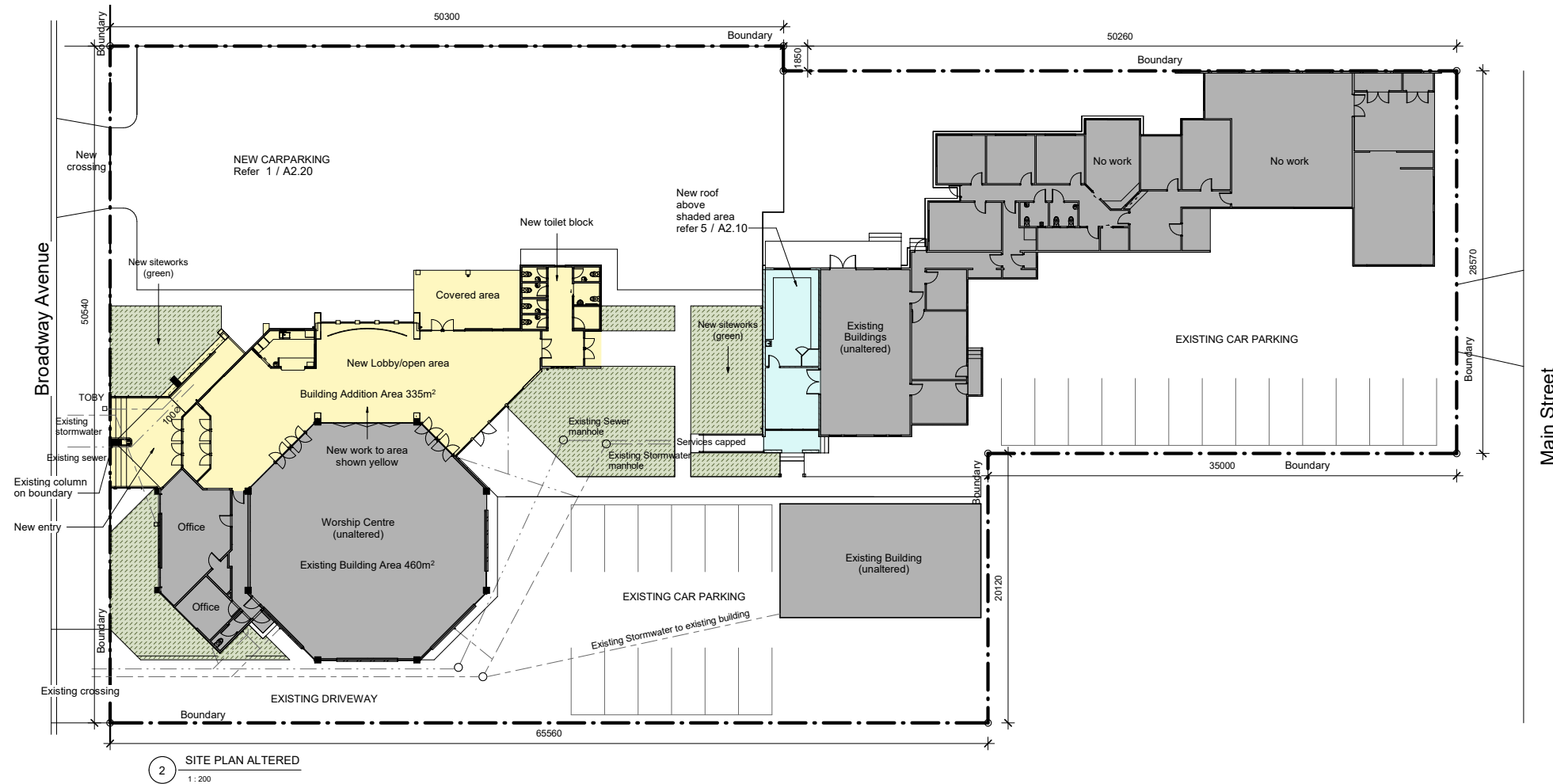
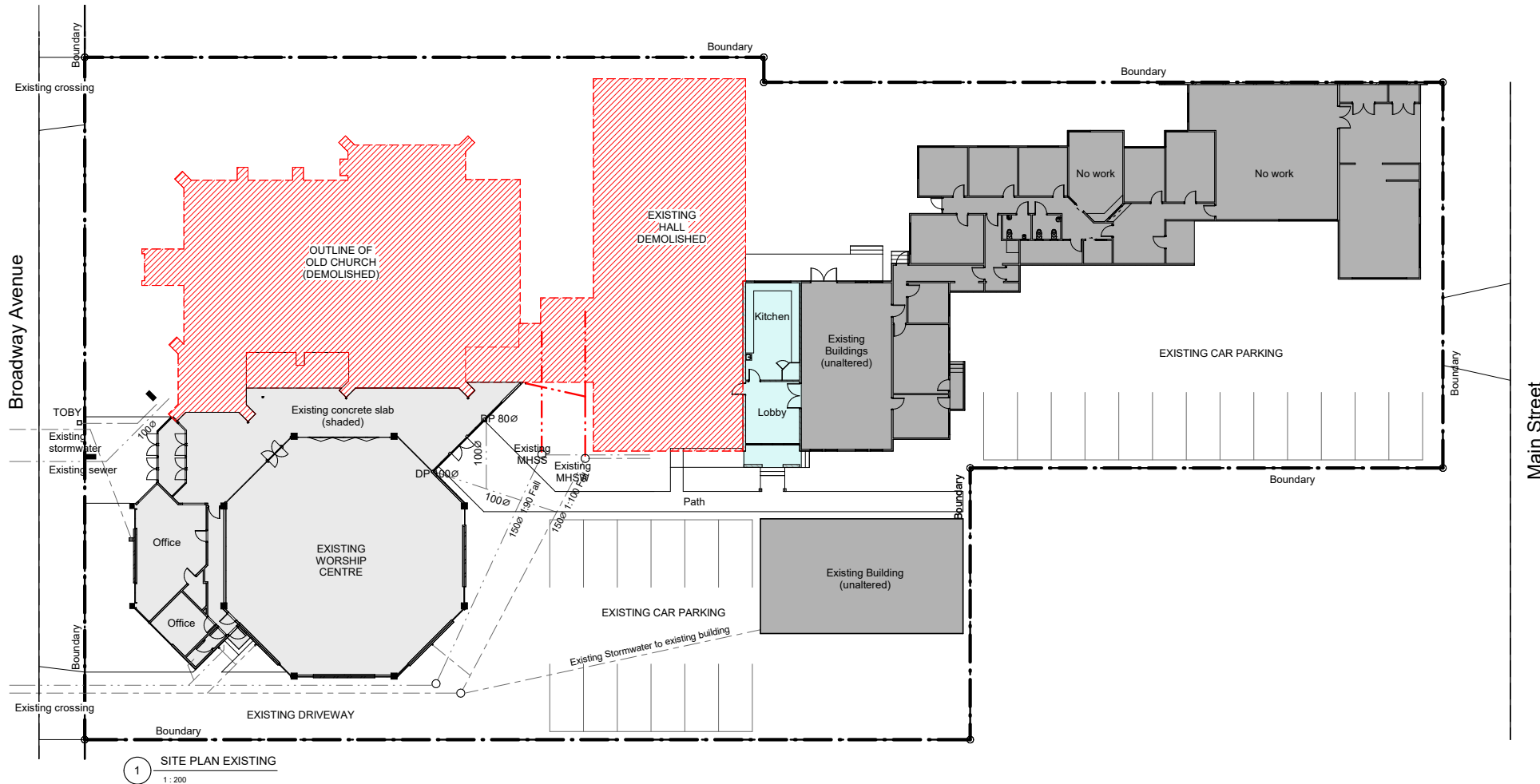
PROJECT NUMBER
13036

ISSUE
CONSENT

SHEET NUMBER
A0.00

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|------------------|----------|-------------|
| CLIENT | | |
| Methodist Church | | |
| Number | Date | Description |
| 0 | 22/06/22 | FOR CONSENT |

| | |
|---------------------|----------------|
| ADDRESS | |
| Earthquake zone: | 3 |
| Exposure zone: | B |
| District Plan zone: | Outer Business |
| Wind zone: | Low |
| Lot: | 2 |
| DP: | 89294 |
| Site area: | 0.4281 ha |
| Building Footprint: | 595m² |

NOTE:
Contractor to check and verify all dimensions, levels and angles on site before commencing.

GENERAL NOTES

This drawing to be read in conjunction with relevant Architectural, Structural, plumbing, Mechanical and Electrical drawings to avoid clashes.

All construction work to be in accordance with New Zealand Building Code and Approved Documents and NZ Standards.

Notify the architect immediately of any omissions and/or deviation from any onsite conditions. Failure to notify in timely manner shall result in contractor taking any remedial measures required.

The information contained on these drawings is subject to Copyright and may not be copied or reproduced without written permission of Architype- Team Architects Ltd.

All dimensions are in millimeter unless otherwise stated

Workmanship, materials and fixings shall be in accordance with relevant codes and statutory requirements.

Methodist Church

264 Broadway Avenue
Palmerston North

TITLE SITE PLAN

| | |
|------|---------|
| SIZE | SCALE |
| A1 | 1 : 200 |
| A3 | |

PROJECT NUMBER
13036

ISSUE
CONSENT

| | |
|--------------|----------|
| SHEET NUMBER | REV |
| A1.01 | 0 |

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The Methodist Church of New Zealand
Te Haahi Weteriana



MANAWATU-RANGITIKEI & TONGAN METHODIST PARISH

264 Broadway Avenue, Terrace End
P. O. Box 1887
Palmerston North

30 April 2023

To whom it may concern,

Re: Confirming of Property Sharing: 264 Broadway Avenue.

We confirm that the Methodist Church of New Zealand holds the legal title over the land at 264 Broadway Avenue. However as per the rules that govern the operation of the Methodist Church of New Zealand, the day to day management and operation is the responsibility of the local Parish who have the benefit and use of the property. In this case it is the Palmerston North Tongan Methodist Parish and the Manawatu Rangitikei Parish who jointly manage the day to day operations of the property.

Yours faithfully,

Reverend Ian Boddy:.....
Minister for Manawatu Rangitikei Parish

Reverend Sesipā(Sesi) Mausea:.....
Minister for the Tongan Methodist Parish
Co-Minister for Manawatu Rangitikei Parish

MEMORANDUM

TO: Community Committee

MEETING DATE: 24 May 2023

TITLE: Community Places Stocktake and Needs Assessment - timeframes and resource requirements to give effect to the recommendations.

PRESENTED BY: Stacey Solomon, Policy Analyst

APPROVED BY: David Murphy, Chief Planning Officer

RECOMMENDATIONS TO COMMUNITY COMMITTEE

1. That the Committee receive the report titled "Community Places Stocktake and Needs Assessment - timeframes and resource requirements to give effect to the recommendations." dated 24 May 2023.

1. ISSUE

In September 2022 the Community Development Committee received the Community Places Research Report ("Community Places"), attached to the memorandum titled "[Presentation of Community Places Research Report and Recommendations](#)". The Committee recommended:

28-22 (2) That the Council endorses the recommendations made in the Community Places Stocktake and Needs Assessment as guidance for future decision-making on community facilities in Palmerston North.

The Committee resolved:

28-22 (3) That the Chief Executive report on timeframes and resource requirements to give effect to the recommendations in the Community Places Stocktake and Needs Assessment.

This memorandum responds to resolution 28-22(3), providing the requested information.

The full [Community Places](#) report is available on the Council website.

The [associated maps](#) (linked in the full Community Places report) are also available to view.

2. BACKGROUND

Over the last decade, Council has received various requests related to Community Facilities. To respond to these requests in a coordinated way, a stocktake of community facilities and a needs assessment of the community was commissioned as part of the 2021-31 Long Term Plan. Community Places is the resulting piece of research.

Stocktake

The stocktake provides important information about all currently available community facilities in the city (Council owned or otherwise). This is useful for understanding the capacity and availability of facilities, as well as identifying possible opportunities for partnership with facility providers, managers, and users.

Needs assessment

The needs assessment considered availability, accessibility, and condition of community facilities against the forecasted growth and change in community demand for these. The needs assessment combines information obtained during engagement, interviews, and demographic analysis.

Findings from Community Places relate to:

- Spread of community facilities.
- Existing community centres.
- Coverage considerations.
- Projected urban growth and provision of community facilities.
- Understanding socio-economic aspects of growth.
- Important factors for successful community facilities.

3. CURRENT IMPLEMENTATION OF COMMUNITY PLACES

Community Places consists of two parts, being the stocktake and the needs assessment. These are informative pieces of work when considered together, however both parts of the work are valuable as standalone pieces of research too. The findings of Community Places are already being used to inform planning and decision making.

Example: Contextual linkages

Community Places has been used to provide contextual linkages for a number of other community facility assessments, including: the Regional Sports Facility Plan (RSFP), work on the aquatics facilities and water based recreation needs assessment, previous decision making on the future use of Panako Park Hall, and work on the feasibility assessments for a covered bowling green.

Example: Adderstone Reserve decision

Community Places informed part of the decision of the Strategy and Finance Committee in March 2023 in their consideration of the report [“Adderstone Reserve – decision on proposal to change part to housing”](#).

The original proposal consulted on with the community was to change the use, or partially dispose of, some of the land reserved within Adderstone for housing. The proposal was driven by the need to give certainty to the structure planning for Aokautere.

Information from the Community Places report contributed (in part) to a change in position and subsequent recommendation to the Committee to retain the reserve in its entirety. The needs assessment found that there was a good amount of green space but an under-supply of community facility provision in Aokautere. The advice given was the Council could future-proof amenity for the Aokautere community by retaining the land as reserve. The Council could then reconsider a change in use of the reserve in future when the need of the community was better understood.

Example: guidance provided to Kāinga Ora

Community Places has also been used to provide informal guidance to Kāinga Ora in respect of their decision making on proposed community spaces in their upcoming developments.

Community Places identified a good range and number of facilities (Council owned, and non-Council owned) available for public use around Palmerston North. Guidance provided to Kāinga Ora was that, based on the stocktake and needs assessment, consideration should be given to spaces and facilities which are already nearby to the proposed developments. The facilities could be optimised for use to complement the green spaces and community spaces being proposed by Kāinga Ora. Partnerships with nearby facility providers could also be considered, furthering the opportunity of the community to access resources which already exist but are underutilised generally, or at a specific time.

4. RECOMMENDATIONS FROM COMMUNITY PLACES

Community Places made 17 separate recommendations. The recommendations broadly fall into the following themes:

- Maximising use of current facilities.
 - Palmerston North has a good range of facilities available across the city.
 - Provision could be improved so that existing facilities can better support communities now.
- Planning sustainably for provision of facilities in growth areas to meet future need.
 - Population-based provision of community facilities is useful but cannot always anticipate future need accurately.

- In growth areas, Council could choose to set aside resource for community facility (such as land) and then build the facility later, when the need of the community is better understood.
- Determining a policy for the provision of community facilities to enable responsive decision-making.
 - A decision-making framework, internal process, or policy.

Assessment of recommendations

To respond to the resolution of the Committee, an assessment of the timeframes and resources required to realise the recommendations of Community Places has been completed.

Completed recommendations

The following recommendation is noted as already having been delivered (*Table 1, below*).

| # | Recommendation | Comments |
|---|--|---|
| 3 | To meet the needs identified in existing areas Council should: Establish city wide community facility booking systems. | A city wide booking system is in place. The use of the system varies between Community Centre's and facilities. No further resource is required for this recommendation. |

Table 1: Recommendations which have already been realised

Recommendations which are in progress

A number of recommendations from Community Places were already programmed through the Long Term Plan 2021-31 or form a part of a larger piece of work that the Council undertakes. These recommendations are noted in *Table 2*:

| # | Recommendation | Comments |
|---|--|---|
| 7 | To meet the needs identified in existing areas Council should: Undertake a detailed review of existing community centres to determine and address issues noted about availability, accessibility, suitability and management, and the stakeholder engagement findings. | <u>Accessibility and suitability</u> Long Term Plan 2021-31 Programme 2041 'Property – Accessibility of Council Facilities' budgeted \$100,000 in 2021/22 financial year to complete an accessibility audit. The final report on the accessibility audit and survey for Community Centres is due in June 2023. All other Council buildings are being assessed and surveyed, with an anticipated completion date in August/September 2023. Once all sites are assessed and surveyed, |

| # | Recommendation | Comments |
|---|----------------|---|
| | | <p>non-compliant elements will be fed into a programme of work with three priorities:</p> <p>Priority A: urgent works: as such should be implemented as soon as possible.</p> <p>Priority B: medium-term works: including adaption and improvement, as such should be implemented in line with renovations to existing buildings or grounds.</p> <p>Priority C: major works: building and ground improvement/ long term priorities, as such should be implemented in line with major works to existing buildings or grounds.</p> <p>The outcome of the accessibility assessment will be rolled into the continued maintenance programme for Community Centres and other Council facilities.</p> <p><u>Availability and management</u></p> <p>Community Centre Management Agreements have recently been reviewed to strengthen their alignment with the Council's aspirations for Community Centres to be places that create a sense of community ownership and inclusion.</p> <p>The review of the management contracts identified a need to make the agreements more outcomes focussed. The agreements provide clarity on the role of the management committees, reporting requirements, and financial components.</p> <p>No further resource is required for this recommendation.</p> |

Table 2: Recommendations which are in progress

Recommendations that are ongoing

A number of recommendations from Community Places have been identified as ongoing. This is because they form a part of a larger process, or because they are already given effect to and are part of an ongoing process. These recommendations are noted in Table 3:

| # | Recommendation | Comments |
|---|---|---|
| 1 | <p>To meet the needs identified in existing areas Council should:</p> <p>Maximise the use of existing facilities e.g. promotion, use analysis, access audit etc.</p> | <p>Community Places found that many of the community facilities around the city are over-subscribed during peak hours, and under-subscribed during work/school-hours.</p> <p>We measure the utilisation of our community centres as part of our non-financial annual reporting. Our narrative measure outlines our success against this target based on the different users, and uses, of community centres. We are currently meeting our targets, as noted in our quarterly reports.</p> <p>Many community centres are being used for regular group bookings, or for social functions. In future, there may be an opportunity to maximise the use of community centres by enabling multi-use recreational use.</p> <p>This recommendation relates to recommendations 2 and 7.</p> <p>This recommendation is ongoing. No further resource is required at this time.</p> |
| 2 | <p>To meet the needs identified in existing areas Council should:</p> <p>Ensure community facilities have equipment and technology that meets user needs.</p> | <p>A series of operational items from community centre / facility managers that was collated as part of the Community Places engagement was provided by the consultants. Staff have been working through these requested actions, many of which relate to this recommendation and ensuring that community centres have the necessary provision to meet the needs of users.</p> <p>The Council reported through the Annual Report 2021/2022 on its target (narrative measure) for supporting community centre management groups to provide community centres that are responsive to the needs of their communities. The Council reported Community centres continue to be well utilised by both regular and casual user groups, including hobby groups, ethnic groups, religious groups, corporate bookings, and individual community members booking for</p> |

| # | Recommendation | Comments |
|---|--|---|
| | | <p>celebrations.</p> <p>Requests for resources and resource requirements are continuously monitored.</p> <p>This recommendation is ongoing and can be considered on an as-needed basis.</p> |
| 4 | <p>To meet the needs in recent and future growth areas Council should:</p> <p>Explore partnerships with community facility owners in areas of the city where provision is low or non-existent.</p> | <p>Recommendations 4, 11, and 17 relate to the ways in which Council might partner with others, maximising the use of current facilities.</p> <p>This recommendation is ongoing and considered on an as-needed basis. The completed stocktake will provide a useful basis for this going forward. No further resources are required.</p> |
| 8 | <p>To meet the needs regarding the location of community facilities Council should:</p> <p>Determine the planning basis for the provision of community facilities and include consideration of location and/or the intended community of interest to be served by the community facility.</p> | <p>Recommendation 8 closely overlaps with recommendations 9, 10, and 13.</p> <p>The standalone needs-assessment of Community Places provides a sound overview of the current and expected socioeconomic character of Palmerston North. This can be used in addition to the below mentioned tools to inform further analysis as part of the Council's urban growth planning.</p> <p>We currently utilise a combination of social impact assessments, and/or recreational needs assessments, and/or local business centre assessments to inform, in part, our community facility provision.</p> <p>This recommendation is ongoing, no further resources are required.</p> |
| 9 | <p>To meet the needs regarding the location of community facilities Council should:</p> <p>Take a city-wide approach to providing for the needs of less mobile people in the redevelopment or planning of new community facilities.</p> | <p>Recommendation 9 closely overlaps with recommendations 8, 10, and 13.</p> <p>The needs assessment completed for the Community Places has identified that mobility is an important factor in the ability of the community to access facilities.</p> <p>Recommendation 9 will be given effect to in, and inform part of, the consideration for recommendations 5, 6, and 14.</p> <p>This recommendation does not require</p> |

| # | Recommendation | Comments |
|----|---|---|
| | | further resources. |
| 10 | <p>To meet the needs regarding the provision of community facilities Council should:</p> <p>Include the provision of community facilities when developing urban growth areas.</p> | <p>Recommendation 10 closely overlaps with recommendations 8, 9, and 13.</p> <p>Consideration is given to community facilities as part of our urban growth planning. The determination of the provision of community facilities is however not guaranteed e.g.: if an urban growth area is of a small scale and is located near a an already existing facility that is accessible and has availability, provision may already exist and therefore not be required.</p> <p>Recommendations 5, 6, and 14 (included in Table 4, below) will inform this recommendation further.</p> <p>This recommendation is ongoing, no further resources are required.</p> |
| 11 | <p>To meet the needs regarding the provision of community facilities Council should:</p> <p>Ensure opportunities for partnerships regarding the provision of community facilities are explored as part of urban growth planning.</p> | <p>This recommendation can be included as part of the development of planning guidelines which are proposed in recommendations 5 and 6.</p> <p>This recommendation does not require further resources.</p> |
| 12 | <p>To meet the needs regarding the provision of community facilities Council should:</p> <p>Identify community facilities as early as practicably possible in the planning for new growth areas to enable Council to collect Development Contributions for the construction of community facilities.</p> | <p>The Development Contributions policy currently makes accommodation for community facilities. Any community facility that provides use for growth can be funded (fully or partially) via a development contribution. The process is that a community facility is identified in a capital programme, and for an asset manager to identify the growth component for that facility.</p> <p>The growth cost is then incorporated into the development contribution fee that all residential development pays for.</p> <p>The Development Contributions Policy is being reviewed in 2023/24, alongside the preparation of the Long Term Plan 2024. Further consideration of community facilities in the Policy may be made as part of that review process and will be informed</p> |

| # | Recommendation | Comments |
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| | | by decisions made on the Long Term Plan. This recommendation does not require further resources. |
| 13 | To meet the needs regarding the provision of community facilities Council should: Include socio-economic analysis as part of the planning for urban growth areas, including the requirements for community facilities. | Recommendation 13 closely overlaps with recommendations 8, 9, and 10. The standalone needs-assessment of Community Places provides a sound overview of the current and expected socio-economic character of Palmerston North. This can be used to inform further analysis as part of the Council's urban growth planning. This recommendation is ongoing, no further resources are required. |

Table 3: Recommendations that are ongoing

Recommendations that require further work

The assessment concluded that six recommendations require further work. The recommendations have logical overlaps that make it sensible to address them concurrently or sequentially, or have been identified as being able to be given effect to at a known time in the future. Successfully addressing these recommendations will mean that subsequent recommendations may also be achieved. These recommendations are noted in Table 4:

| # | Recommendation | Comments |
|---|--|---|
| 5 | To meet the needs in recent and future growth areas Council should: Review the planning provisions for community facilities in recent and future growth areas. | Recommendation 14 (below) will assist with realising this recommendation. This recommendation relates closely to recommendation 6. Recommendations 5 and 6 will be identified as possible actions for consideration through the Long Term Plan. |
| 6 | To meet the needs regarding the provision of community centres Council should: Develop planning guidelines for the provision of community centres in new and existing areas. | There is currently no policy which guides the Council's response to community requests for the support or development of community centres. This is managed on a case-by-case basis through our usually planning. This recommendation relates closely to |

| # | Recommendation | Comments |
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| | | <p>recommendation 5 (above). Recommendation 14 (below) will assist with realising this recommendation.</p> <p>Recommendations 5 and 6 will be identified as possible actions for consideration through the Long Term Plan.</p> |
| 14 | <p>To meet the needs of the community facility users Council should:</p> <p>Develop a needs-based decision-making framework informed by the findings of this research to determine:</p> <p>a) the provision of community facilities considering population growth, communities of interest, socio-economic profiles, location etc and</p> <p>b) operating models i.e. Council owned and run, owned and run by others, private owned and Council run, private owned and Council support.</p> | <p>The value in realising this recommendation is in the ability of it to inform, from a needs-based perspective, the strategic alignment of the various planning and investment decisions of the Council.</p> <p>By completing work this work, a number of other recommendations which have been made through Community Places will be able to be given effect to.</p> <p>Work on this recommendation will be completed before the end of 2023 as part of the Long Term Plan process.</p> <p>This recommendation can be achieved within existing resources and budget.</p> |
| 15 | <p>To meet the needs of the community facility users Council should:</p> <p>Use the outcomes of the decision-making framework to inform Council's Long Term plan.</p> | <p>Recommendation 14 will need to be completed before recommendation 15 can be implemented.</p> <p>This recommendation can be achieved within existing resources and budget.</p> |
| 16 | <p>Considering the important factors that make a 'successful community facility'</p> <p>Undertake a detailed review of existing community facilities to confirm the keys to success.</p> | <p>This recommendation relates closely to recommendations 7 and 17. When the outcomes of the accessibility audit are better known, a detailed review of existing community facilities can be completed, and keys to success identified.</p> <p>Council reports information through the Annual Report and the Quarterly Reports which provide narrative feedback on the current experience of community centres and facilities. At this time, the Council is meeting its targets.</p> <p>Recommendation 16 will be identified as a possible action for consideration in the Long Term Plan.</p> |

| # | Recommendation | Comments |
|----|--|--|
| 17 | <p>Considering the important factors that make a 'successful community facility'</p> <p>Confirm Council's role and the role of partners, in the support of community facilities, including case studies, and collection and analysis of user satisfaction data.</p> | <p>This recommendation has close links with recommendation 16 (above).</p> <p>Once the recently reviewed Community Centre Management Agreements have had an opportunity to entrench, a further, more detailed review of the model, (including the role of the Council and of Council's partners) would be advised to ensure it is effective and appropriate to achieving the goals of the community and the Council.</p> <p>Recommendation 17 will be identified as a possible action for consideration in the Long Term Plan.</p> |

Table 4: Recommendations that require further work

5. CONCLUSIONS

This memorandum responds to the resolution of the committee and provides detail on the resource requirements and timeframes for achieving the recommendations of the Community Places report.

6. NEXT STEPS

Staff will continue to use the information contained in Community Places to inform current work and work processes.

Staff propose further work be completed on recommendations 5, 6, 14, 15, 16 and 17. This work will be used to inform the Long Term Plan process.

7. COMPLIANCE AND ADMINISTRATION

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|---|------------|
| Does the Committee have delegated authority to decide? | Yes |
| Are the decisions significant? | No |
| If they are significant do they affect land or a body of water? | No |
| Can this decision only be made through a 10 Year Plan? | No |
| Does this decision require consultation through the Special Consultative procedure? | No |
| Is there funding in the current Annual Plan for these actions? | Yes |
| Are the recommendations inconsistent with any of Council's policies or plans? | No |
| The recommendations contribute to Goal 3: A Connected and Safe Community | |
| The recommendations contribute to the achievement of action/actions in | |

| | |
|--|---|
| <p>Connected Communities</p> <p>The action is: The Community Places project contributes to several actions in the Council's Connected Communities Plan. In particular:</p> <ul style="list-style-type: none"> Plan and provide new community centres, libraries or hubs in accordance with city-wide needs assessment and planning. | |
| <p>Contribution to strategic direction and to social, economic, environmental and cultural well-being</p> | <p>The Community Places Stocktake and Needs Assessment contributes to the Connected Communities Plan by:</p> <ul style="list-style-type: none"> Supporting communities to achieve their aspirations by enabling Council to plan for and create community places and spaces that are fit for purpose, meet the needs of the communities they serve, and are sustainably developed. Enabling responsive decision-making of Council that anticipates and meets the needs of the community now and in future. |

ATTACHMENTS

Nil

REPORT

TO: Community Committee
MEETING DATE: 24 May 2023
TITLE: Draft Gambling Venue Policies - Approval to Consult
PRESENTED BY: Julie Macdonald, Strategy & Policy Manager
APPROVED BY: David Murphy, Chief Planning Officer

RECOMMENDATION TO COMMUNITY COMMITTEE

1. That the Committee approve the Draft Gambling Venue Policies Statement of Proposal (Attachment 1) for consultation.

SUMMARY OF OPTIONS ANALYSIS FOR DRAFT GAMBLING VENUE POLICIES – APPROVAL TO CONSULT

| | |
|-------------------------------|---|
| Problem or Opportunity | <p>Council is required to review its gambling venue policies, which influence where pokie machine and TAB venues may be established in the City.</p> <p>Officers have reviewed the policies and are now recommending improvements. Officers seek approval by the Committee to consult on the draft Class Four Gambling Venues Policy 2023 and the TAB Venues Policy 2023.</p> |
| OPTION 1: | Approve the draft Gambling Venue Policies Statement of Proposal for public consultation (Recommended) |
| Community Views | Early engagement with some stakeholders has already happened. Most are aware of the policy review cycle for local authority gambling venue policies, and the requirement for local authorities to publicly consult when the policy comes up for review. |
| Benefits | Consulting on the draft policies will provide Council with an opportunity to hear the views of the community on the proposed changes. |
| Risks | No risks identified with this option. |
| Financial | Consultation on the draft policies can be managed within current budgets. |
| OPTION 2: | Do not approve the draft Gambling Venue Policies Statement of Proposal for public consultation |
| Community Views | Early engagement with some stakeholders has already happened. Most are aware of the policy review cycle for local authority gambling venue policies and expect to be involved in the next stage of the review. |

| | |
|-----------|---|
| Benefits | No benefits identified with this option. |
| Risks | The current policies would remain unreviewed, and the Council would not be compliant with the Gambling Act and Racing Industry Act. |
| Financial | There are no financial risks associated with this option. |

RATIONALE FOR THE RECOMMENDATIONS

1. OVERVIEW OF THE PROBLEM OR OPPORTUNITY

- 1.1 Through the Gambling Act 2003 and the Racing Industry Act 2020, the Council is required to have policies for whether and how we issue venue consents for class 4 gambling venues and TAB venues. We are also required to review those policies within three years of the last review of those policies.
- 1.2 Both policies were due to be reviewed in 2020 in line with the Gambling Act 2003 and the Racing Industry Act 2020, however the review was delayed due to Covid-19. The delay in the review of the policies does not affect the legality of the policies, as they remain in effect until Council carries out a review to amend or replace them.
- 1.3 This report identifies the suggested changes to these policies and recommends that the Council approves both draft policies for public consultation.

2. BACKGROUND AND PREVIOUS COUNCIL DECISIONS

- 2.1 Council adopted its first gambling venues policy in 2004 to meet its obligations under the Gambling Act 2003 and the Racing Act 2003. The policy was subsequently reviewed in 2005, 2008, 2012, and 2017.
- 2.2 This report should be considered alongside the social impact assessment Gambling in Palmerston North (Attachment 2). The Gambling Act 2003 and Racing Industry Act 2020 require the territorial authority, when adopting a gambling venue policy, to consider the social impacts of gambling within the territorial authority area. Neither of the Acts prescribe what elements should be included in a social impact assessment, or how one should be carried out. Therefore, the discretion in satisfying this part of the legislation rests with each territorial authority.

3. DESCRIPTION OF OPTIONS

- 3.1 There are two main options to consider. The first is to approve the draft gambling venue policies for consultation. The second is to not approve the draft gambling venue policies for consultation.

Option one – approve the draft gambling venue policies for consultation

- 3.2 Option one would enable staff to engage the community and key stakeholders on the proposed changes to the gambling policies.
- 3.3 The principal change proposed in the draft Class 4 Gambling Venue Policy is the introduction of a “sinking lid” for class 4 gaming machines. If adopted, this means that no consents would be issued for new venues or to increase the number of gaming machines in an existing venue. There are also a number of consequential amendments as a result of the introduction of the “sinking lid” approach (for instance, the removal of the balloting process for dealing with multiple applications on a single day).

- 3.4 Another proposed change is rewording clause 4.3, which outlines the basis on which consent would be granted for an existing venue to relocate to a new location. The new wording is to provide greater clarity about when and how this consent can be granted.
- 3.5 No significant changes are proposed for the draft TAB Venue Policy. All the proposed changes are minor to reflect that the Racing Act has been replaced by the Racing Industry Act 2020, and that the NZ Racing Board is now known as the TAB NZ.
- 3.6 The Statement of Proposal attached includes drafts of the proposed amended policies, with the proposed amendments shown as tracked changes.

Option two – do not approve the draft gambling venue policies for consultation

- 3.7 Option two would end this current review process, and no further work would be done, pending any new instructions from the Council.

4. ANALYSIS OF OPTIONS

- 4.1 Option one – approving the draft gambling venue policies for consultation – is the recommended option. The review process, required by legislation, gives the Council the opportunity to re-examine the state of gambling in Palmerston North, and evaluate whether the current policy is appropriate. This review process included preparing a social impact assessment that collated data relevant to gambling. Staff also engaged with various stakeholders to gather their ideas.
- 4.2 At a councillor workshop on the review of gambling policies on 29 March 2023, the contents of the social impact assessment, and options for amending the class 4 gambling venue policy, were shared. Most elected members in attendance at that workshop indicated general support for a “sinking lid” policy. It was noted that many community groups rely on the funding that is provided by grants from charitable gaming societies operating gaming machines. Some concerns were expressed that falling gaming machine numbers may reduce the availability of those grants and impact on the financial viability of those groups. No decisions were made at the workshop.
- 4.3 The social impact assessment, Gambling in Palmerston North, shows that the numbers of both venues and gaming machines has been steadily falling in Palmerston North for many years. However, the amount gambled on gaming machines in the City has not followed the same pattern.
- 4.4 In addition, data on problem gambling indicates that class 4 gaming machines are much more likely to be cited as the primary form of gambling when a person seeks assistance for problem gambling. This is despite vastly fewer people reporting gambling on class 4 gaming machines than on other forms of gambling (such as Lotto). This suggests that gambling on class 4 gaming machines is disproportionately associated with problem gambling.
- 4.5 Of the two main approaches to regulating class 4 gambling venues and gaming machine numbers – setting a cap or imposing a sinking lid – the sinking lid approach is the simplest and most effective in limiting the growth of class 4 gambling. The sinking lid effectively prohibits the granting of new consents for class 4 gambling venues or for any new machines. Existing venues may continue to operate, and in

specific circumstances they may be permitted to relocate, but no new venues or machines would be added to the city.

- 4.6 The alternative approach – setting a cap – is the method that has been used in the Class 4 Gambling Venue Policy since 2004. At each review of the policy a new cap is set – each time, lower than the previous cap. However, class 4 gambling venues have been closing at a faster rate than the cap can be lowered.
- 4.7 Staff recommend that a sinking lid approach is the most appropriate for the Class 4 Gambling Venues Policy. As existing venues close they would not be replaced, and no additional machines would be placed in existing venues.
- 4.8 A sinking lid approach will not necessarily impact on the community benefits from gambling. The Gambling Act 2003 requires that a minimum of 40% of the proceeds from class 4 gaming is returned to the community, but this is not ringfenced to the community in which the gambling occurred. With many trusts and gaming societies operating gaming machines around the country, community groups in Palmerston North are frequently eligible to apply for grants from those trusts and societies.
- 4.9 On that basis, staff propose for adoption a draft amended Class 4 Gambling Venue Policy that includes a sinking lid approach. This proposal includes several changes to the text of the policy (shown in Attachment 1) to give effect to this new approach. The key changes are to clause 4.1 and 4.2, which state that no consents for new venues or additional gaming machines will be issued.
- 4.10 Staff recommend that the Statement of Proposal is approved for public consultation. This process will give elected members information about the community's views on the proposal and allow them to make an informed decision.
- 4.11 Option two – not approving the draft gambling venue policies for consultation – is not recommended.
- 4.12 The statutory review for this policy is several years overdue. The work has been completed on a social impact assessment, and elected members have indicated the direction they would like this policy to move towards. A decision to stop the process now would introduce a further delay, and if it was started again at a later date the existing research would need to be re-done to bring it up to date.

5. CONCLUSION

- 5.1 Approving the draft policies for public consultation gives the community an opportunity to provide their views to elected members before a final decision is made.
- 5.2 There is a strong case for the changes that are proposed in the draft policies, supported by the social impact assessment. The proposal will significantly simplify the Class 4 Gambling Venues Policy. It will also provide an opportunity for the number of class 4 gaming machines to reach an equilibrium with the demand for gaming machines in Palmerston North, without necessarily impacting the financial contribution on which some community groups may rely.

6. NEXT ACTIONS

- 6.1 If the Committee approves the draft Statement of Proposal for public consultation, then staff will undertake that public consultation process. An outline of that process is provided in the next section.

7. OUTLINE OF COMMUNITY ENGAGEMENT PROCESS

- 7.1 Both the Gambling Act 2003 and the Racing Industry Act 2020 require that the Council use the special consultative procedure when consulting on the draft gambling venue policies.
- 7.2 Staff will make the Statement of Proposal widely available to the statutory stakeholders identified in the Gambling Act and Racing Industry Act, alongside other key stakeholders. The Statement of Proposal will also be made available to the wider community on the Council's website, at the Customer Service Centre, and through the central and community libraries.
- 7.3 Submissions will be invited from the key stakeholders and the wider community. Oral submissions are planned to be heard at the Community Committee meeting in August, with deliberations on written and oral submissions planned for the September Community Committee meeting.

COMPLIANCE AND ADMINISTRATION

| | | |
|--|---|------------|
| Does the Committee have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual. Part 2 Delegations Manual – Community Committee (pp. 47-48) | | Yes |
| Are the decisions significant? | | No |
| If they are significant do they affect land or a body of water? | | |
| Can this decision only be made through a 10 Year Plan? | | No |
| Does this decision require consultation through the Special Consultative procedure? | | Yes |
| Is there funding in the current Annual Plan for these actions? | | Yes |
| Are the recommendations inconsistent with any of Council's policies or plans? | | No |
| The recommendations contribute to Goal 3: A Connected and Safe Community | | |
| The recommendations contribute to the achievement of action/actions in Safe Communities | | |
| The action is: no specific action. However, the implementation of the Class 4 Gambling Venues Policy and the Racing Board Policy includes the statutory review of the policies as required by legislation. | | |
| Contribution to strategic direction and to social, economic, environmental and cultural well-being | A regular review of policies ensures that they are up-to-date and are contributing to the outcomes that Council is working towards. Addressing the availability of gambling opportunities contributes towards the reduction of problem gambling. This supports the Council's strategic priorities for a healthy community where everyone has access to healthy, safe and affordable housing and neighbourhoods, and to be a city where people feel safe and are safe. | |

ATTACHMENTS

1. Statement of Proposal Draft Gambling Venue Policies 2023 [↓](#) 
2. PNCC Gambling Social Impact Report 2023 [↓](#) 



Palmerston North City Council
Draft Gambling Policies 2023

Statement of Proposal

Introduction

The Council is required to have policies to determine whether and how it will give consent for class 4 gambling venues and gaming machines, and TAB venues. We have reviewed these policies and propose some amendments.

We propose to make a significant change to the draft Class 4 Gambling Venue Policy, by introducing a “sinking lid.” This means that consent would not be given for any new class 4 gambling venue or for any additional machines in existing venues.

We do not propose to make any significant changes to the draft TAB Venue Policy. All the proposed changes are minor, reflecting the new legislation and name for the TAB (previously the NZ Racing Board).

Details of the changes in each policy are set out in the following section.

The Proposal

Class 4 Gambling Venue Policy

The most significant proposed change is the introduction of a “sinking lid” for venues and gaming machines, instead of a fixed cap (the current approach), by changing clauses 4.1 and 4.2. These proposed new clauses now state that no consent will be granted for any new class 4 venues or for any additional class 4 gaming machines in an existing venue.

Clause 4.3, which provides the conditions under which consent will be granted for a venue to relocate to a new location, has been reworded. This amended clause now provides greater clarity on the circumstances which would qualify for consent under this policy, for instance the closure of their premises due to a natural disaster.

Other minor changes are included in the draft policy, to reflect changed wording (for instance, TAB Venue in place of NZ Racing Board Venue). Clause 8, which provides a balloting procedure (where two applications are received at the same time) is removed as this is no longer needed.

TAB Venue Policy

The only changes proposed to this draft policy are minor, to reflect that the Racing Act has been replaced by the Racing Industry Act 2020 and the NZ Racing Board is now known as the TAB NZ. There are no significant changes proposed to this policy.

Reason for the proposal

The Council is required to review its policies under the Gambling Act 2003 and the Racing Industry Act 2020 every three years. The previous review was completed in 2017. The current review was delayed by the impact of the Covid-19 pandemic.

The Council completed a social impact assessment of gambling as part of the review of these policies. That assessment noted:

- The number of class 4 gaming machines in Palmerston North has declined steadily, as has the number of class 4 venues. However, the amount gambled on class 4 gaming machines in Palmerston North is increasing, despite fewer machines being available for gambling.
- The most popular form of gambling in NZ is Lotto and associated products such as Instant Kiwi, followed by online gambling (overseas websites). Just under 11% of people report gambling on class 4 gaming machines. Problem gamblers are approximately four times more likely to report class 4 gambling as their primary method of gambling as other forms of gambling.

Limiting the availability of class 4 gambling opportunities, by not granting consent for any new venues or additional machines, is therefore an effective way in which the Council can minimise the harm arising from problem gambling.

A copy of the Social Impact Assessment is available on our website www.pncc.govt.nz

Consultation process

Anyone can make a submission about the proposals described in this document. We encourage anyone with an interest in the issues raised to make a submission.

This Statement of Proposal and the submission form can be found at:

- Palmerston North City Council website <http://www.pncc.govt.nz/haveyoursay>
- Customer Service Centre, Palmerston North City Council, The Square, Palmerston North; and
- City Library, The Square, Palmerston North, and the libraries at Ashhurst, Awapuni, Roslyn, Linton and Te Pātikitiki/Highbury.

You are entitled to appear before the Council and speak to your submission. Please indicate on your submission form whether you wish to do this. The Council intends to hear submissions on this proposal at a Committee meeting likely to be held in August 2023. The date and time for hearings will be confirmed in the letter acknowledging your submission, and will also be advertised in the Manawātū Standard and Guardian newspapers.

To get your submission to us, either:

Mail to: Draft Gambling Policies 2023 Submissions, Palmerston North City Council, Private Bag 11034, Palmerston North 4442

Deliver to: Palmerston North City Council Customer Service Centre, 32 The Square, Palmerston North

Email to: submission@pncc.govt.nz (subject "Draft Gambling Policies 2023")

Phone: 06 356 8199 Fax to: 06 355 4115

**The submission period runs from
7 June until 4pm Monday 10 July 2023**

Please note that all written submissions will be made available to the public and media and on the Council's website. Contact details will be withheld. For further information on this consultation please phone the Council on 06 356 8199 or email us at info@pncc.govt.nz.



PALMERSTON NORTH CITY

**CLASS 4 GAMBLING
VENUE POLICY**
2023
MARCH 2017

INTRODUCTION

The Gambling Act 2003 required Palmerston North City Council (the Council) to adopt a policy on Class 4 gambling venues in March 2004. The ~~new~~ legislation required the Council to have regard for the social impact of gaming in the City and gave the Council the ability to limit the number of venues and gambling machines. Any person or organisation wishing to establish a new venue or operate additional machines is obliged to obtain Council consent, in addition to the licence requirements of the Department of Internal Affairs.

The policy is limited to Class 4, non-casino, gambling machines (pokies).

1. OBJECTIVES OF THE POLICY

- To ensure Palmerston North City Council and the community ~~has~~ have influence over the location of new Class 4 gambling venues in the city.
- To allow existing class 4 gambling venues to continue operating at their current premises ~~those who wish to participate in pokie machine gambling to do so within Palmerston North.~~
- To have regard to the social impact of gambling within Palmerston North, and to minimise the harm to our communities caused by problem gambling.
- ~~To prohibit~~ prevent the growth of class 4 gambling venues or the number of gaming machines in existing venues.

2. WHERE CLASS 4 GAMBLING VENUES MAY BE LOCATED ESTABLISHED

Class 4 gambling venues may be ~~established~~ located where:

2.1 The primary activity of the proposed venue is:

- For the sale of liquor or the sale of liquor and food; **OR**
- Sporting activities and the club holds an on licence or club licence for the sale of liquor for consumption on the premises; **OR**
- For the operation of a New Zealand ~~Racing Board~~ TAB; **AND**
- ~~is not~~ is not associated with family or children's activities; **AND**

2.2 The proposed venue is within the Palmerston North District Plan zones;

- **Inner Business Zone; OR**
- **Outer Business Zone, or Airport Zone** but subject to being no closer than 200 metres to any entrance to a school, early childhood centre, kindergarten, after school care facility or other community facility¹; **OR**
- In sports club rooms in **Recreation Zones** but subject to being no closer than 200 metres to any entrance to a school, early childhood centre, after school care facility, kindergarten or other community facility.

¹ The 200 metre distance is measured from the edge of the building that houses the gambling machines and measured in a straight line in all directions.

3. APPLICATION DETAILS REQUIRED

Applications for Palmerston North City Council [relocation](#) consent must be made on the approved form and must provide:

- The name and contact details of the applicant and trust details;
- The street address of premises proposed for the Class 4 licence;
- The names of management staff;
- Evidence of the primary purpose of the venue;
- A site plan covering both gambling and other activities proposed for the venue, including details of each floor of the venue; and
- Evidence that the premises are authorised under the [Sale of Liquor Act 1989](#) [Sale and Supply of Alcohol Act 2012](#) for the sale of liquor for consumption on the premises, or be a NZ [Racing Board \(TAB\)-TAB](#) Venue.
- A declaration that the purpose of the premises is not to provide family or children's activities.

4. NUMBER OF [VENUES AND MACHINES TO BE ALLOWED](#)

~~The authorised Council Officer must consider the number of class 4 gambling machines to be allowed. The following restrictions are placed on the number of gambling machines for which venue consent will be granted:~~

4.1 [No consent will be granted for any new Class 4 venues in Palmerston North.](#)

~~**Overall cap on the total number of Class 4 gambling machines in Palmerston North**~~

~~No new consents will be granted for club or non-club class 4 gambling venue licences where granting of consent would result in the total number of machines with consent to operate in the Palmerston North territorial local authority area exceeding 347.~~

4.2 [No consent will be granted for any increase in the number of Class 4 gambling machines in any Class 4 venue in Palmerston North.](#)

~~**Number of machines in venues**~~

~~Subject to the restriction on number of machines in section 4.1~~

- ~~New venues will be granted consent to operate up to maximum of 9 machines in total;~~
- ~~Existing venues, operating fewer than 9 machines, shall be granted consent to operate up to maximum of 9 machines in total;~~

4.3 **Venues relocating to new premises**

[The holder of consent for an existing Class 4 venue may apply for consent to relocate their premises to a new location.](#)

Council may, at its sole discretion, grant consent for an existing Class 4 venue to relocate to a new location if:

- Due to circumstances beyond the control of the operator or the lessee of the premises, the premises cannot continue to operate at the existing location; and
- The Authorised Council Officer deems that the circumstances are exceptional.

For the purpose of providing clarity, examples of “circumstances beyond the control of the operator or the lessee of the premises” includes, but is not limited to, the following situations:

- Acquisition of property under the Public Works Act 1981; or
- Natural disaster.

~~A Class 4 gambling licence holder who holds consent from the Council to operate gaming machines at a venue in Palmerston North may apply for consent to relocate all the gaming machines at that venue to a new venue in Palmerston North, if the licence holder can satisfy the Authorised Council Officer that they are required to relocate to the new venue through events beyond their control.~~

An application for consent under this section must provide all the required information, and meet all the necessary requirements of this policy, as if it were a new application for consent under this policy.

Any consent granted under this section shall not permit the consent holder to operate a greater number of machines at the new venue than were operating at the existing venue.

~~For the avoidance of doubt, an application for consent under this section may be permitted even if the overall cap on the total number of class 4 gambling machines in Palmerston North specified in clause 4.1 of this policy has been reached or exceeded.~~

5. NOTIFICATION OF DECISION

Palmerston North City Council must issue a decision to the applicant within 30 working days after receipt of application and shall specify:

- Number of machines; and
- Location.

Applications will be dealt with, and decisions made, by the authorised Council Officer. Applicants will be notified of all reasons concerning decisions.

6. RIGHT OF APPEAL

An applicant may appeal a decision made under this policy. Appeals will be considered by the General Manager of the Customer ~~Services~~ Unit.

Appeal fee \$120 (subject to change).

7. APPLICATION FEES

The Palmerston North City Council will set application fees from time to time, pursuant to section 150 of the Local Government Act 2002. They are set by the Long Term ~~Council Community~~ Plan (LTCCP) and will be notified accordingly. They shall include consideration of the cost of: processing the application, including any consultation required.

- ~~Processing the application, including any consultation involved;~~
- ~~Balloting of unused machine capacity.~~

~~8. PROCEDURE FOR BALLOTING AND ALLOCATION OF GAMING MACHINE CAPACITY~~

~~If two or more applications are received on the same day, and there is not adequate capacity (gaming machines) to grant all of the applications, an Authorised Council Officer may conduct a ballot to determine allocation of available capacity. The City Council shall give not less than seven (7) days public notice of the time and place at which any such ballot is to be held, and any person shall be entitled to be present while the ballot is conducted.~~

9.8. DEFINITIONS

Authorised Council Officer: shall be the ~~Liquor Licensing Inspector~~[Environmental Health Officer](#) or other authorised officer.

Class 4 gambling: Any activity that involves the use of a gambling machine (also known as pokies) outside a casino is class 4 gambling. Refer Gambling Act 2003 section 30.

Class 4 gambling venues (Venue): A place at which gambling machines (also known as pokies) are located, or for the purposes of application at which it is proposed that gambling machines be located.

Gambling machine: refer to definition of “Gaming Machine” in Gambling Act 2003.

Family: Any group that can be identified as a family and that includes person below the age of 19.

Family Activities: Activities which have a target market which includes family(ies). This includes but is not limited to restaurants where the primary activity is dining, retail shops, and areas where there are games or entertainments whose target market may include under-18 year old persons.

Location: Building premises under one ownership structure with customer internal access between various parts of the building.²

Pokie: An electronic gambling machine.

Premises: Building in which a venue is located.

Primary Activity: The activities primarily associated with and promoted by the venue.

Private Club: Refer to definition of ‘Club’, and in this context meeting the criteria of operating as a club as defined in section 65(3), in the Gambling Act 2003.

School/licensed early childhood centre: As defined in sections 2 and 308 of the Education Act 1989 respectively.

Society: A corporate society as defined in the Gambling Act 2003 (including reference to section 33), which has an operator’s licence for Class 4 gambling machines (pokies).

Zone: An area of the city, defined as a zone in the Palmerston North City District Plan.

² A shift of gambling machines within building premises is not considered to be a change in location by Palmerston North City Council. Venue operators should be free to shift existing licensed machines within premises to allow for building renovations and layout alterations without the implication of new licence costs and regulation.



PALMERSTON NORTH CITY

~~NEW ZEALAND RACING BOARD~~
~~VENUE POLICY~~
TAB VENUE POLICY

2023
2017

INTRODUCTION

The Racing Industry Act 2020 requires the ~~New Zealand Racing Board (the Board)~~ [TAB NZ](#) to gain consent from the relevant Council if it proposes to establish a ~~Board~~ [TAB venue \(TAB\)](#). Territorial authorities must adopt a ~~Board~~ [TAB venue policy](#) for ~~standalone “TABS”~~ [TAB Venues](#) operated by ~~the Board~~ [TAB NZ](#). The policy must specify whether or not new ~~Board~~ [TAB venues](#) may be established in their district, and where they may be located.

The policy is limited to ~~New Zealand Racing Board-owned~~ [TAB outlets](#) ~~venues~~. It does not cover TAB terminals in privately owned premises such as hotels, taverns or clubs.

1. OBJECTIVES OF THE POLICY

- To ensure Palmerston North City Council and the community has influence over the location of new TAB venues.
- To have regard to the social impact of gambling within Palmerston North, and to minimise the harm to our communities caused by problem gambling.

2. ~~NEW ZEALAND RACING BOARD VENUES (TAB)~~ [TAB VENUES](#) MAY BE ESTABLISHED

~~New Zealand Racing Board~~ [TAB](#) venues may be established where:

2.1 The primary activity of the proposed venue is:

- For the operation of a ~~New Zealand Racing Board~~ [TAB venue](#); AND
- ~~Is not associated with family or children’s activities; AND~~

2.2 The proposed venue is within the Palmerston North District Plan zones:

- **Inner Business Zone; OR**
- **Outer Business Zone, or Airport Zone but** subject to being no closer than 200 metres to any entrance to a school, early childhood centre, kindergarten, after school care facility or other community facility¹.

3. APPLICATION DETAILS REQUIRED

Applications for Palmerston North City Council consent must be made on the approved form and must provide:

- The name and contact details of the applicant
- The street address of premises proposed for the ~~New Zealand Racing Board~~ [TAB](#) venue licence
- The names of management staff
- Evidence of the primary purpose of the venue
- A site plan covering both gambling and other activities proposed for the venue, including details of each floor of the venue; and

¹ The 200 metre distance is measured from the edge of the building that houses the TAB and measured in a straight line in all directions.

- A declaration that the purpose of the premises is not to provide family or children's activities.

4. NOTIFICATION OF DECISION

Palmerston North City Council must issue a decision to the applicant within 30 working days after receipt of application.

Applications will be dealt with, and decisions made, by the Authorised Council Officer. Applicants will be notified of all reasons concerning decisions.

5. RIGHT OF APPEAL

An applicant may appeal a decision made under this policy. Appeals will be considered by the Chief Executive in consultation with the General Manager of the Customer ~~Services~~ Unit.

Appeal fee \$120 (subject to change).

6. APPLICATION FEES

The Palmerston North City Council will set application fees from time to time, pursuant to section 150 of the Local Government Act 2002. They are set by the Long Term Plan (LTP) and will be notified accordingly. They shall include consideration of the cost of processing the application, including any consultation involved.

7. DEFINITIONS

Authorised Council Officer: shall be the ~~Liquor Licensing Inspector~~ Environmental Health Officer or other authorised officer.

Family: Any group that can be identified as a family and that includes persons below the age of 18.

Family Activities: Activities which have a target market which includes family(ies). This includes but is not limited to restaurants where the primary activity is dining, retail shops, and areas where there are games or entertainments whose target market may include under-18 year old persons.

Location: Building premises under one ownership structure with customer internal access between various parts of the building.

Premises: Building in which a venue is located.

Primary Activity: The activities primarily associated with and promoted by the venue.

School/early childhood centre: As defined in sections 2 and 308 of the Education Act 1989 respectively.

Zone: An area of the district, defined as a zone in the Palmerston North City District Plan.

Gambling in Palmerston North

An assessment of the social impacts of gambling
to inform the Palmerston North City Council's
review of gambling policies

May 2023

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Introduction

This assessment of the social impact of gambling is intended to assist in the 2023 review of the Palmerston North Class 4 Gaming and TAB Venue Policy (the Gambling Policy). The preparation of this information, and its consideration during the review of the Gambling Policy, meets the Council's obligation to have regard to the social impact of gambling in the district.

The Gambling Policy was first adopted by the Council in 2004, to meet its obligations under the Gambling Act to have a policy for issuing consent for class 4 gaming venues. The policy was subsequently reviewed in 2005, 2008, 2012, and 2017.

The Gambling Act does not provide any guidance on what constitutes the "social impact" of gambling, and it is left to each local authority to decide how best to meet the requirements of the Act. This is complicated by difficulties in obtaining data on different aspects of gambling and related matters at a city level. This assessment uses data on the impact of gambling within Palmerston North wherever possible.

There are many forms of gambling which can be accessed in the City. This impact assessment includes data on gambling in Palmerston North to show the scope of opportunities for gambling. This includes Lotto products, race and sports betting, and class 4 gaming machines (pokies). Other, less prominent, forms of gambling such as raffle tickets, and informal betting (such as office sweepstakes) are outside the scope assessment, primarily due to the difficulty of obtaining reliable data.

It should be noted that while this assessment has regard for the social impact of gambling generally, the Gambling Policy only applies to class 4 gaming machines and the location of TAB venues. Other forms of gambling are not covered by the Council's policy.

Legislative context

The Gambling Act 2003

Gambling is prohibited in New Zealand unless it is authorised under the Gambling Act 2003.

Gambling means:

- *paying or staking consideration, directly or indirectly, on the outcome of something seeking to win money when the outcome depends wholly or partly on chance; and*
- *includes a sales promotion scheme; and*
- *includes bookmaking; and*
- *includes betting, paying, or staking consideration on the outcome of a sporting event; but*
- *does not include an act, behaviour, or transaction that is declared not to be gambling by regulations made under section 368 of the Gambling Act 2003.*

The Act classifies gambling into four classes.

- *Class 1 is small-scale gambling. Prizes and turnover from the activity cannot exceed \$500 and all turn-over is applied to the winners of the game. A licence is not required. An office sweepstake is an example of Class 1 gambling.*

Social Impact Assessment of Gambling in Palmerston North

- *Class 2* is gambling for the purpose of fundraising. The turnover cannot exceed \$25,000 and prizes cannot exceed \$5,000. A licence is not required.
- *Class 3* gambling requires a licence to be issued by the Department of Internal Affairs (DIA). The activity can only be run by a society and the prizes can exceed \$5,000. Examples of Class 2 and 3 gambling may include housie and fundraising raffles.
- *Class 4* is gambling on gaming machines (pokies). This can only be conducted by a club or a non-club society. A proportion of the revenue is distributed to authorised purposes (such as community grants). An 'operator licence' and 'venue licence' are required.

Class 4 Gambling:

Class 4 gambling on gaming machines outside casinos is only permitted when society operators of gaming machines have established that the purpose of gambling is for an 'authorised purpose'. The Act defines authorised purpose (section 4(1)(b)) as either a charitable purpose, a non-commercial purpose that is beneficial to the whole or a section of the community; or promoting, controlling and conducting race meetings under the Racing Industry Act 2020, including the payment of stakes.

Club Society

Clubs own and host their gaming machines and mainly apply raised funds from their gaming machines to the club. Most clubs are non-profit organisations, predominantly owned by their members.

Examples of clubs are RSAs, sports clubs and cosmopolitan clubs. Each club has an active membership, of whom have the opportunity to be involved with sports and other social activities that clubs run.

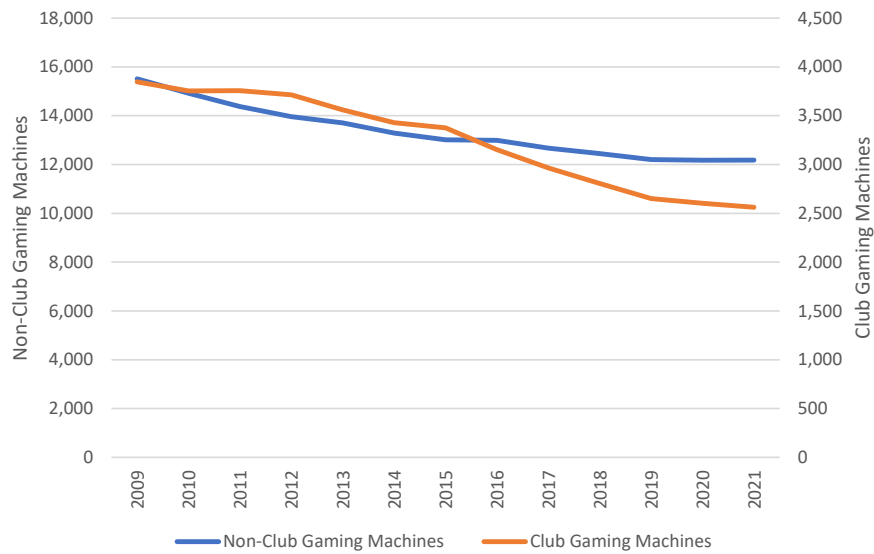
Non-club societies

Non-club societies own gaming machines and reimburse pubs and bars for hosting the machines. Non-club societies must be non-commercial, and can be established in various corporate forms, including companies, trusts, charities or incorporated societies. Non-club societies make their own decisions on how to run their operations and how they distribute their grants, within the constraints of the Gambling Act 2003 and its related regulations.

There are no limits on how many non-club societies can be licensed, as long as they meet the licensing requirements of the Gambling Act. This allows persons to establish societies to raise money through gaming machines for their chosen community cause. Non-club societies mainly distribute net proceeds from their gaming machines to community organisations that align with the societies' authorised purposes. There are a small number of non-club societies that mainly apply their proceeds to their own authorised purposes.

Figure 1 shows that non-club gaming machines in New Zealand are far more prevalent than club gaming machines. In 2021 there were 2,562 club gaming machines and 12,181 non-club gaming machines.

Figure 1: Gaming Machines by Type in New Zealand 2009 - 2021



Source: Department of Internal Affairs

Racing Industry Act 2020

The following information relates to 'TAB venue', which the Racing Industry Act 2020 defines as 'premises that are owned or leased by the TAB NZ and where the main business carried on at the premises is providing racing betting, sports betting, or other racing or sports betting services under this Act'. Under the Racing Industry Act 2020 (Subpart 2 – TAB venues) the TAB NZ must seek consent from the relevant territorial authority in order to establish a TAB venue. Territorial authorities consider these applications for consent under a 'TAB venue policy' which they develop and adopt according to the Racing Industry Act 2020. A TAB venue policy must specify whether or not new TAB venues may be established in the territorial authority district and, if so, where they may be located. When determining a TAB venue policy the territorial authority may have regard to any relevant matter including –

- a) the characteristics of the district and parts of the district:
- b) the location of kindergartens, early childhood centres, schools, places of worship, and other community facilities:
- c) the cumulative effects of additional opportunities for gambling in the district.

Social Impact Assessment of Gambling in Palmerston North

Gambling in Palmerston North

There are many opportunities to gamble in Palmerston North, including ad hoc gambling activity that falls under class 1 and 2 such as 'instant games', 'game of chance', 'lottery' or 'prize competitions'. Other examples of where gambling is offered on a consistent basis includes the following.

- *Housie, also known as bingo*
- *Race (both on- and off-course) and sports betting provided by TAB*
- *Lotteries products such as Lotto, Strike, Powerball, Keno, and scratch tickets such as Instant Kiwi*
- *Gaming Machines ('pokies') in pubs or clubs*
- *Online casino gaming sites.*

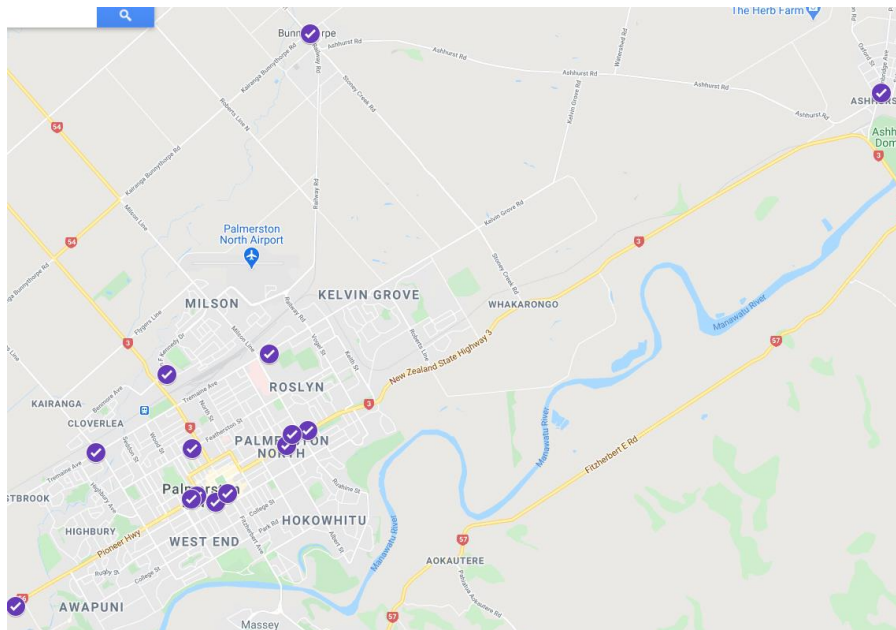
Housie

Housie is available weekly at places such as the Cosmopolitan Club, which is based in central Palmerston North. Games start from \$2.00. According to the Cosmopolitan Club Housie is mostly attended by members, but members of the public can join via a sign in process.

Race (both on- and off-course) and sports betting provided by TAB

The map below (Figure 2) shows the locations of TAB facilities in Palmerston North. There are two TAB venues, on Fitzherbert and Broadway Avenues. There are a further 12 premises in Palmerston North that have ancillary TAB facilities. Of these, 11 are located in pubs and one is located in the Ashhurst RSA. The map shows the locations of these the 12 outlets. TAB gaming is also available online through the TAB website or the TAB application. Playing online requires the prospective player to set up an account, and various measures are in place to prevent underaged players.

Figure 2: The locations of TAB facilities in Palmerston North

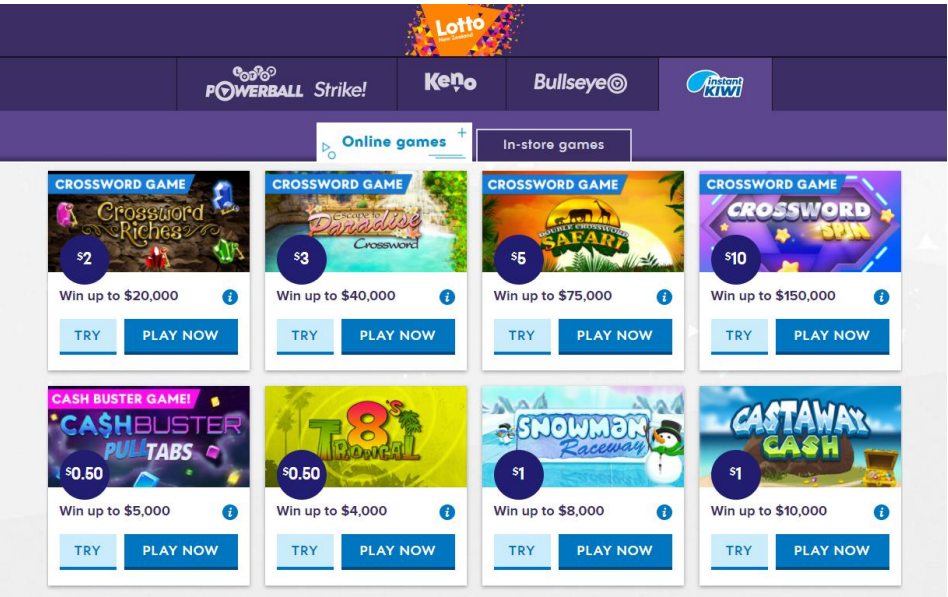


Social Impact Assessment of Gambling in Palmerston North

Lotto New Zealand products

Lotto New Zealand provides Lotto, Powerball, Strike, Keno, Bullesye and Instant Kiwi products. These products are sold through Lotto stores located throughout the City in dairies, supermarkets, and petrol stations. It is also possible to purchase and play Lotto products on the Lotto New Zealand website or by downloading the Lotto application to a device. Playing through these platforms requires an account set-up where the person must provide verification they are 18 years or over. Some of the products cost as little as \$0.50 to play. The Instant Kiwi scratch tickets that are available instore also have a virtual equivalent available online. The screenshot below is taken from the Lotto website, illustrating the various Instant Kiwi online games.

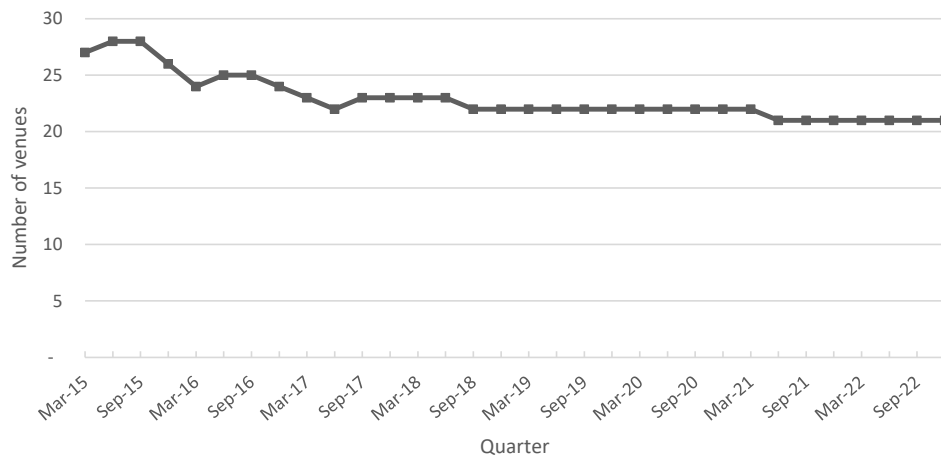
Figure 3: An illustration of various Lotto products



Gaming machines (outside casinos)

The graph below (Figure 4) shows the number of venues in Palmerston North that were licensed to operate electronic gaming machines. The number of venues in Palmerston North has continued to decrease since the September 2015 quarter.

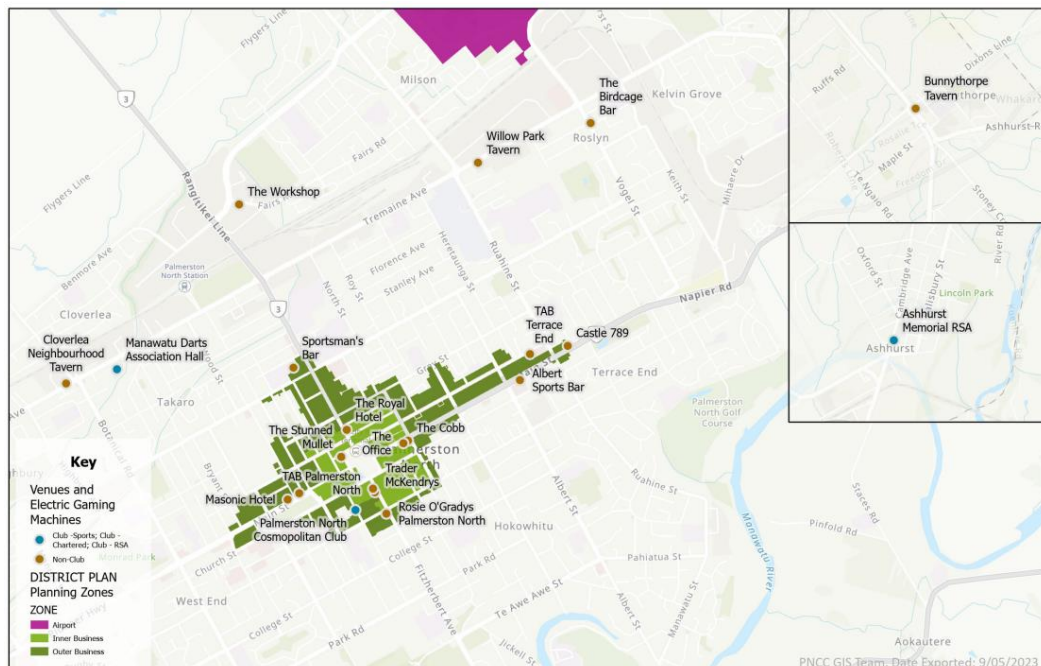
Figure 4: Number of class four venues in Palmerston North



Source: Department of Internal Affairs

As of December 2022, there are 295 gaming machines across the 21 licensed pokie machine venues in Palmerston North. The map below (Figure 5) shows the locations of the venues, whether they are club or non-club societies, and also the District Plan zone they are located in according to the current class four venue policy. This map is also available on the Council's website [here](https://bit.ly/3NUKZE6) (<https://bit.ly/3NUKZE6>).

Figure 5: Locations of pokie machine venues in Palmerston North (as at December 2022)



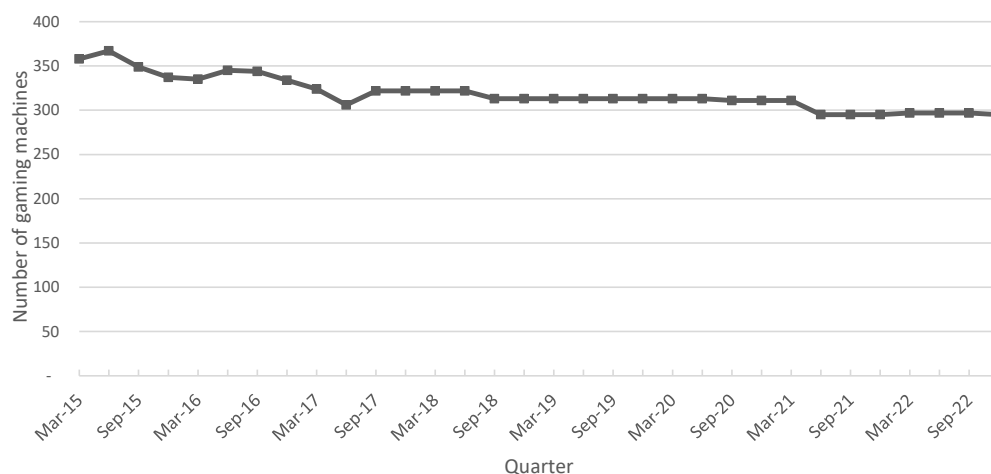
Social Impact Assessment of Gambling in Palmerston North

Most gaming venues are located in or near the central city, however almost half of all gaming machines are located in the suburbs or villages, with 43 machines in the Cloverlea/Westbrook/Takaro areas, nine in Milson, 30 in Roslyn, 45 in the Terrace End/Papaioea area, nine in Bunnythorpe and six in Ashhurst. The majority (86 percent) of venues in Palmerston North are non-club venues.

The venues licensed to operate electronic gaming machines are almost exclusively in areas with very high deprivation.¹ Nineteen of the 21 venues are located in very high deprivation areas, which is very different to the distribution of pokie machines over New Zealand overall. Nationally, only a quarter of class four venues are in very high deprivation areas, and a further 20 percent of venues are in areas of medium-high deprivation.

The graph below (Figure 6) shows the number of electronic gaming machines that are licensed to operate in Palmerston North. The number of gaming machines in Palmerston North has followed the same downward trend as venues, from 367 gaming machines in June 2015 to 295 in December 2022.

Figure 6: Number of Gaming Machines in Palmerston North



Source: Department of Internal Affairs

Online gambling

The internet offers access to unregulated online gambling opportunities. These sites can be found via a simple google search. Some websites also rank online gambling sites according to factors such as “welcome bonus”, “payout rate”, “payout speed” or “deposit options” to assist gamblers to find the site that best suits their needs. However, the authenticity of these sites is unknown. Gambling which is offered via an overseas website is not bound by New Zealand law, and so setting up an account on these sites is a less rigorous process than on the TAB and NZ Lotto websites.


¹ University of Otago Socioeconomic Deprivation Index (2018).

Gamblers in Palmerston North

Participation in gambling activity

There is currently no regular collection of data on a local scale that provides insights into the number of residents who participate in gambling activity. On a national scale the Health Promotion Agency's Health and Lifestyle Survey measures New Zealanders' behaviours, attitudes and knowledge on a range of health and lifestyle topics, including gambling. This is a biennial monitor and it has been carried out since 2008. Table 1 shows that in 2020, 69.3 percent of respondents aged 15+ years took part in at least one gambling activity in the past 12 months.

Table 1: *National Health and Lifestyle Survey participation in gambling for people aged 15+ (percentage)*

| Indicator | Year (%)  | | | | | | | |
|--|--|------|------|------|------|------|------|------|
| | 2006 | 2008 | 2010 | 2012 | 2014 | 2016 | 2018 | 2020 |
| Any gambling activities | 82.7 | 77.4 | 81.3 | 69.7 | 70.2 | 70.2 | 67.2 | 69.3 |
| Pokies at pub / club / casino | 21.5 | 22.8 | 20.2 | 16.5 | 14.7 | 11.9 | 13.0 | 10.9 |
| Any Lotto products | 67.1 | 63.8 | 65.6 | 59.7 | 59.5 | 60.8 | 55.1 | 59.1 |
| Online gambling - overseas websites | - | - | 0.2 | 1.4 | 3.5 | 3.2 | 2.2 | 2.6 |
| Any horse / dog races / sports events (NZ) | 17.7 | 13.8 | 17.3 | 15.7 | 14.4 | 12.2 | 11.3 | 10.9 |
| Online gambling - any | - | - | - | - | - | - | 13.2 | 26.7 |

Source: Te Hīringa Hauora/Health Promotion Agency

Lotto products were the most prevalent gambling activity at 59.1%, and this was followed by any form of online gambling at 26.7%. Participation rates for pokie machines significantly decreased to 10.9% in 2020 compared with 21.5% in 2006. Interviewing for the 2020 Health and Lifestyles Survey was delayed for five months due to COVID-19 lockdown and it is unclear what impact the delays to the survey and pandemic may have had on the data. The majority of respondents aged 15+ years reported taking part in gambling activity in 2020.

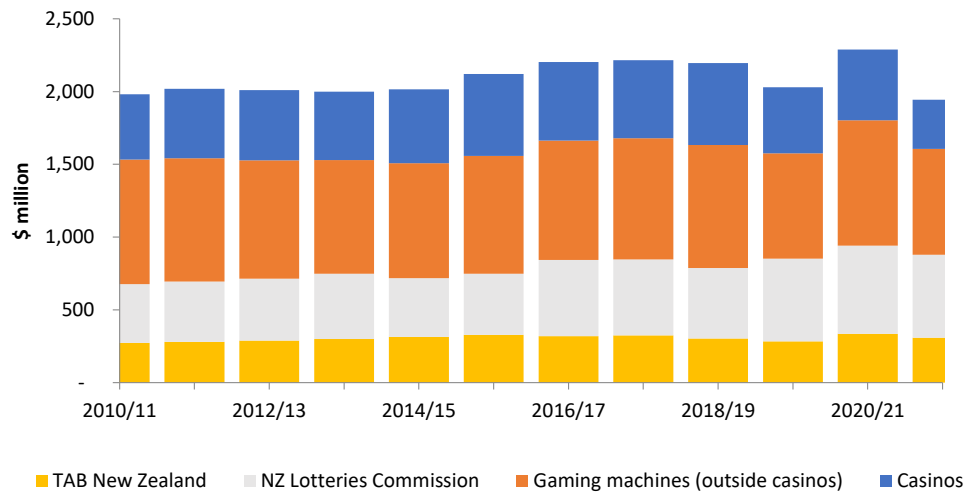
Gambling expenditure

The DIA collates data from the four main types of gambling activity; TAB racing and sports betting, NZ Lotteries products, gaming machines (outside casinos) and casino gambling. The data is taken from the Electronic Monitoring System and gambling operators which are mandated by the Gambling Act. This data is only available on a national scale.

The graph below shows the total inflation adjusted gambling expenditure for the four main types of gambling in New Zealand at the end of the financial year. Gaming machines outside of casinos have consistently received the most expenditure and TAB New Zealand has consistently received the least amount of expenditure. In the 2020/2021 financial year expenditure at gaming machines was \$861 million, compared with \$487 million at casinos, \$606 million at NZ Lotteries Commission and \$336 million at TAB New Zealand.

Social Impact Assessment of Gambling in Palmerston North

Figure 7: Total inflation-adjusted gambling expenditure in New Zealand



Source: Department of Internal Affairs

Notes on Figure 7:

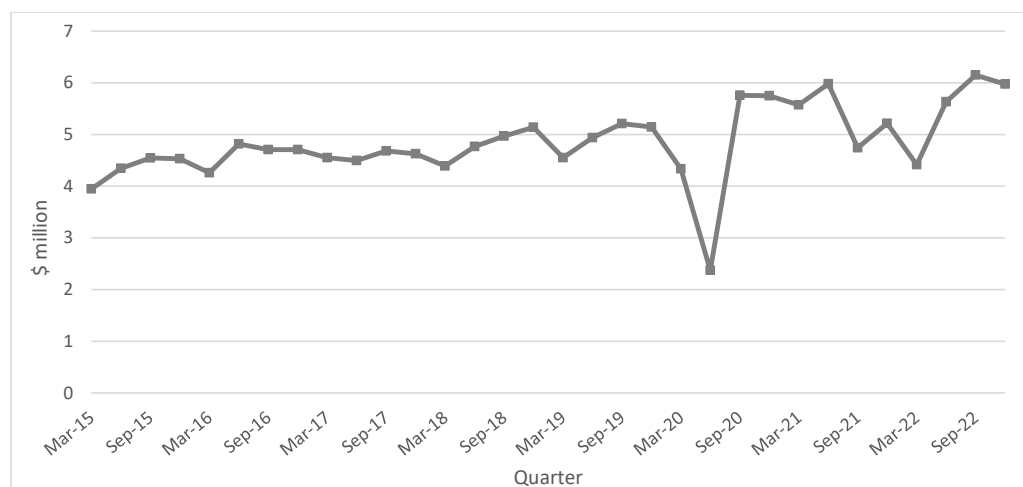
Expenditure: Also known as "gross profit" or "casino win", means the gross amount wagered by gamblers, less the amount paid out or credited as prizes or dividends. In other words, "expenditure" is the amount lost or spent by players, as well as the gross profit of the gambling operator.

Financial year end: The figures reflect the gambling operator's reported balance date. In most cases this will be 30 June. In some cases, however, the balance date differs (e.g. New Zealand Racing Board at 31 July and Dunedin Casino at 31 March).

Gaming machine (outside casinos) proceeds

The DIA collates quarterly data from all gaming machines in New Zealand. It has created the Gaming Machines Statistics Dashboard which is regularly updated. Statistics on this dashboard are available at a territorial authority level. Figure 8 shows the gaming machine proceeds (GMP) for gaming machines in Palmerston North from 2015 to 2022. GMP is expenditure, or player loss, on electronic gaming machines in the class 4 sector. The GMP for machines in Palmerston for the December 2022 quarter was \$5,976,974.

Figure 8: Gaming machine proceeds per quarter in Palmerston North

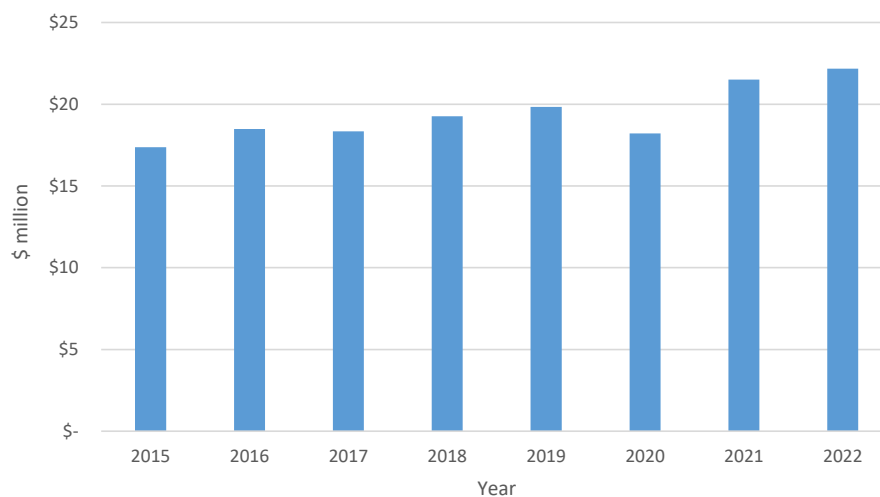


Source: Department of Internal Affairs

The drop in proceeds in 2020 reflects the seven to eight weeks of gambling venue closure due to COVID-19 and from 2020 to 2022 there are fluctuations which may have also been affected by the COVID-19 restrictions.

Between 2015 to 2022 Palmerston North gaming machine proceeds (GMP) reached their highest in 2022 at \$22,173,761, as shown in Figure 9.

Figure 9: Annual gaming machine proceeds in Palmerston North

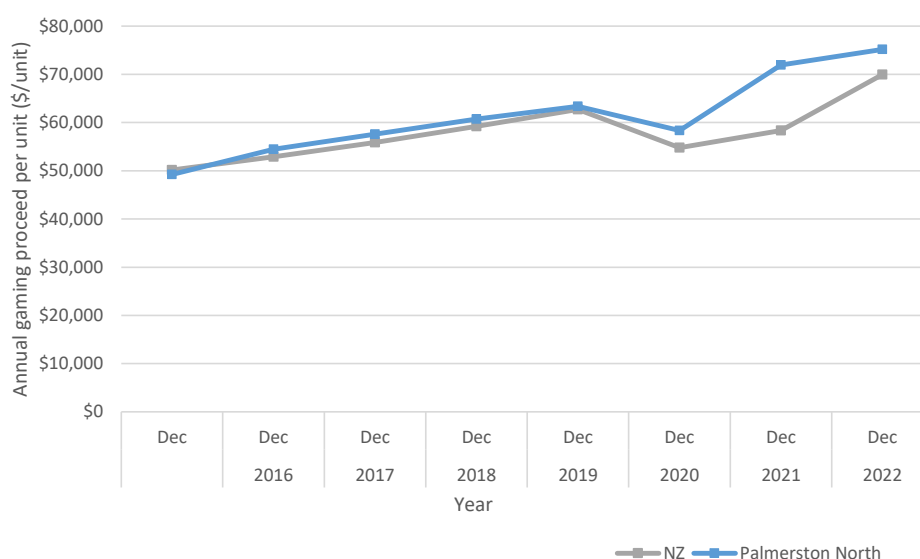


Source: Department of Internal Affairs

Social Impact Assessment of Gambling in Palmerston North

Figure 10 shows annual gaming proceeds per gaming machine unit in Palmerston North and New Zealand. Proceeds per gaming machine in Palmerston North were higher than proceeds per total number of gaming machines in New Zealand. This means that, while the number of machines in the city has been declining (see Figure 6), the annual proceeds from each machine have not decreased accordingly. Players are spending longer hours playing gaming machines, betting more per game or more players are playing pokie machines. Figure 10 shows that the annual proceeds per gaming machine in Palmerston North at December 2022 were \$75,165, compared to \$69,957 per machine for New Zealand overall.

Figure 10: Annual gaming machine proceeds per gaming machine at December (Palmerston North and NZ)



Source: Department of Internal Affairs

Community benefit from gambling

Most gambling (excluding racing and casino gambling) provides a community benefit in the form of grants paid back to the community. There may also be some indirect economic benefits such as supporting the viability of hospitality businesses, or complementing visitor activities.

TAB New Zealand

Betting profits derived from racing and sports betting is retained by TAB NZ and distributed according to the Racing Industry Act 2020. Under the Act, TAB NZ is charged with the following objectives:

- To facilitate and promote betting; and
- Subject to ensuring that risks of problem gambling and underage gambling are minimised, to maximise;
 - o Profits for the long term benefit of New Zealand racing; and

Social Impact Assessment of Gambling in Palmerston North

- Its returns to New Zealand sports in accordance with agreements entered into under section 79 and 80 of the act.

Lotto New Zealand

The Lotto New Zealand annual report for the 2019/2020 financial year states that for every \$1 from combined sales (year ending 30 June 2020) 55 cents was allocated to prizes and 23 cents was transferred to NZ Lottery to distribute in grants to the community. From the period 1 July to 30 June 2020, the Lottery Grants Board received \$313m to be distributed in grants to the community.

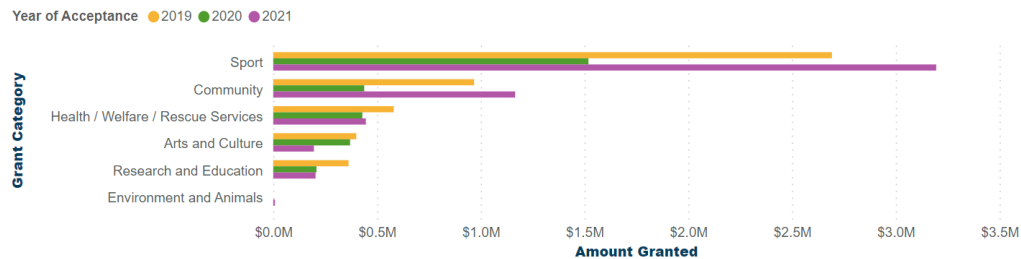
Gaming machines (outside casinos)

The Gambling Act 2003 requires gaming societies to return at least 40% of the net proceeds from gambling to the community in line with their authorised purposes. Gaming societies administer the distribution of community grants themselves. DIA provides data on gaming machine proceeds that are distributed to community groups through grants. This data is gathered from non-club societies who own the gaming machines.

In 2021, the most recent year for which grants data is available, \$5,217,283 in grants were distributed to organisations in Palmerston North. This allocation represents 24.25% of the gaming machine proceeds from gaming machines operated in Palmerston North that year and is reported by the DIA as 'pokie grants'.

Figure 11 shows which community sectors the pokie grants were distributed to in Palmerston North in 2019, 2020 and 2021. In all three years sports initiatives received the largest allocation – in 2021 sports organisations received 61% of the pokie grants distributed, followed by the community sector with 22%. This allocation reflects the national trend for the distribution of funding, with sport by far the major beneficiary throughout New Zealand.

Figure 11 Palmerston North 'pokie grants' allocated by sector



Source: Department of Internal Affairs

Table 2 shows the nine organisations which received Palmerston North pokie grants of more than \$100,000 in 2021. These organisations may serve a wider community than Palmerston North.

Social Impact Assessment of Gambling in Palmerston North

Table 2: Palmerston North organisations which received 'pokie grants' of more than \$100,000 in 2021

| Organisation | Grant |
|---|-----------|
| Manawatū Rugby Union | \$467,981 |
| Arohanui Hospice Service Trust | \$446,348 |
| Central Districts Cricket Association | \$248,132 |
| Manawatū Cricket Association | \$208,085 |
| Order of St John Central Region Trust Board | \$174,485 |
| Central Football | \$160,000 |
| Manawatū Mountain Bike Club | \$152,500 |
| PN Marist Football Club | \$129,136 |
| Hockey Manawatū | \$126,533 |

Negative impacts of gambling

The negative impacts of gambling can occur for the individual, for the individual's family and friends, and for the wider community. Problem gambling is the most evident negative impact of gambling and can lead to mental health problems, economic hardship, and in some cases can be a driver for crime. Class 4 gambling is most often cited as the primary mode of gambling for problem gamblers². PGF Services (formerly the Problem Gambling Foundation) suggests that class 4 gambling is a regressive tax that disproportionately takes money from people on low incomes. Problem gamblers are estimated by the PGF to contribute 30-60% of the amount paid out in community grants overall, and furthermore, that the majority of the money paid out in grants is contributed by those who can least afford it.³

Problem gambling

The Gambling Act 2003 defines a "problem gambler" as "a person whose gambling causes harm or may cause harm". One of the purposes of the Act is to "prevent and minimise the harm caused by gambling, including problem gambling". While gambling itself is legal when conducted in accordance with the Gambling Act, gambling operators have an obligation to minimise the harm caused by problem gambling. For class 4 venues, this is achieved by requiring operators and societies to provide, when applying for an operator or venue license, a statement about how they will minimise the risks of problem gambling and their policy for identifying problem gamblers.

PGF Services describes pokies are a continuous form of gambling, where any winnings can immediately be 'reinvested'. This is unlike Lotto, for example, where there is a delay before a result is known.

Minimising problem gambling in class 4 venues is generally confined to the staff at venues identifying such problem gamblers in accordance with the venue policy and then approaching the problem gambler with information on assistance available. A venue may exclude a person it has identified as a problem gambler (exclusion procedures), or a gambler can choose to exclude

² Manatū Hauora, Ministry of Health (2019). *Strategy to prevent and minimize gambling harm 2019-20 to 2021-22*.

³ PGF, Hāpai Te Hauora Māori Public Health and the Salvation Army. (2020). *Ending community sector dependence on pokie funding; White paper*.

themselves (self-exclusion procedures). Such exclusions have similarities with trespass notices, although health providers encourage venues and societies to view these more appropriately as an “advanced mental health directive”, as a tool designed to help an individual manage an addictive behaviour.

Table 3 shows the number of clients who received problem gambling treatment services in Palmerston North from July 2004 to June 2022. This data is collected by service providers and submitted to the Ministry of Health, which collates and publishes the data.

Table 3: *Problem gambling intervention in Palmerston North*

| Date | New Clients Assisted ⁴ | All Clients Assisted ⁵ | % of All Clients Assisted Nationally ⁶ |
|-----------------------|-----------------------------------|-----------------------------------|---|
| July 2004 – June 2005 | 42 | 56 | 1.73% |
| July 2005 – June 2006 | 49 | 72 | 1.94% |
| July 2006 – June 2007 | 41 | 78 | 1.47% |
| July 2007 – June 2008 | 62 | 86 | 1.51% |
| July 2008 – June 2009 | 33 | 47 | 0.48% |
| July 2009 – June 2010 | 51 | 66 | 0.50% |
| July 2010 – June 2011 | 55 | 73 | 0.60% |
| July 2011 – June 2012 | 65 | 100 | 0.84% |
| July 2012 – June 2013 | 30 | 57 | 0.46% |
| July 2013 – June 2014 | 58 | 73 | 0.58% |
| July 2014 – June 2015 | 62 | 88 | 0.69% |
| July 2015 – June 2016 | 33 | 59 | 0.48% |
| July 2016 – June 2017 | 37 | 66 | 0.57% |
| July 2017 – June 2018 | 70 | 107 | 1.01% |
| July 2018 – June 2019 | 48 | 76 | 0.72% |
| July 2019 – June 2020 | 47 | 76 | 0.80% |
| July 2020 – June 2021 | 60 | 93 | 0.85% |
| July 2021 – June 2022 | 142 | 172 | 1.78% |

Table 4 shows individuals in New Zealand who have received support for their own, or someone else’s gambling, by the primary problem gambling mode they have reported. Gamblers who sought help were most likely to report non-casino Gaming Machines as their primary problem gambling mode. Those categorised as ‘family/affected other’ are clients affected by someone else’s gambling. The table shows most of this group reported non-casino gaming machines as the primary problem gambling mode.

⁴ New Clients – The number of clients that have contacted an intervention service for the first time in the period for psychosocial support either by phone or face-to-face in this Territorial Authority.

⁵ Total number clients assisted in this year in this Territorial Authority (includes new clients and clients who first contacted a service in a previous year).

⁶ The number of clients assisted in Palmerston North as a percentage of the total number of clients assisted nationally.

Table 4: Clients assisted in New Zealand by primary problem gambling mode

| Clients Assisted in New Zealand by Primary Problem Gambling Mode | | | | | |
|--|---|----------------------------|------------------------|-------------------------|-----------------|
| Year | Type of Client (New clients only ⁱ) | Non-casino Gaming Machines | Casino Gaming Machines | NZ Lotteries Commission | TAB New Zealand |
| 2018/2019 | Gambler | 809 | 165 | 171 | 181 |
| | Family/Affected Other ⁱⁱ | 277 | 27 | 85 | 59 |
| 2019/2020 | Gambler | 703 | 151 | 151 | 128 |
| | Family/Affected Other | 196 | 46 | 64 | 38 |
| 2020/2021 | Gambler | 849 | 184 | 169 | 151 |
| | Family/Affected Other | 243 | 28 | 92 | 47 |
| 2021/2022 | Gambler | 621 | 142 | 140 | 122 |
| | Family Affected | 152 | 31 | 86 | 52 |

Problem gambling can contribute to a number of costs for the individual and those around them, as is evidenced by the data in Table 4 (above). This harm includes:⁷

- *Decreased health*
- *Emotional or psychological distress*
- *Financial harm*
- *Reduced performance at work or education*
- *Relationship disruption, conflict or breakdown*
- *Criminal activity*

The study by the Ministry of Health also concluded that low- and moderate risk gamblers (as opposed to the small group of problem gamblers) contribute to the majority of the harm experienced as a result of gambling.

Conclusion

The national 'Health and Lifestyle' 2020 survey showed more than two-thirds of New Zealand respondents reported participating in some form of gambling at least once in the previous twelve months. Most respondents reported NZ Lotto products as the gambling activity they took part in, followed by online gambling. Pokie machines and horse/dog races and sports betting recorded much lower participation rates.

This participation data is interesting because the data for national expenditure in the four main types of gambling (NZ Lotto products, gaming machines outside casinos, TAB racing and sports betting, and casinos) shows that expenditure at gaming machines outside casinos is the largest expenditure by far. In the 2021/2022 financial year the total inflation adjusted gambling expenditure at gaming machines outside casinos was \$727 million, compared to \$570 million on NZ Lotto

⁷ Ministry of Health. (2018). *Measuring the Burden of Gambling Harm in New Zealand*.

products. This means that while people may be more likely to purchase Lotto products, much more spending occurs on pokies.

Palmerston North has three of the four main types of gambling (NZ Lotto products, gaming machines outside casinos, TAB racing and sports betting) available for residents and visitors to the City. Due to the lack of available data at a local authority level it is difficult to assess the level of expenditure that goes towards all forms of gambling available in Palmerston North. However, for class four gambling machines in Palmerston North the data does show that expenditure continues to increase year after year. Although there was a dip in gaming machine expenditure in 2020 due to the Covid-19 restrictions, expenditure continues to track upwards in the following years. In contrast the number of venues and pokie machines in the City is continuing to decline.

Alongside the employment and business benefits associated with venues with pokie machines, the main community benefits attributed to class four gambling is the distribution of pokie machine proceeds in the form of community grants. In Palmerston North non-club societies distributed \$5.2 million of net pokie machine proceeds in community grants. Since 2019 the sports sector has received the largest share of these community grants.

There are also well documented negative impacts of class four gambling. The number of new clients in Palmerston North who sought intervention for gambling problems hit its highest total in July 2021 to June 2022, with 142 clients. This was double the number of new clients that sought help in July 2020 to June 2021. Nationally the most cited mode of gambling for those seeking problem gambling intervention is gaming machines. While problem gamblers who seek help make up only a small proportion of gamblers overall, and of those spending money on pokies, research suggests that negative effects may also be experienced by those who are not problem gamblers. These effects can include financial hardship, emotional distress, disruption of work and study, and damage to relationships.⁸

This assessment of the social impact of gambling is to inform the Council's decision-making within the narrow scope of its influence (decisions about pokie machine venues and location). This assessment provides data to provide a better understanding of the extent of the distribution of proceeds from pokie machines. The known harms of gambling must be weighed against the community benefits which come from the distribution of some of the proceeds to sporting and other organisations.

ⁱ New clients are clients who the Ministry has not identified as having received support for their own or someone else's gambling in the past.

ⁱⁱ Family/Affected Other are Clients affected by someone else's gambling.

⁸ Ministry of Health. (2018). *Measuring the Burden of Gambling Harm in New Zealand*.

COMMITTEE WORK SCHEDULE

TO: Community Committee

MEETING DATE: 24 May 2023

TITLE: Committee Work Schedule - May 2023

RECOMMENDATION TO COMMUNITY COMMITTEE

1. That the Community Committee receive its Work Schedule dated May 2023.

SUMMARY

| | Estimated Report Date | Subject | Officer Responsible | Current position | Date of Instruction & Clause number |
|---|-----------------------|--|------------------------|---|-------------------------------------|
| 1 | 24 May 2023 | Community places stocktake and needs assessment- report on timeframes and resource requirements to give effect to the recommendations. | Chief planning officer | | 14 September 2022 clause 27-22 |
| 2 | 24 May 2023 | Feasibility on what is required to apply for age friendly status including funding | Chief Customer Officer | | 15 March 2023 clause 4-23 |
| 3 | 9 August 2023 | Addressing home insecurity (night shelter) - update report | Chief Customer Officer | | 15 March 2023 clause 10-23 |
| 4 | 9 August 2023 | Feasibility of introducing a companion card for those with permanent disabilities – 12-month | Chief Customer Officer | Affected by covid - trial extended to the | 5 August 2020 clause 34.4 |

| | | | | | |
|----|-------------------|--|------------------------------|---|--|
| | | review | | new year | |
| 5 | 9 August 2023 | Review of sector leads trial | Chief Customer Officer | | 8 June 2022 clause 7-22 |
| 6 | 9 August 2023 | Papaioea place redevelopment six monthly update | Chief Infrastructure Officer | | |
| 7 | 9 August 2023 | Opportunity to establish a natural burial cemetery in the Manawatū - progress report | Chief infrastructure officer | Work in progress, awaiting on external advice | <u>Council 1 June 2022 clause 60-22</u> |
| 8 | 27 September 2023 | Annual report - community funding allocation 2022/23 | Chief Customer Officer | | <u>Rec 1c of the community grants & events funding review - May 2021</u> |
| 9 | 22 November 2023 | Disability reference group - annual presentation - | Chief Customer Officer | | <u>Invitation to present 4 November 2020 clause 41-20</u> |
| 10 | 22 November 2023 | Community reference groups - terms of reference review | Chief Customer Officer | | 1 December 2021 clause 24-21 |
| 11 | 22 November 2023 | Social housing programme - progress report | Chief Infrastructure Officer | | 15 March 2023 clause 11-23 |
| 12 | Early 2024 | Welcoming Communities - annual | Chief Customer | | <u>4 November 2020</u> |

| | | | | | |
|----|------------|---|------------------------|--|---------------------|
| | | report | Officer | | <u>clause 43-20</u> |
| 13 | Early 2024 | Pasifika reference group - annual presentation | Chief Customer Officer | | Terms of reference |
| 14 | Early 2024 | Seniors reference group - annual presentation | Chief Customer Officer | | Terms of reference |
| 15 | Early 2024 | Annual sector lead reports - housing advice centre Manawatū multicultural centre Te Pū Harakeke - community collective Manawatū te tihī o ruahine whānau ora alliance | Chief Customer Officer | | Terms of reference |