

transform

TAMAKI TRANSFORMATION PROGRAMME AUGUST 2009

Council works with community to improve GI library

Auckland City Council plans to improve the Glen Innes library's forecourt, as well as enhance the seating area in front of the library.

"We are working with community groups to find out what they would like to see in the way of improvements, as we would like the facility to reflect what Tamaki's residents want," says Sian Burgess, Auckland City Council, Place Manager, Community Services.

"There is an opportunity to improve the fence in front of Ruapotaka marae as well as the library entrance."

To ensure the community's needs are heard, Sian and her team have met with Georgie Thompson, Ruapotaka marae Community Worker, and Tim Mapp from the Glen Innes Citizens Advice Bureau, to understand what they would like to see from the project.

"They both plan to consult further with their own groups and there will be a follow up hui with the wider community. Stakeholder meetings are also planned with GIBA and Ka Mau Te Wero," says Sian.

► INSIDE THIS ISSUE

■ NEWS

Innovation workshop reflects family theme

Pacific Island leaders gather to share ideas

■ OUR PEOPLE

New member of the team

National challenge involves Tamaki tenants for real results

A 1950s Housing New Zealand home is undergoing a transformation that is fit for the 21st century, as part of a national competition called the Sustainable Habitat Challenge.

The competition has invited teams across New Zealand to explore ideas for new and retrofitted housing to support more sustainable ways of living. As one of 10 teams competing, Housing New Zealand has partnered with the University of Auckland, Landcare Research and the New Zealand Housing Foundation to create Team Housewise.

The team, which has been hard at work for 12 months, is now gearing up for the final stage of the competition that ends in October, with judging being held in November.

Housing New Zealand's representative, David Vui-Talitu, says Team Housewise's vision is for the house to represent an example of sustainable living.

"We realised that to make our vision a reality, we needed to partner with key organisations so we could take a holistic approach towards creating this sustainable house," he says.

"A primary outcome for Housing New Zealand is looking at new ways of including environmental and eco-friendly principles, that can be included when a house requires internal redesign."

David adds that a key factor in the success of this project has been involving Housing New Zealand tenant Barbara in the design phase of the project.

"This is in keeping with how we want to



Barbara and her family have enjoyed being part of the Sustainable Habitat Challenge, though Team Housewise.

work within Tamaki, through both the Tamaki Transformation Programme (the Programme) and other positive initiatives in the area," says David, adding that this approach has worked particularly well.

"Barbara has been instrumental in a lot of the decisions we have made. For example, she suggested a window in the kitchen so she could watch her children playing safely in the garden. She also pointed out that a pellet fire may be too hot and dangerous for her children."

The real success, however, has been her interest in gardening.

"Landcare Research has supported Barbara to grow her own food, and taught her how to garden. Now she is loving it and has taken to recycling as well."

► Continued on page 2

► Continued from page 1

Part of the project will be monitoring the effect of the changes made to the house and Landcare Research has been collecting historical data on how much energy and water the house has used. The School of Population Health at Auckland University is also studying the impacts the old house has had on the health of Barbara's four children, compared to the redesigned house.

"Once the work on the house is complete we will spend time next year monitoring the performance of the improvements we made to the house. We will also be asking Barbara for feedback," says David. ■

► **Did you know?**

- The environmental principles adopted for this upgrade involved insulation, a Rheem heat pump water heater, a Cleanaire heat pump air heater, and a Tankworks corrugated rainwater tank.
- The following partner organisations make up Team Housewise:
 - The New Zealand Housing Foundation; provides project support
 - Landcare Research; provides evaluation and monitoring and advice on key interventions regarding suitability and ease of use
 - The University of Auckland, School of Population Health; provides advice on materials used in the design and tenant housing and health-based interviews
 - Housing New Zealand; provides professional expertise and advice and design development, and tenant liaison

► **For more information visit:**
www.shac.org.nz

UPDATE

Message from the Chair

The Tamaki Transformation Programme's new board had its first meeting on Friday, 31 July. All of the board members, from community commentators through to senior agency staff, were invited to demonstrate what they could 'bring to the table' for the Programme and the people of Tamaki.

This invitation was very much in line with the criteria for board membership – each member has to either have the ability to offer resource(s) to the Programme; and / or they should bring influence and insight in to the community to guide us, as we all collectively work towards transforming Tamaki. All members should have a genuine desire for change.

Many challenges were thrown down by the community commentators and the central Government representative who attended this inaugural meeting. The clear desire for an approach to 'co-design' was voiced, and heard, as we work towards making positive changes along our 20-year Programme journey.

The community commentators expressed a common need to be very much part of this Programme – from the conceptual stage of each project through to working on the ground to achieve tangible, solid results as a final outcome. They stressed it is critically important that all stakeholders work side by side from design through to implementation; in the past it was felt the community was brought in after the planning process, which was too late to become actively involved in the design of each project, and / or genuinely influence the final outcome.

If this Programme is to become recognised as a flagship of urban renewal best practice in New Zealand, it will need to directly involve the local communities in the design of the activities.

The many agencies represented at the table showed a genuine willingness and

intent to work with the community around these principles and some strong ideas were put forward to support this approach, while recognising we still have some way to go.

As a board, we understand that for true innovation, we are going to have to try new ways of working – this means we will make mistakes. It also means we need to shift from a service provider approach, as agencies *providing services* to the community, to being *in service* to the community. We know this will be messy at times, but unless we're willing to take chances we're never going to shift from 'doing business as usual' to truly pushing the boundaries to achieve transformation.

'Transformation', as was pointed out at our meeting by Matua Grant Hawke, is a big word that does not easily roll off the tongue. Its meaning encompasses many aspirations, a big picture, ambitious vision and requires total on-the-ground change. To be successful, it is not about doing one or two things differently, but is about overhauling what we've done before to achieve better results.

I firmly believe if we commit to understanding what transformation is genuinely about, by challenging ourselves as a board, agencies and community alike by working together in new ways, we will bring about visible change over the next two years and, ultimately, transformation over our 20-year journey.

PAT SNEDDEN
TAMAKI TRANSFORMATION BOARD,
CHAIR



Innovation workshop forms foundation for next phase of action

The importance of family emerged as a primary theme at the Community Services Innovation Workshop, hosted by the Tamaki Transformation Programme (the Programme) on Tuesday, 11 August.

Invitations to the event were extended to members of the community, agency representatives and stakeholders.

“The workshop was a great success. We had a positive turnout and the community provided very constructive feedback that pointed to them wanting a family-oriented approach to work in the area,” says Programme Work Stream Leader, John Bassett.

“We also provided feedback from past events and meetings that had been held. This reinforced to the community the importance

of their feedback and to encourage people to come forward with more ideas.”

Community ownership and participation is a vital part of the transformation process.

“Community feedback allows us to make sure the future of the Tamaki area closely aligns with the aspirations of the people who call it home,” says John. “It also ensures that we can focus on a plan that provides the services the community needs, to be as successful as possible.”

In addition to the overriding theme of family, a

clear need for action was voiced by participants.

“It was good to see that everyone is now ready for action and that is what we plan to provide over the next two years,” says John.

“We will continue to collaborate with agencies, groups and members of the community to move forward.”

John adds that this approach is consistent with the Programme’s focus on co-design as it draws on available strengths and resources across all Programme stakeholders to realise tangible results. ■

Pacific Island communities share ideas on leadership

A **SUCCESSFUL** workshop was held on Tuesday, 18 August by the Tamaki Transformation Programme (the Programme) and the Ministry of Pacific Island Affairs, to discuss an approach towards engaging the Pacific Island communities that make up the area of Tamaki.

Facilitators Kalolo Fihaki and Alfred Ngaro invited members of the Pacific Island community to participate in the workshop. They were asked to provide feedback around how the Programme could work better, and with, the Pasifika communities within Tamaki.

An overriding theme that developed was looking for dramatic changes, through new approaches to leadership; for example, from traditional to contemporary ways of working.

“This was very successful and we had a number of church and

cultural leaders attend, as well as a great cross-section of Pacific Island representation,” says Alfred.

“There was a very pragmatic focus and we gained some excellent insight in to how they would like to be communicated with and how we could work together, through the Programme, for meaningful results.”

Cook Island, Samoan and Tongan representatives were also given an update on the Programme’s Pacific Island engagement strategy by Alfred and Kalolo.

“Our next step is to clearly identify projects, within the Programme, through which we can work alongside the Pacific Island community,” says Alfred.

“One of the attendees, Uina Mahe (from the Tamaki / Tongan Langaonua Trust) said we should include the youth in to our leadership discussions as they are the generation of the future.” ■

BOARD MEMBER PROFILES

Meet our board



MAGILA ANNANDALE

Relationship building skills enhance board

As a Tamaki Transformation Board member, Magila Annandale brings extensive relationship building skills to the Programme. This is complementary to her role as Communications and Relationships Director at the Ministry of Pacific Island Affairs (MPIA), which focuses on directing the Ministry's work in building relationships with communities and other government stakeholders.

"We are often the conduit or the messenger of Government information. We also create opportunities for Government to engage in dialogue with Pasifika communities about what they need to make a difference in their lives," says Magila, adding that the Ministry has a responsibility to ensure government hears and responds to these needs.

"This is no easy feat; we're constantly challenged with having to convince other agencies to re-think policy and service delivery for Pasifika communities."

MPIA's practical experience and genuine interest in communities contributes a great deal to the Programme; being able to bring this understanding and perspective is important to the stakeholders' approach to achieve better results for the people of Tamaki.

"The distinguishing feature about the Programme is the multi-agency approach and how we engage communities. This is about infusing the voices of Tamaki in this

ambitious Programme to transform lives, which is happening at all levels," says Magila.

"We accept that for this to happen effectively we need to be open to difference and embrace ways that will enable local people to have a voice in decision-making about their lives.

"The people of Tamaki need to say for themselves what change they desire – whether its housing designed for large families or information hubs for young people who are caught between school and a world yet to be explored. We, as a board, need to include these community voices in the process."

However, Magila adds this approach will present challenges to those involved in the Programme, as they are tasked by Government to realise tangible results within set timeframes.

"At times, these Ministerial expectations will have to be balanced with the interests of local communities. We are going to have to manage these interests and find the common ground to take us all forward.

"This means the Programme requires a long-term commitment from a number of agencies alongside community partners. Should we lose sight of our collective vision or stray from our values, the Programme will come unstuck. We must be vigilant about keeping the 'family' together."

While there are many challenges ahead for the Programme, Magila finds being among community people and heads of government agencies, "who are truly committed to a process that carves a bright future for Tamaki people", to be tremendously rewarding.

"This is complemented by agency staff on the ground who are passionate about bringing our vision to life. As clichéd as this sounds, the Programme is as much about the journey as it is about the destination."

▶ Magila has also sat on boards for non profit organisations and currently sits on the Taskforce for Action on Violence within Families.



BRUCE ADIN

Education focus to transform lives

Bruce Adin is the Ministry of Education Regional Manager for the Northern region, which encompasses all of Auckland and Northland. The Ministry oversees education at the early childhood and compulsory schooling levels.

"Increasingly the work of the Government's social agencies is interrelated," says Bruce.

"Agencies such as education, health, social development and the police, are finding that the direction and priorities of one agency often has a significant impact on those of another agency."

Bruce adds that taking advantage of opportunities to work together "therefore makes sense and can deliver efficiencies, especially if the local authority can also be included".

"With this approach, the Programme has the potential to deliver significant and comprehensive improvements for the people of Tamaki," says Bruce.

"The realisation that this is not just about redeveloping the housing stock, but is actually about working with the local community, government agencies, the territorial local authority (Auckland City Council) and Maori to transform the lives of the people in Tamaki, is both a unique opportunity for Tamaki and for the government agencies." ■

▶ While Bruce does not sit on any other boards at present he was Chair of the Council for the Auckland College of Education from 1999-2004 and in 2004 was a Ministerial appointment to the Board of The Correspondence School.

TEAM MEMBER PROFILES

Valuable experience strengthens team

GRAHAM BODMAN, Programme Director, Housing New Zealand, brings 15 years of valuable Corporation-based experience to the Tamaki Transformation Programme as a key member of our team.

In his role, Graham provides leadership to the housing 'workstream' and ensures that all of the Housing New Zealand activity is integrated within the wider Programme's initiatives.

"It is important that all activity ties in with the Programme's approach and ways of working.

"Being involved in such an innovative, groundbreaking initiative and being able to see our approach in action is tremendously exciting," says Graham, adding that the Programme also offers huge potential for professional development and learning.

Graham's networks extend broadly across Housing New Zealand as he was Regional Manager for central Auckland for five years, and Area Manager for the Eastern Bays (incorporating Glen Innes and Panmure) for the four years prior to that.

"In the mid to late 1990s, I worked as a Property Manager and Investment Manager, primarily in the east and central Auckland areas," says Graham.

"My experience and networks within the area, and across Housing New Zealand, enable me to make a valuable contribution to the team and to the Programme."



Graham Bodman looks forward to being part of this innovative initiative.

QUICKFIRE QUESTIONS!

→ Biggest challenge in your role?

Working across multiple agencies; challenging well-established ways of working to achieve better outcomes for the people of Tamaki.

→ Most rewarding part of your role?

Being part of an exciting Programme that has massive potential to be world-leading in scope and achievement.

→ Biggest event of 2009?

To date: receiving Government endorsement to get on with it.

→ What do you like to do?

Family time with my wife Christine and three children. Boating and fishing on the beautiful Waitemata, golf, movies, camping and relaxing at home. ■

▶ To contact the Programme's team please email info@tamakitransformation.co.nz

QUICK NOTES

Manager brings passion for Tamaki to new role

ROBERT GRAHAM takes up his role as the new Programme Manager, Housing New Zealand, next month, bringing considerable experience of the Tamaki area to the Tamaki Transformation Programme.

Robert believes this appointment represents a turning point in his career and that the Programme is the "next critical step in improving the lives of the people who live, work and play in Tamaki".

"To be involved in shaping the future of an area with so much potential is an opportunity few people are able to be involved with in their careers," he says. "The Programme is both groundbreaking and challenging – I am excited to be involved in this work."

With 10 years of Housing New Zealand experience, Robert brings a broad knowledge of the Corporation to his Programme focus. His previous roles include Tenancy Manager, Property Manager, Tamaki Project Leader, and Talbot Park Project Coordinator. Robert also helped develop the Corporation's Glen Innes, Panmure Development Planning Analysis Report in 2001.

"I have worked face to face with our tenants and have an understanding of the daily issues they deal with. I have managed the asset base and have a wide knowledge of the challenges we face in bringing our houses up to standard," he says.

Most recently, Robert worked as a Project Manager for Coffey Projects, where he managed a number of projects including the Mission in the City urban redevelopment project for the Auckland City Mission.

"In my role at Coffey Projects, I worked hard to increase my project management skill and knowledge by managing a variety of social, commercial, retail and industrial projects," he says.

Graham Bodman, Programme Director, Housing New Zealand, is delighted that Robert has decided to share this project and programme management experience with Housing New Zealand once again. "Robert will play a key role in coordinating the myriad of Housing New Zealand-led projects and initiatives that will contribute to the positive results achieved through the Tamaki Transformation Programme." ■



Robert Graham will play a key role in coordinating the many Housing New Zealand-led projects within the Programme.

▶ Tamaki Transformation Programme:

The Tamaki Community; Mana Whenua; Housing New Zealand; Auckland City Council; Ministry of Social Development; Auckland District Health Board; Ministry of Education; Ministry of Pacific Island Affairs; Te Puni Kokiri; NZ Police.