

# transform

TAMAKI TRANSFORMATION PROGRAMME SEPTEMBER 2009

## First Programme project gets set to begin

THE FIRST project within the Tamaki Transformation Programme (the Programme) kicks off this month with the modernisation of 13 houses. These homes are the first of 120 houses to be upgraded over the next three years for local Housing New Zealand tenants. "We're excited about the modernisation project as it will create warmer, healthier homes with more attractive living areas for the families who live in them, as well as lifting the neighbourhood," says Tamaki Transformation Programme Housing Workstream Director, Graham Bodman.

"What makes this project unique is that while it is about providing 'fit for purpose' family housing, it will also encompass other areas of wellbeing such as safety and security improvements, and improved health through better insulation. There will also be employment and skills development opportunities for Tamaki residents over the next three years on the modernisation sites."

Other Programme initiatives currently being developed include providing work experience opportunities for local school students by introducing them to the world of design, architecture and building.

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## Local student benefits from scholarship

High school student Deborah Fa'amita (16) was selected by Tamaki College to attend the Outward Bound Mind Body and Soul course 535 for 2009. This opportunity was made possible through Housing New Zealand Corporation sponsorship.

"Deborah is a daughter of one of our tenants and while sponsoring a student is not normal practice for Housing New Zealand, the opportunity arose when discussions with the Principal of Tamaki College, Soana Pamaka, identified the potential for growing leaders through Outward Bound courses," says Community Development Coordinator, Wayne Brown.

"The Talbot Park Community Renewal Programme ran with the opportunity to assist in building young leaders from the community, as we feel there is a real need to provide support and encouragement to the youthful talent we have in Tamaki."

Deborah was chosen out of a number of applicants, because of her commitment to school, her leadership potential and her personal qualities.

"The school identified the potential recipients based on academic achievements and commitment to school. They also needed to meet a stringent physical criteria set by the course," says Wayne.

"We believe the sponsorship will help build young leaders and benefit the community, while providing an example to others wanting to achieve the same high standards."

Deborah, who is in Year 12, found the course both extremely rewarding and enjoyable.

"Through the course I overcame a lot of my fears and I also got to meet a lot of very interesting people," says Deborah.



Deborah Fa'amita received a scholarship to attend the Outward Bound Mind Body and Soul course.

"I was very surprised to receive the scholarship; it has really helped increase my confidence."

Deborah is of Samoan German heritage and lives in Glen Innes with her parents, brother, three sisters, aunty and her cousin. Deborah's father works at an aluminium joinery company and her mother looks after the family.

"We came up from Hastings to live in Tamaki about four years ago and I really like living here. I'm able to meet my friends easily and also get to my training."

This access is important to Deborah, as her hobbies and interests are mainly focused on her love of sport. She plays touch rugby, rugby, volleyball, basketball and participates in other sports if given the opportunity. Listening to music, playing the bass guitar and drums plus doing art work are also some of her favourite things to do.

Looking ahead, Deborah would like to be an excellent role model not only for her brothers and sisters but for the youth of Glen Innes. After leaving college she would like to study Travel and Tourism and has ambitions to join the NZ Police force. ■

### ▶ Why did HNZN choose Deborah?

Deborah is a really quiet, committed and humble student who is very deserving of an opportunity. She is considerate of others and through the opportunity to go to Outward Bound, she grew in confidence and gained valuable leadership skills.

## UPDATE

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“Initiatives such as these are important as we don’t want to take a ‘business as usual’ approach, but would like instead to work within the Programme’s approach by engaging with and working alongside the community,” says Mr Bodman.

Reflecting this approach, a morning tea was held with tenants on Tuesday, 08 September at the Programme’s office to discuss the proposed improvements to their homes.

“We have worked with the tenants along the way, to assess what they would like to see from these modernisations, based on their experience from actually living in the homes. At the morning tea, for example, we invited them to choose their own paint colour schemes for their homes to make the result more personal for them, and to enable them to have a say in the look and feel of their houses.”

To support the families who will be temporarily relocated to other homes during the three-month building process, a tenant relocation plan will ensure that relevant agencies involved in the Programme work together to optimise services to mutual customers.

“Agencies working together is critical during each three-month modernisation project as relocation is a disruptive process for customers. However, we will be making it as easy as possible for them. For example, we will work with the local schools and the Ministry of Education to ensure that children from relocated families remain within their current schools,” says Mr Bodman.

Upon completion of the project, the tenants will move back to homes that are much improved for modern living.

The criteria for modernisation include:

- Selecting houses that will benefit from modernisation works, extending the livability of houses for the next 20 years.
- Selecting houses in groups so the surrounding neighbourhood can be lifted together with the housing.
- Selecting houses in areas where modernisation works can support other Tamaki Transformation Programme projects. ■

## Panmure forms part of innovative new service

An innovative Housing New Zealand service designed to provide more information to customers about housing options, is being piloted in Panmure as one of eight areas chosen to participate across New Zealand.

The other pilot Neighbourhood Units are Whangarei, Hamilton, Linwood, Timaru, Manawatu, Onehunga and Manurewa.

From next year, the service will be implemented across the country.

Stephen McArthur, Housing New Zealand Chief Operating Officer, says the introduction of the Options and Advice service is a fundamental change in how Housing New Zealand engages with its customers.

“Options and Advice provides our customers with a choice of housing options,” he says.

“Traditionally, customers come to Housing New Zealand looking for a state house. We now want to give them more than the opportunity of going on the waiting list for a state house.

“The service will help customers explore housing options by providing advice to help them get into a house, whether it be with Housing New Zealand, in the private rental sector or possibly their own home.”

Stephen adds that the new service is about helping customers take charge of their own circumstances and to make the experience of asking for help a positive one.

“It also links people to other government agency and community support available to help them in accessing and sustaining housing, if that is considered most appropriate.”

The Tamaki Transformation Programme has welcomed this new service, as it complements the Programme’s approach towards supporting communities. It also offers options to those who live within the area to explore, based on their specific needs and aspirations, the best solution for them.

“We’re very pleased the Panmure Neighbourhood Unit is one of the eight sites to have been chosen for this pilot, as

we believe it will benefit those who live (or who want to live) locally,” says Programme Director, Jo Wiggins.

Jo adds that the Options and Advice service shows how Housing New Zealand is actively seeking innovative ways to work with organisations such as Work and Income and private rental agents. ■

### ► Did you know ...

→ The Options and Advice service means every customer who visits any of the eight pilot Neighbourhood Units, looking for housing advice, will be taken through an information session explaining their housing options, the government products and services available to help them with accommodation costs, and (in some cases) home ownership.

→ The pilot has been going well. After only two weeks, 382 national customers attended information sessions and the options chosen to explore have been:

- 12% - Stay where we are
- 1% - Home ownership
- 32% - Needs assessment
- 55% - Private rental.

→ By 09 September, 133 customers attended information sessions at Panmure and the options chosen to explore have been (note: some may have chosen more than one option):

- 29 applying for a state house
- 3 home ownership
- 82 private rental
- 21 sustaining current tenancies
- 15 housed in the private sector.

Bob and Christine Wakefield invite the community to drop into the Sanctuary@Mayfair.



## Sanctuary offers locals a place to meet

Glen Innes-based Sanctuary@Mayfair is a local community centre that is run by Bob and Christine Wakefield as they seek to offer local people a place of “safety, community and rest”.

“Anyone is welcome to drop in. People often come by to read, meet friends or to simply sit and rest for a while,” says Bob.

“Christine and I opened the centre nearly two years ago in this location, as we realised many people need a place to gather and to have a sense of community. There are a lot of lonely people within Glen Innes, so the centre allows them to meet others, to establish friendships and to share without any conditions or strings attached.”

The couple and their son, David, are now setting up a cafe, that offers good quality, healthy food options.

“Many people in our community cannot afford cafe prices and healthy food tends to be expensive for them. We want to create

a relaxed cafe that allows people to come in to meet their friends, family and whanau while feeling they can treat themselves to a good meal,” says Bob.

“Setting up the cafe is a bit of work in progress. If any local businesses have equipment they no longer need, as well as advice around how to set up a healthy, affordable cafe with food that will appeal to our diverse community, they are welcome to get in touch.”

Bob adds that one of the main purposes behind creating the cafe is to employ local people.

“If we are able to employ three to four local people for 15 – 20 hours each week, it will directly benefit our community. In

a similar initiative, we have worked with Housing New Zealand to have three local people work in the gardens at Talbot Park – this has been very successful and we’d like to see this success repeated in our cafe.”

The centre is open from Monday to Saturday (8.30am – 2pm), and on Sundays a church service is held for the Vision Baptist congregation. The facility is also offered, at no cost, to community groups that need a venue, such as the monthly Healthy Kai meeting.

As a well-known community figure, Bob is a member of the Tamaki Inclusive Engagement Strategy group, and is on the Executive of the Glen Innes Business Association. ■

PHOTO: EAST AND BAYS COURIER



## New Programme Director looks forward to achieving great results

**THE NEW** Tamaki Transformation Programme Director, Jenny Oxley, joins the team following a long career at Auckland City Council. The council is one of the Programme's key partner organisations.

Jenny's experience at the council spanned a range of managerial, change management, urban development and customer service roles.

"Most recently, I've led the council's largest ever organisational development programme designed to progressively transform regulatory services," says Jenny.

"I've also overseen the exciting Newmarket development programme, which comprises many private and public sector-led projects collectively transforming this area into a thriving leisure and commerce centre."

Jenny's passion for Auckland and places that offer strategic and creative opportunities such as Newmarket, complements her interest in the Programme.

"The role of Programme Director is a rare opportunity to be involved in real and genuine 'place-making'.

"Glen Innes, Panmure and Point England are communities of significant strength and potential and are full of people with energy and intent. I am impressed by the Programme's approach – intending not only 'joined up' agency services, but also innovative urban and open space planning, improved housing and powerful community engagement."

In her new role, Jenny will be drawing on her skills and experience of managing large, complex change management programmes.

"I will also apply what I've learned along the way about leading others to achieve positive results. This Programme challenges us all to step up, to think differently and, most importantly, to work with each other to harness the collective knowledge that will realise the Tamaki community's aspirations.

"I'm looking forward to getting on with the job!" ■

### UPDATE

## Message from the Chair

It is very exciting to see the first project within the Programme getting started with 13 homes undergoing modernisation to benefit the families who live in them and, we hope, to pave the way for creating better neighbourhoods overall. This first phase of a three-year modernisation project within the 20-year Programme signals that we are now clearly moving from concept and vision to implementing specific actions.

The families who live in the modernised houses will have healthier, warmer and more attractive homes better suited to their lifestyle needs. These families have all been fully consulted on how they would like their homes to feel and look, through an inclusive approach, in a genuine commitment to finding out what they want from this process. The approach demonstrates the Programme's commitment to working in different ways to achieve better results for the people of Tamaki.

Through the modernisation project, partner agencies and the local community will be encouraged to more broadly focus on improving the surrounding areas of the houses, as we strive to create better, safer and more sustainable neighbourhoods for those who live in Tamaki.

This first step may be relatively small when you consider the magnitude of the challenge ahead of us, but it is a start and one we're pleased to see.

Upon completion of this phase, I look forward to hearing how the local residents feel they have benefitted from this project. I'm confident of success, but also recognise there will be learnings from this process.

Over the next few months, we will be making more announcements as we see other initiatives get off the ground and, as Chair, it's pleasing to know that we'll have a great team moving these forward.

The interim Programme staff who have been working hard – along with stakeholders and members of the community – to shape the Programme and to formalise certain strategies, have done a tremendous job so far.

I am confident that as the new permanent team comes on board to the Programme the work done to date will stand them in very good stead. I look forward to seeing them bring their own expertise and commitment to the Programme as we continue to grow and develop initiatives through the life of the Programme.

PAT SNEDDEN

TAMAKI TRANSFORMATION BOARD, CHAIR

BOARD MEMBER PROFILES



## Long time community advocate enhances Board

Well-known community advocate Colin Dale brings to the Tamaki Transformation Board a long history of commitment and focus on community services.

This commitment is demonstrated by his current role as Advisor for the Community Services workstream for the Auckland Transition Agency (ATA), where he is responsible for overseeing the planning and design of services in preparation for when the new Auckland City Council sets up in September 2010. All of the greater Auckland facilities, such as regional parks, art galleries, leisure centres and libraries will be reviewed under Colin's workstream.

"There is also responsibility to recognise the work that is being done, and ensuring continuity of services and social planning across the region. This has implications and learnings with respect to the Programme," says Colin.

Colin's association with the ATA makes him a valuable contributor to Board discussions, particularly around the community-based work of the Board and social policy planning. And his experience as former City Manager of Manukau City Council reflects his special interest in how governments and councils work with the community in the areas of health, education, housing and employment, among others.

However, Colin's association with the Board goes much further back than his involvement with the ATA. He served as a member of the inaugural Board as a representative of Housing New Zealand. Over this time, Colin has seen considerable progress.

**"Communities have the tremendous ability to come forward with original ideas to meet their needs."**

"I have had a long focus on the tremendous journey of learnings and growth through the life of the Programme, and it has been encouraging to know of Government's commitment to the initiative.

"The Programme has made great progress to date; we're now turning ideas into actions and showing both Government and the community of the gains. There are also good opportunities to develop successful partnerships with the private sector, through the Programme."

Colin adds that the uniqueness of the Programme is based on working closely with other government agencies and, particularly, the community.

"I have a particular interest in community development and believe it's vital that we look at different ways of engaging with 'communities of interest' – on their terms. It is critical that communities feel they are involved in the transformation, and that we act as facilitators to enable the very rich communities of Tamaki to influence the overall Programme.

- ▶ Colin sits on the Lottery Grants Board, Community Facilities Committee, and is Chair of both the Auckland Regional Migrant Services Trust Board and the Auckland Sport and Recreation Trust Board, among other community activities.

## Community pride and passion for change drives Board member

"Like many other people in this area, we love who we are and where we live – even if other people perceive us differently. Our community is one of the proudest communities in Auckland and we have always come up with innovation at a grassroots level; now is the opportunity to do it together." These strong words come from community commentator and Tamaki Transformation Board member, Mike Ikilei.

The many people who work with Mike and who have benefitted from his boundless energy, will recognise that this pride in community drives him to challenge and motivate towards positive

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## BOARD MEMBER PROFILES

“Without change there is no innovation, creativity, or incentive for improvement. Those who initiate change will have a better opportunity to manage the change that is inevitable.”

[WILLIAM POLLARD]



Mike credits a lot of his inspiration to his daughter Cyan (7) who he says “has always helped me in whatever I do”.

## Tamaki youth benefit from trade course

**THE TAMAKI** area is the focus of a new Work and Income-funded Cadet MAX general trades course for young people up to the age of 24 years, to help them secure work in the building and construction area.

The eight-week course, which has 12 participants from the Tamaki area, is being run by Work and Income training partner, Allied Technical Training. The new course began on 31 August and all of the trainees have been referred from Work and Income’s Panmure and Glen Innes service centres.

Work and Income Employer Services Account Manager, Kal Marsden, says the course is part of the Cadet MAX General Trades Programme with Allied Technical Training, which began in 2007.

Four courses have now been completed under the programme with most of the participants gaining employment in the building and construction industry and some gaining apprenticeships.

“This programme has successfully provided young people with the opportunities, guidance and support they need to achieve their career goals,” says Kal.

The latest course offers a mix of practical and theory training, plus on-the-job work experience.

Anania Hohaia, Te Puni Kokiri (TPK) Kaiwhakarite, Relationships and Information, says TPK has been involved in the Cadet MAX General Trades Programme to help facilitate the opportunity for young Maori. Most of the young people on the latest course are of Maori descent, he says.

“It is a good course for the participants to undertake,” says Anania. “The first four weeks focuses on trade skills and the final four weeks is about securing paid work, work experience and apprenticeships.

“The participants are also watched and assessed for attitude and aptitude. This motivates them a lot.” ■

▶ If you would like more information on Cadet MAX General Trades Programme, please contact Kal Marsden 09-9161815.

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change – something Mike is passionate about and where he sees opportunity in the Programme.

“The Programme is unique as there is a willingness to do things differently. There is talk of innovation and how we can all change in the way we do things. I think, also, the willingness to do it together is new and exciting,” he says.

In addition to his commitment to change, Mike’s extensive local knowledge offers valuable insight to the Board.

“I have been raised here, lived in, schooled and worked in this area and feel that I offer strong knowledge and understanding of the Tamaki area, the people, and what is happening here,” he says.

“This helps build an historical context which those of us from here are able to share; there is also a passion for building on what is already great in our area.”

Mike’s ability to bring an understanding on how to think strategically and how strategic actions will appear on the ground, is another strength he brings to the Board.

This strategic ability shapes his work at Auckland City Council on a Ministry of Health project called CAYAD (Community

Action on Youth & Drugs). The project is about reducing drug and alcohol related harm within communities (particularly young people), through a range of strategies. These include collaborative approaches into environments such as schools, sports clubs, and universities.

“It also includes building young peoples’ capacity around employment, education and recreation, as well as building frameworks with agencies that help engage young people effectively. This has meant working across different sectors, different parts of the community and with different agencies.”

▶ Mike sits on the Board for Youth Performance Trust, which is responsible for delivering the national model of Smokefree Pacifica Beats. This is a school based band competition that allows for bands to compete against the “best of the best”. He has also played a part as a launching pad for groups such as Nesian Mystic, Adeaze and other young – in Mike’s words – “brown” groups.

QUICK NOTES



## Strong community engagement skills to strengthen team

The Tamaki Transformation Programme's new Community Engagement Manager, Jenny Chilcott, brings a "deep affection" for Tamaki to her role.

"I have a deep affection for the communities of Glen Innes and Point England, which I gained through work as a Community Advisor with the Department of Internal Affairs and through co-facilitating the GI Visioning Project," says Jenny, adding that she is looking forward to extending this relationship to Panmure and the wider Tamaki community.

"I look forward to being part of the Programme with its long-term vision to work with the community, in creating opportunities that make a difference to the peoples of Tamaki."

Jenny brings to the role a strong background in community development. Her passion for engaging with and working for communities extends back to the 1980s where, in the early days of her career, she was a Community Worker for the Auckland Methodist Mission and the West Auckland Women's Centre.

Other roles include being a Referee with the Disputes Tribunal, and then as a Community Advisor with Department of Internal Affairs in Dunedin where Jenny worked mainly with rural communities.

Most recently, Jenny has worked for Waitakere City Council on a major urban sustainability project called Project Twin Streams for the past five years. This has gained regional, national and international recognition as an innovative council-community partnership making a difference for the streams, the harbour and the community.

"Working on Project Twin Streams has challenged both the Council and the community to think and act innovatively and creatively to achieve strong community ownership and leadership of the project." ■

QUICK NOTES

## New Project Administrator brings multi-national experience to role



The housing workstream within the Tamaki Transformation Programme team welcomed Liai Burns to her new position as Project Administrator this month.

Liai brings to her role a strong background in working within complex organisations, both in New Zealand and Australia. This experience has allowed Liai to work with a "broad range of people from all walks of life".

"I have worked in multi-national mining and architectural companies and my knowledge and experience of project work is quite extensive. I understand the project team dynamics of meeting objectives and timelines," she says.

Liai adds that she is extremely excited to be involved in the Programme as it moves into its actions-based phase.

"I'm looking forward to being part of a great initiative to improve housing and living standards within the Tamaki area and have been on a couple of site visits already. I am impressed with the work Housing New Zealand has undertaken to make improvements at some of these sites; the visits gave me an insight on what can be achieved for the Tamaki area."

Liai has more than 18 years of professional experience in roles ranging from Executive Assistant to Project Coordinator / Manager.

"In the mining industry, I was also Quality Assurance Officer — training mining engineers before entering mine sites for the ISO 9000 qualification requirement." ■

### ▶ 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.