



**APPLICATION FOR RE-DESIGNATION
OF ROTORUA AS AN INTERNATIONAL
SAFE COMMUNITY
SEPTEMBER 2015**





ACKNOWLEDGEMENTS

He mihi nui ki a tatou te hunga ora, he tangi nei hoki ki a ratou kua wehe atu – no reira, Mauriora ma, haere atu ra.

Treasure Rotorua would like to acknowledge past and present contributions of organisations and individuals that have funded and supported the project, or made representatives available to participate with the Treasure Rotorua Steering Group, including: Rotorua Lakes Council, Lakes District Health Board, Bay of Plenty/Rotorua Police, ACC, Castlecorp, Toi Te Ora Public Health, Iwi representatives, Ministry of Social Development, Neighbourhood Support, Te Waiariki Pura Trust, Tipu Ora, Age Concern, Plunket, Porse, NZ Fire Service and the Te Arawa Standing Committee.

We would also like to acknowledge the team at Safe Communities Foundation of New Zealand for their support during the first term and current designation process.

And finally a special thanks to the members of the community who have supported this application for Safe Community designation, and your ongoing commitment to Treasure Rotorua and our safe community.

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MESSAGE FROM THE MAYOR



THE OFFICE OF THE MAYOR

Message from the Mayor of Rotorua

I am very proud to support Rotorua's application for re-accreditation as an International Safe Community within the Pan-Pacific network of Safe Communities.

Rotorua Lakes Council has a history of working collaboratively across all sectors of its community to craft solutions to problems that impact on our residents. We are supported by many active groups of stakeholders who are equally committed to that objective.

Despite significant changes to our council and to our district's social sectors over recent times, there continues to be strong commitment to working together towards a more positive future.

This application reflects the efforts of many organisations, groups, agencies and individuals striving to achieve a safer and more caring community. Formal designation as a Safe Community will help us to build on those efforts to date.

Ma te mahi tahi ka tutuki - working together we will succeed.

With kind regards

A handwritten signature in black ink, appearing to read 'Steve Chadwick'.

Hon Steve Chadwick JP
Mayor

MESSAGE FROM TE ARAWA



TE ARAWA LAKES TRUST

Pan Pacific Accreditation as a Safe Community

E mihi ana i runga i nga tini ahuatanga o te wa. E tangi ana ki te hunga kua mine atu ki te po, e mihi ana ki te hunga kua mahue nei e whakapakari nei ki te whakakapi i nga wharuarua o ratau kua wehe atu – Taiaha! Taiaha!

He tautoko nei na Te Arawa ki te tono a te Kaunihera a rohe o Rotorua kia rangatira ta ratou tono e kokiritia ana e ratau kia mana te kaupapa e kiia nei ko – “re-accreditation as a safe community”.

Te Arawa waka and Te Arawa Iwi would like to tender their full support to the proposed application for re-accreditation as a Safe Community.

Te Arawa acknowledges the achievements and work undertaken by those associated with the safe communities movement and the commitment shown by their workers.

Te Arawa continues to support this mahi for a range of reasons as before:

- Mahitahi – Partnership and working together
- Nga Ao e Rua – acknowledging the different ethnicities within the community, addressing and respecting their individual needs
- Korero whanui – sharing ideas and information
- Kohinga korero – seeking and collating information
- Titiro whakamua – creating a better and positive future now and for future generations

We would welcome the opportunity to provide further support ‘face to face’ during the accreditation process - *‘Ma te mahi tahi ka tutuki – working together we will succeed’*.

Yours faithfully

A blue ink signature of Sir Toby Curtis.

Sir Toby Curtis

Chairman, Te Arawa Lakes Trust

A blue ink signature of Monty Morrison.

Monty Morrison

Interim Director, Kaupapa Maori - RLC

INTRODUCTION

One of the oldest tried and true sayings in Rotorua 'he aha te mea nui o te ao? He Tangata', tells us the most important thing is people.

Another, 'nau te rourou, naku te rourou ka ora ai te iwi' is that by shared efforts and resources, people's needs will be met.

While collaborative approaches have long been used amongst groups in the Rotorua district, pulling together strands of safety related work for Safe Community designation in 2010 provided another opportunity to foster this way of working. The collaborative Treasure Rotorua Safe Communities project has enabled our community to develop a better understanding of the injury issues in our community and work more effectively together on safety initiatives.

This application for re-designation as a Safe Community in 2015 represents our desire to continue working effectively together for the safety of our community.

BACKGROUND

Rotorua city is largely the same as in 2010 (Appendix 2), but organisational environments have been impacted by economic, policy and other factors. For example, central government pilots and programmes, including multiple Social Sector Trials, Vulnerable Children's Team and Whanau Ora have impacted local time and resources of government and non-government agencies. Recent changes to the Local Government Act, the election of a new mayor and councillors, and a focus on financial management to reduce debt, have brought changes for the renamed Rotorua Lakes Council – host of Treasure Rotorua.

The new Mayor, ex-Labour Cabinet Minister Stevie Chadwick, and councillors worked with the community to develop Rotorua 2030 goals and four priorities for 2016 which re-aligned staffing and Council operations. The dis-establishment of Council's Community Safety Project Officer resulted in ACC funding a part-time coordinator to support Treasure Rotorua through re-designation and to sustainable ways to maintain safe community collaboration.

The Treasure Rotorua steering group continues to meet monthly and collaborate with community stakeholders. There's a focus on relationships with key stakeholders, rationalising collaborative structures, and assisting as needs arise – one example being the holding of the Safekids portfolio pending replacement staff. This application demonstrates how Treasure

Rotorua meets Safe Community criteria in the current climate and intends to continue doing so. In 2013, the previously identified priority safety areas (reduction of alcohol-related harm, violence and crime, road safety and injury prevention) were re-viewed to maintain the ability to collaborate on priority areas relevant to all and include RBA (Results Based Accountability) indicators.

New areas of focus with indicator sets were proposed for trial including

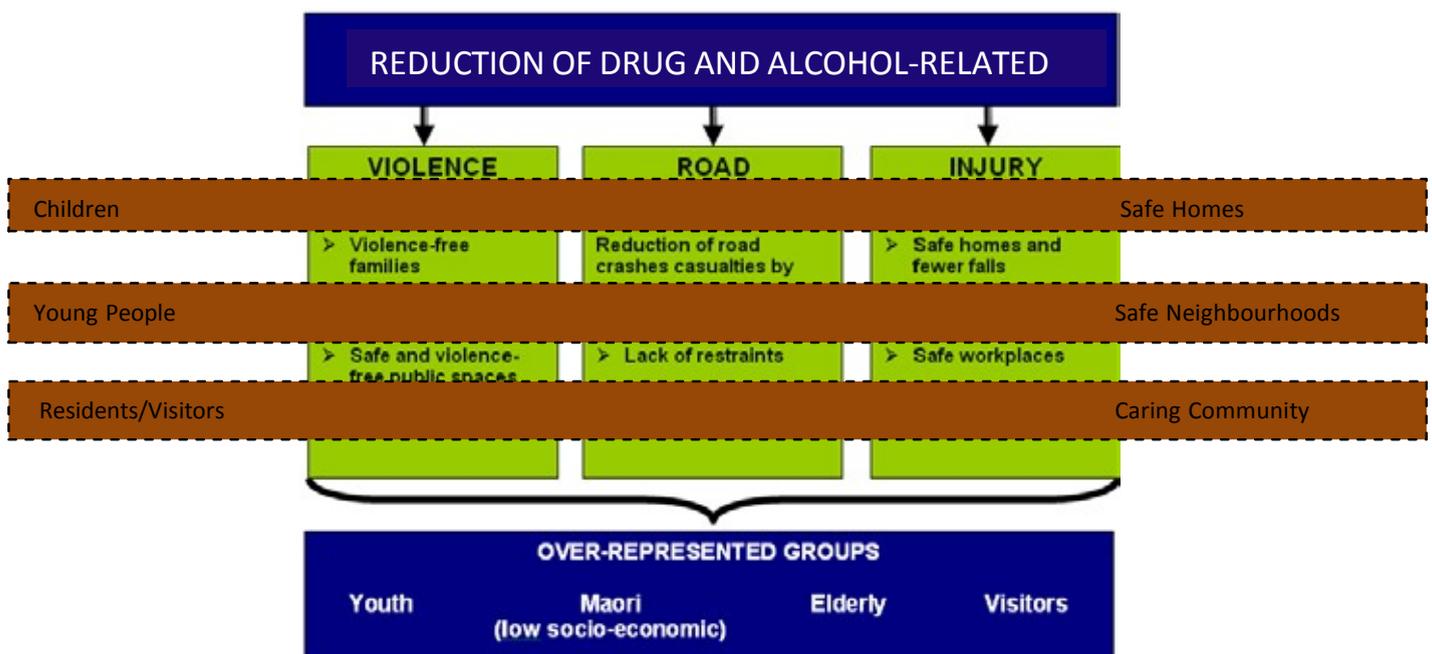
(See Appendix 11 Result Cards):

1. All Children are Safe in their home environments
2. All young people are safe in our community / neighbourhoods
3. All residents and visitors supported by a caring community
4. Alcohol and drug-related harm reduced

...and this to be overseen by a steering group of organisations, community and iwi working together and connecting with others to reduce injury and increase safety in the community

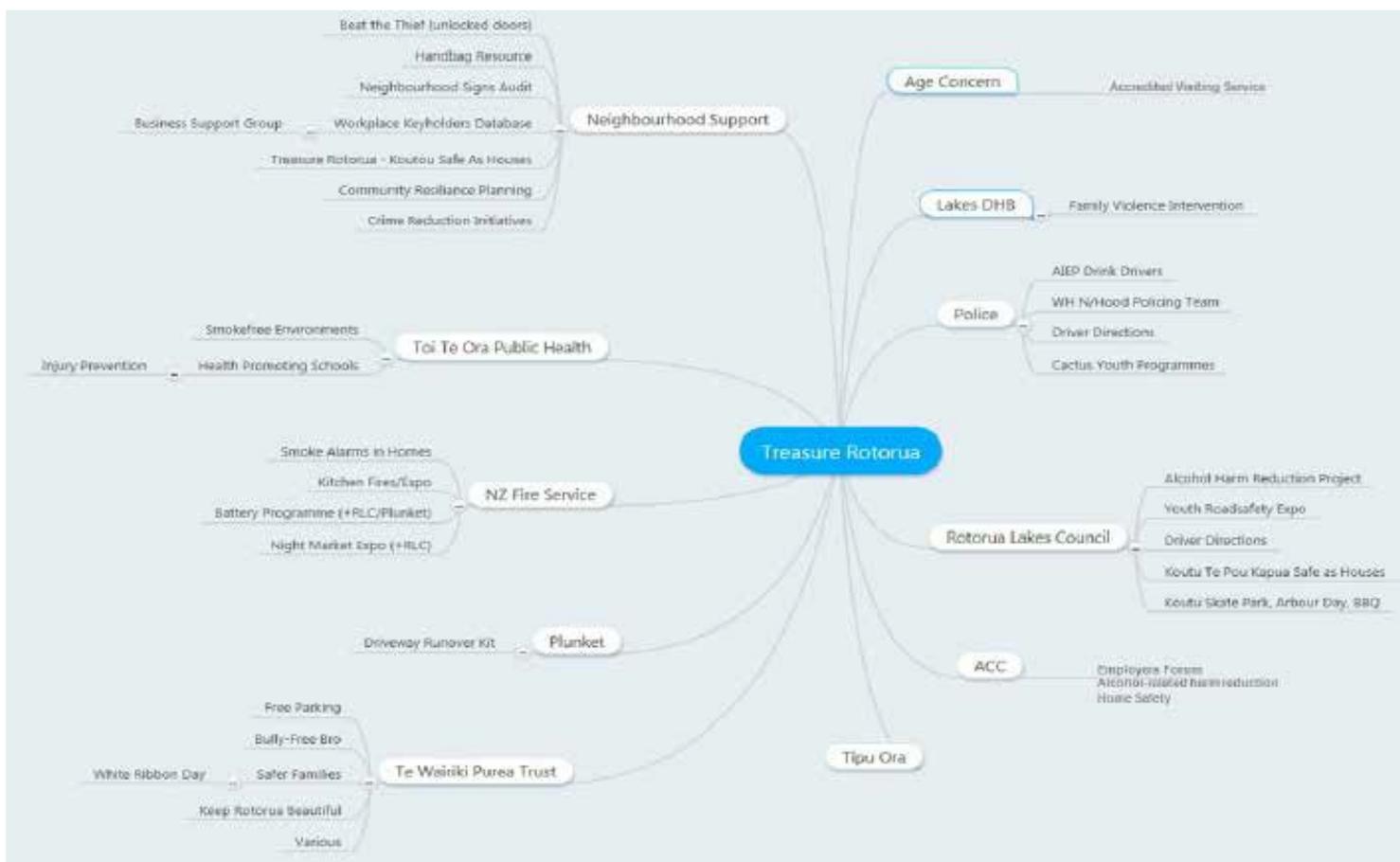
These new focus areas interweave with pre-existing ones to form the new matrix below to guide the work. The trial indicator sets proved difficult to match useful local data to, so a rolling search for more useful data sets has begun, along with more steering group members for identified gaps – for example iwi representatives are often spread thin and not paid, leaving funded organisations to ensure their own iwi and Maori-inclusive practice in the collaborative safety work.

The drive for efficiency reflects this application's leaner presentation. The spirit of Rotorua however is retained, as is the ability of those committed to working together for a safer community.



CRITERIA 1: LEADERSHIP & COLLABORATION

TREASURE ROTORUA PROJECT STEERING GROUP



Demonstration of leadership by coalition or group focused on improving community safety

The safe community background (Appendix 1) and community demographics (Appendix 2) provide a context for the coalition members we call the Treasure Rotorua Steering Group.

The mindmap (above) shows the most regular recent members and some of their collaborative programmes. Appendix 4 provides further partner information with letters of support in Appendix 5.

Stakeholder representatives move on and off the group as circumstances change over the years, but renewed efforts ensure they stay connected and involved including an 'affiliates' list and other networking.

COORDINATOR POSITION AND TERMS OF REFERENCE

The Treasure Rotorua coalition is supported by a part-time Treasure Rotorua Safe Communities Coordinator position at Rotorua Lakes Council (0.2 FTE).

The two-year contract is funded by ACC until 2017, during which time alternative funding is being sought. The role sits within the Strategy team of council reporting to People Portfolio lead advisor along with a small budget. The position description is contained in Appendix 6.

Terms of reference and MOU for coalition partners are included in Appendix 7. The steering group meets on the last Tuesday each month and is key in sustainability of the project.

Aside from regular meetings, the ongoing relationships and collaboration has enabled multiple leads and collaborative community achievements as reflected in the result cards Append

STRATEGIC/ACTION PLAN

The goals and strategic plan for Treasure Rotorua were reviewed in 2013 and a 2013-15 Strategic Plan is included in Appendix 8 - along with actions and recent aspirational statements of steering group members. With the key focus for 2015 to re-apply for Safe Community designation, it is envisage renewed interest/awareness will see an updated steering group and action plan going forward

ROTORUA'S SAFETY NETWORK

Rotorua has a network of inter-agency safety groups, each focused on one or more specific areas of safety such as road and home safety, crime reduction, family violence, alcohol related harm, visitors, elderly and youth. Many have grown from community efforts/concerns, and gone on to be supported by others - some past and present groups aligned with Treasure Rotorua are shown below. Appendix 9 provides further information.

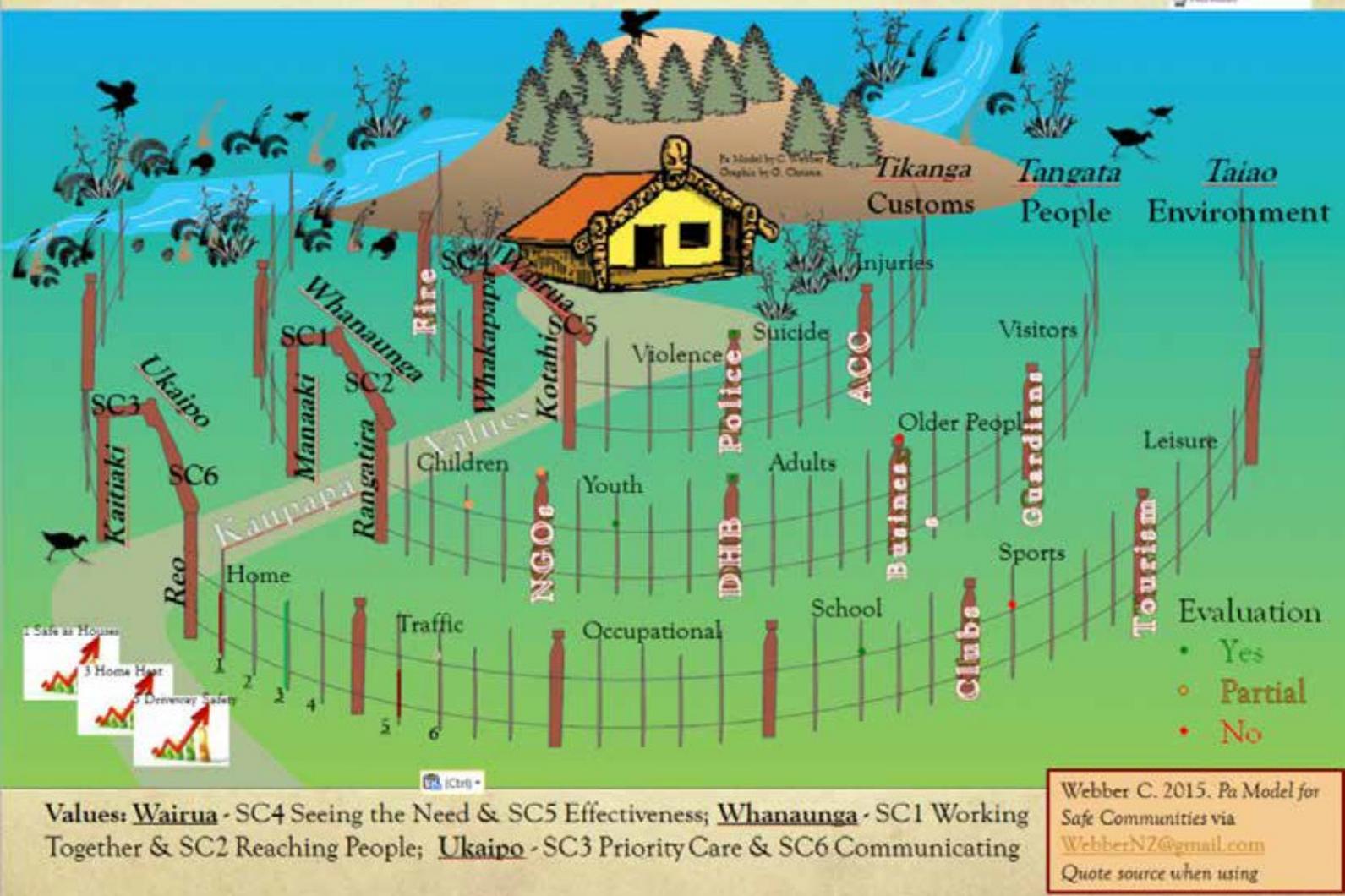


CRITERIA 2: PROGRAMME REACH

The range and reach of community safety programmes and their reliance on proven or promising intervention strategies

Rotorua has a range of pilot and long-term community safety programmes reflecting community needs and innovations. Initiatives are evidence-based and evaluated to various degrees according to needs of sponsoring organisations and community partners – some are described later in the document.

Pa Model* for Safe Communities 2015



The conceptual Pa Model¹ above helps consider a range of safe community aspects and stakeholders in a Maori-inclusive framework, like protective stakes around one's home – being able to spot gaps and weaknesses in the protective areas.

A sample of **organisation posts** can be seen connected by collaboration and data **rail lines** that support numerous **protective sticks** (initiatives) of varying evaluated strengths - arranged in layers of inner Tikanga/customs, outer **Taio/environments** and **Tangata/people categories** in between.

Safe community engagement through three waharoa or gateways is demonstrated via 'tried & true' values of the Safe Communities movement and Maori Communities:

INNER TIKANGA/CUSTOMS GATEWAY

Wairuatanga/spiritual connection held up by Whakapapa/Connectedness and Kotahitanga/Unity
The gabled sides represent SC criteria 4 & 5 (seeing the need and being effective)

TANGATA/PEOPLE GATEWAY

Whanaungatanga/relatedness, held up by Manaakitanga/caring and Rangatiratanga/leadership
The gabled sides represent SC criteria 1 & 2 (reaching the people and working together)

TAIAO/ENVIRONMENT GATEWAY

Ukaipotanga/belonging, held up by Kaitiakitanga/guardianship and Reo/communication
The gabled sides represent SC criteria 3 & 6 (taking priority care and communicating)

Safe inside with the Tapa Wha/'house of four sides' (physical, spiritual, social, mental) are families represented by pa harakeke/flax bushes able to enjoy and grow future generations amongst the unhindered provisions of their healthy environment.

1 Webber, C., (2013). Pa model for training programmes. Contact author via WebberNZ@gmail.com

SAFE COMMUNITY STAKEHOLDERS/POU

Examples for each layer:

Safe Community customs/tikanga overseen by inner ring TR Steering Group:

- Toi Te Ora Public Health
- Rotorua Lakes Council
- ACC
- Rotorua Police
- Neighbourhood Support
- Te Waiariki Purea Trust
- Fire Service
- Tipu Ora
- Age Concern
- Plunket

Environments/taioao and wider stakeholders connected in outer ring:

- Clubs
- Tourism
- Community Groups
- Etc.

People/tangata-focussed Issues and Stakeholders connected via middle ring

- NGOs
- DHB
- Business
- Guardians

ROTORUA'S SAFETY PRIORITIES

Community consultation and stakeholder data early in the project helped identify initial safety priorities – this included community meetings, online survey and injury/crime data from various stakeholders still useful today.

In the face of sector changes, priorities were reviewed in 2013 to ensure focus areas chosen were relevant to all steering group members so collaboration could continue. The following focus areas were drafted for trial with RBA indicators, additional to the existing safety priorities as reflected in the priority matrix below:

- All children safe in their home environments
- All young people safe in our community/ neighbourhoods
- All residents and visitors supported by a caring community

A number of well-established safety groups are active in Rotorua – each responding to needs identified within the community and responsible for evaluating the success of their programmes. Our community is well catered for in terms of safety programmes and services – whilst some initiatives are still developing evaluation mechanisms, most have clear methods of

measuring success (e.g. AIEP Appendix 10). Treasure Rotorua shares information about effective methods of evaluation as well as promoting and expanding those programmes that prove most effective. Many programmes have demonstrated sustainability by continuing and proving to be successful, year after year. Collaborators are responsible for their own prioritising and project monitoring/evaluation and many have lent this to collaborative efforts of the Treasure Rotorua steering group.

Results Based Accountability (RBA) was introduced to stakeholders and wider community in previous years via workshops and other means – an arrangement with MSD continues to provide workshops where there is demand. Further examples of evidence-based approach and evaluation are provided in the case studies of Appendix 10 and 2013 results cards in RBA format for a range of recent programmes are provided in Appendix 11. Programmes demonstrating Rotorua's priority areas are listed in Appendix 10 followed by case study examples. An example of a recent collaboration follows.

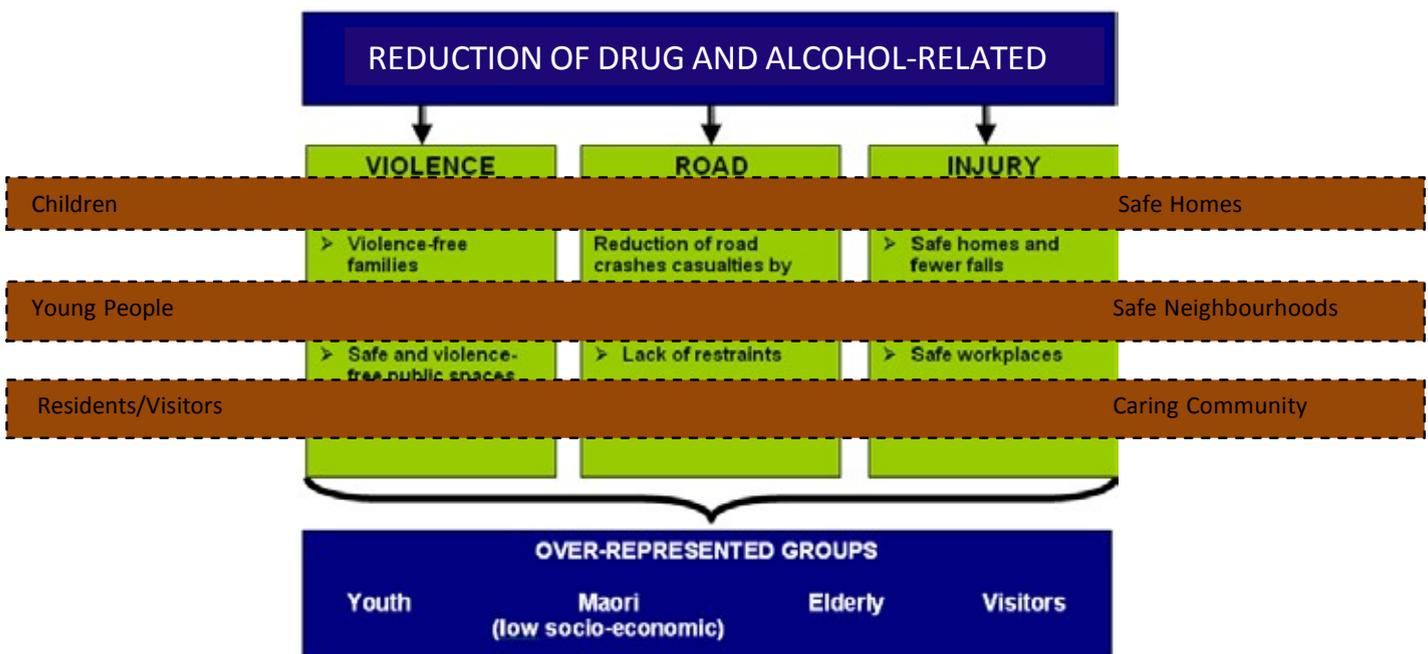


Figure: Priority Matrix showing priority areas of focus

TE POU KAPUA O TE KOUTU, SAFE AS HOUSES

The 2014 Te Pou Kapua o Te Koutu - Safe as Houses initiative began with a need identified by Neighbourhood Support Crime figures, but ended up addressing needs identified by data relevant to each collaborating organisation: Health – high deprivation and socio-economic figures, Fire – poor status of fire protection, Council - poor housing standards, ACC – lack of injury prevention, Community/Youth organisations – high youth needs/lack of amenities and so on.

The 2013 report card tables in Appendix 11 further demonstrate the spread of programmes within the Treasure Rotorua focus areas.

The case studies and stakeholder contributions of Appendices 10 and 4 help demonstrate how things were approached and carried out including comments on data and evaluation.

Each stakeholder involved in the Pou Kapua project had their own proven methods and measures of success around safety (number of homes with smoke alarms, reduce instances of unsafe steps and so on) but an overall outcome is improved ability to work together with communities wanting safety improvement – other neighbourhoods are now being considered to follow the example set.

HELPING RESIDENTS STAY SAFE

*By Dana Kinita, thursday Mar 13, 2014
(Rotorua Daily post Online)*

Hundreds of Koutu homes have been made a little safer.

Free advice and resources were handed out to 250 houses with the goal to reach 500 homes as part of the Treasure Rotorua's Te Pou Kapua o Te Koutu - Safe as Houses - project.

Treasure Rotorua is made up of the Rotorua District Council, ACC, New Zealand Fire Service, police, Neighbourhood Support, Civil Defence and Age Concern.

The Te Pou Kapua o Te Koutu - Safe as Houses initiative is funded by ACC and involves teams from Rotorua police, Neighbourhood Support, ACC and Fire Service door-knocking in the area this week.

ACC community injury prevention consultant Louise Kirk said the response among the residents had been positive. Groups were dropping off to each home, yellow bags containing a non-slip mat and tape and helpful information to reduce injuries in the future.

“The idea was to reach 500 Koutu residents, so far we've been to 250 homes and have left a leaflet for those that weren't home,” she said. “We've also identified kaumatua and kuia who we can look at possibly providing them with further assistance like step ladders, outside door mats and replacing their smoke alarms.”

Koutu resident and Te Pou Kapua o Te Koutu representative Tiffany Te Moni said those they had visited so far had been grateful for the advice. “We were visiting people who have had accidents in their homes so they were really grateful - some of my nannies we were able to give them mats and tape them down for them,” she said. “What we are looking for now is other spin-offs from this initial project, identifying other safety issues that people have such as hand railings on steps and electric wiring.”

Koutu resident Chanz Mikaere said the visit was helpful as she was always aware on preventable injuries and illnesses as she raises her 3-year-old daughter. She said it was beneficial this project was initiated by the community. “If we can use these whakapapa links to improve our homes and the health then it can only help,” she said.

CRITERIA 3: PRIORITY SETTING

Demonstration of programmes that target and promote safety for high risk/vulnerable groups and environments

HIGH RISK GROUPS AND ENVIRONMENTS

Along with priority areas chosen because they contribute heavily to Rotorua's injury burden and are seen by members of the community as important, the Priority Matrix identifies over-represented groups in these figures (Youth, Maori, Elderly, Visitors). National and local data verify this and the various environments they occur in (home, recreational, roads etc.) and they are the focus of many programmes as indicated in Appendix 10.

The project Steering Group recognised early the importance of engaging with our most at-risk populations. In the initial stages of the project, community consultation was undertaken with Rotorua residents to gain feedback on priority safety areas for Rotorua. Ongoing contact with at risk groups via projects, network activity or those connected with them is part of the way our community works (our steering group membership and activities over time demonstrates this).

Other tools assist such as an annual Perceptions of Safety Survey with methods to gain input from target groups.

Visitor's thoughts on safety in Rotorua are also gauged through the quarterly Visitor Monitor Survey. Working protocols were also established with other safety workstreams in the district.

Some high-risk environments identified to date in Rotorua include:

- Workplaces - over a third of ACC entitlement claims are for workplaces. See workplace seminars case study
- Homes - a third of all injuries occur in the home. In Rotorua, falls and family violence have been identified as priority areas. Refer White Ribbon Day & Safe as Houses
- Public spaces - where many violent and alcohol-related offences occur. Refer CPTED work & Alcohol Accord
- Roads – 18% of Rotorua's injury fatalities occur on our roads. Refer Youth Road Expo.

Programmes in Appendix 10 that target our high-risk groups and environments include those focused on:

- Alcohol-related harm
- Crime and violence
- Workplace
- Suicide
- Children/Youth
- Maori
- Elderly
- Visitors
- Road safety

The police summary (Appendix 4) demonstrate current approach:

“Rotorua police and partner agencies are now exploring further options in an effort to better connect and engage with families who are being impacted by family violence....police and community partners are working to develop meaningful ways to provide hope and aspiration to families affected by family violence.”

Examples: Police E Tu Whanau strategy and White Ribbon Day.

CRITERIA 4: DATA ANALYSIS AND STRATEGIC ALIGNMENT

Analysis of available safety data and alignment with established national/state/regional priorities and action plans

Information about injuries, incidents and safety perceptions in Rotorua has been obtained from multiple sources and organisations, locally to nationally. The data analysed in the early stages of the project helped better understand the issues facing the Rotorua community. Collaborative works and ongoing data since have helped develop new ways to find solutions. Most of the collaborative stakeholders have strategic plans their work aligns to, including the Treasure Rotorua Steering Group with guidance from the safe communities movement. Examples of key sources follow:

- Police statistics for Rotorua are provided in various ways from regular Bay of Plenty reports broken down by region, type of incident, resolution status etc. (refer sample in Appendix 3) to custom reports and commentary (refer Appendix 4 Police summary for Treasure Rotorua). Crime statistics are released by the Minister of Police twice per year (running to annual and fiscal years). Statistics are requested from Rotorua Police Intel section, and are also available from the Statistics New Zealand website (using the table building function). Higher level (i.e. to Police District) statistics are also available from the Police website. A most recent police strategy E Tu Whanau signals a change to a more community engaged collaborative approach.
- Road safety statistics are collected by the New Zealand Transport Agency and published in an annual report, which shows road injury and fatality statistics for the previous five years.

This data has been used by groups like Rotorua Drivewise Trust, the Road Safety Action Planning Group and the Road Safety Operations Group, both to evaluate success of road safety campaigns, and to inform decisions about new and ongoing campaigns.

- Lakes District Health Board collects data around emergency department visits, which includes type of injury, where and how injury occurred as well as demographic information such as age, gender and ethnicity. This information has been used by Treasure Rotorua to identify the location and rates of injuries in Rotorua.

- ACC collects comprehensive injury data, which is used to monitor numbers, costs and causes of injuries and to inform decisions about injury prevention initiatives. ACC data is also analysed by Statistics New Zealand and the University of Otago Injury Prevention Research Unit. Information from all of these sources has contributed to Rotorua's injury profile. Refer sample ACC community profile in Appendix 3.

- The New Zealand Fire Service collects data about every incident attended by its staff, including type and cause of the fire and the number of casualties and fatalities. The data is used in research projects directed at fire safety improvements to building standards and codes, consumer products and community safety programmes for delivery by NZ Fire Service staff or for multi-agency campaigns.

- Water Safety New Zealand collects data about all drowning incidents in New Zealand using its database DrownBase™. This includes information about recreational, non-recreational and other drowning deaths.

- The Rotorua Lakes Council collects data from the Census, Department of Child, Youth and Family Services, Ministry of Health, New Zealand Transport Agency, Ministry of Education, Ministry of Transport, New Zealand Police and from the perceptions of safety and community spirit surveys carried out by The National Research Bureau Ltd (NRB). The data is used by Council to provide a basis for sound decision-making and policy development. The Council produces community friendly information and publications – it also commissions an annual Perceptions of Safety Survey. Recent changes in council structure and policy require works to align to its new 2030 vision and goals.

continued

continued

- Safe Communities Foundation New Zealand uses information from the Injury Prevention Research Unit (IPRU) from the New Zealand Health Information Service (NZHIS) to produce fact sheets for use by New Zealand communities. Data from these resources has been used to compare Rotorua's injury rates with national rates.

AN EXAMPLE OF DATA WHICH GUIDES FOCUS AREAS:

In Rotorua, the at-risk populations identified include young people and low socio-economic Maori, who are over-represented in many of our injury and crime statistics.

Data from police has shown that young people make up a very high proportion of our offenders in Rotorua. Of all offenders apprehended, 72% are below the age of 30 years and 42% of apprehended offenders are below the age of 21 years.

CRITERIA 5: EVALUATION

Outline of expected impacts and how they are being measured or evaluated

HIGH RISK GROUPS AND ENVIRONMENTS

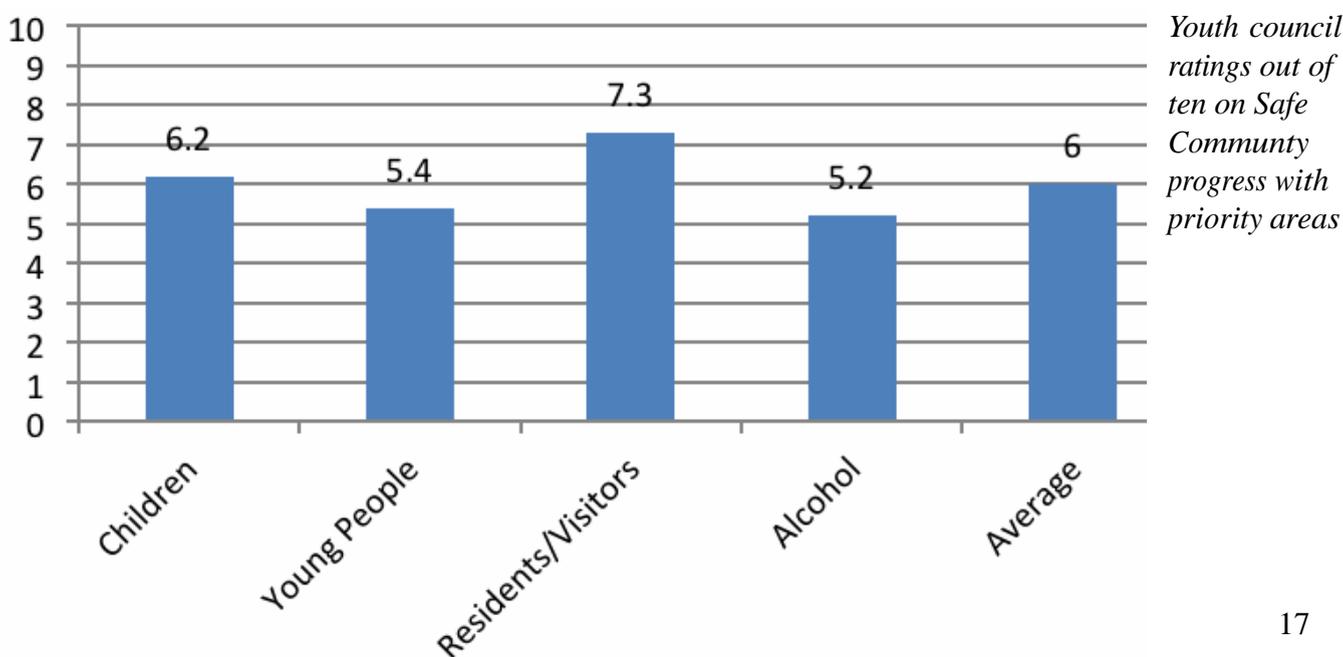
With a shift away from safety projects officer to a part-time coordinator role supporting Treasure Rotorua, there is a renewed emphasis on member organisations evaluating and reporting on work they do. Results Based Accountability (RBA) serves as a way to standardise and simplify sometimes different approaches to evaluation and will continue to be used in Treasure Rotorua reporting, along with other types of monitoring and evaluation provided by members. Treasure Rotorua RBA result cards from 2013-14 for the newest key focus areas are included by way of demonstration in Appendix 11.

With much organisational and philosophical change recently in the social sector, there are continuing adjustments relating to evaluation and expected impacts. This can be evidenced for example in the police stakeholder summary (Appendix 4), where a new focus on community engagement addressing underlying factors like hopelessness relating to family violence. New information coming out of the past few years of Whanau Ora policy and contracting is also expected to inform stakeholders as is new research and efforts locally around significant issues like suicide.

Key amongst the changing circumstances are the good relationships that continue to be maintained with partner organisations committed to continue collaborative work with each other regardless of the challenges.

New opportunities arise to tackle new challenges. For this application, Rotorua Youth Council were asked to rate Rotorua's progress in the four priority safety areas of Treasure Rotorua and identify what is working well, not so well and suggested changes – refer Appendix 12 - there is still work to be done and new ways to do it.

Rotorua Youth Council as leaders of tomorrow gave an overall safety rating of 6/10 for Rotorua and suggestions of further work with alcohol and safety of young people of most concern (rated 5.2 and 5.4 respectively). Numerous support and interventions were suggested along with a need for more safe places, activities, education and policies work. Treasure Rotorua is well placed to keep these on the agenda and identify progress.



CRITERIA 6: COMMUNICATION AND NETWORKING

Community engagement with relevant sectors and ongoing participation in Safe Communities networks

SAFE COMMUNITY NETWORKS

A key objective for Treasure Rotorua going forward is to continue to identify new opportunities for partnerships and collaboration. Partners recognise the importance of building relationships with other groups involved with safety work. The Pa Model shown in Criteria 2 helps locate stakeholders in the community that form extra protective 'layers' whether they are around the steering group table, affiliated community providers or non-related entities with a contribution to make.

There are already strong partnerships in place between central and local government, NGOs and Iwi within our community. This is reflected in the representation on the Treasure Rotorua Steering Group and range of collaborative safety programmes that have been developed in Rotorua.

Members of Treasure Rotorua have shared information and experiences with other safe communities. The steering group and coordinators past and present have maintained working relationships via forums/visits/exchanges including preparations for designation/re-designation (incl. Taupo, Tauranga). Some members of the Treasure Rotorua Steering Group also work with the Taupo group. National and regional safe community forums have also been attended on a regular basis.

A broad range of network participation by Treasure Rotorua members is indicated in the result cards, youth/community engagement and Communications Plan from Appendix 11-14 – most recent network activity examples follow:

- Treasure Rotorua supported the 2015 Police Community launch day of 'E Tu Whanau' and Ngati Pikiao's hosting of the first national suicide symposium
- TR Coordinator has won a scholarship to present at an Australasian conference in Sydney November 2015
- Continued Use of Safe Rotorua E-newsletter and online portals via facebook, Yahoo groups & email
- A 'Good Fruits' Network was started to link free feijoa donated by tourism operator Agrodome as a new way to build collaborative community relationships for good
- A number of safety programmes initiated in Rotorua have been adopted by other communities around New Zealand

'Ahakoa he iti, he pounamu' is a saying meaning although small,
the contribution is great.

This small application represents our desire to continue the
contribution.

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GLOSSARY

ACC	Accident Compensation Corporation
BOP	Bay of Plenty
CARV	Curbing Alcohol-Related Violence
CBD	Central Business District
CPAG	Crime Prevention Advisory Group
CYF	Child Youth and Family
CPU	Crime Prevention Unit
DHB	District Health Board
DoL	Department of Labour
FITEC	Forest Industry Training & Education Consortium
FRSITO	Fire & Rescue Services Industry Training Orgn.
IRD	Inland Revenue Department
MoE	Ministry of Education
MoH	Ministry of Health
MoJ	Ministry of Justice
MoT	Ministry of Transport
MSD	Ministry of Social Development
MYD	Ministry of Youth Development
NZTA	New Zealand Transport Agency
RBA	Results Based Accountability
RDC	Rotorua District Council
RLC	Rotorua Lakes Council
RFVFN	Rotorua Family Violence Prevention Network
TLA	Territorial Local Authority
TPK	Te Puni Kokiri/Ministry of Maori Development
WINZ	Work and Income New Zealand



APPENDIX 1 SAFE COMMUNITIES BACKGROUND

Safe Communities is a concept that recognises safety as “a universal concern and a responsibility for all”.

This approach to safety promotion and injury prevention encourages greater cooperation and collaboration between non-government organisations, the business sector, central and local government agencies, and creatively mobilises local community members to action. The Safe Communities model creates an infrastructure in local communities for addressing injury prevention initiatives through the building of local partnerships.

The Pan Pacific Safe Community Network (PPSCN) involves four countries (New Zealand, United States of America, Australia and Canada) that have for the past 20 years or more been involved in the International Safe Communities Network (ISCN) as well as local Safe Community networks as Designated Safe Communities, Affiliate or Certifying Centres. Collectively there are around 122 Designated (international/regional/national) Safe Communities in New Zealand, United States of America, Australia and Canada. There are also 40 additional communities in the pipeline at different stages of community and/or application development for designation as Safe Communities.

PPSCN is aligned to the World Health Organization Department of Non-communicable Disease, Disability, Violence and Injury Prevention best practice guidelines, resources and short courses on violence and injury prevention are available.

The ‘Safe Communities’ of Australia, New Zealand, Canada and the United States have united to form the Pan Pacific Safe Communities Network (PPSCN), with the goal of addressing safety issues at a local level and improve the implementation of effective injury prevention and safety promotion practices within the many communities of the Pan Pacific region. Established in Sweden in the 1980s, the driving philosophy of the ‘Safe Communities’ movement is to promote a culture of safety, and to prevent injuries in all areas, for all ages, in all environments and situations, involving government, non-government and community sectors.

“The PPSCN represents 15.3 million people who live in a designated Safe Community in this part of the globe. By working together we exemplify the mission and vision of the Safe Communities movement. This new international alliance will take the ‘Safe Communities’ concept to new heights.”
(www.ppscscn.org)

IN 2015, THE SIX CRITERIA ASSESSED TO QUALIFY FOR PAN PACIFIC DESIGNATION ARE:

1. *Leadership & Collaboration*

Demonstration of leadership by coalition or group focused on improving community safety

2. *Programme Reach*

The range and reach of community safety programmes operating throughout your community/region, including an indication of the extent to which they are based on proven or promising intervention strategies

3. *Priority Setting*

Demonstration of programmes that target and promote safety for high risk/vulnerable groups and environments

4. *Data Analysis & Strategic Alignment*

Analysis of available safety (injury, violence, crime and perception) data for your community/region and how they align with established national/state/regional priorities and action plans

5. *Evaluation*

Outline of expected impacts and how they are being measured or evaluated

6. *Communication & Networking*

Demonstration of community engagement with relevant sectors of your community/region and ongoing participation in local, national and international Safe Communities networks is required

APPENDIX 2 ABOUT ROTORUA

The Rotorua District is centered on a city developed around the southern shoreline of Lake Rotorua. Rotorua is the second largest district in the Bay of Plenty region, with a population of 65,280 at the 2013 Census. Thirty-six percent of people who live in the district identify as Maori compared to the national average of 14.6%.

Rotorua is a major tourist destination and offers an adventure playground of outdoor activities, with its lakes and forests, parks and gardens, and awesome geothermal activity and natural hot pools. Rotorua is also the cultural heartland of New Zealand with Maori culture and values an integral part of the District's activities and character.

The business of the district is very much focussed around its natural resources, with the economic base centred on tourism, forestry and farming industries. Rotorua also has diverse manufacturing and retailing sectors and a wide range of quality educational, health and social services.

ROTORUA'S EARLY HISTORY

Ancestors of the local Te Arawa tribe arrived in New Zealand and settled on the Bay of Plenty coast more than six centuries ago before settling the Rotorua and Taupo areas. The earliest Maori villages in Rotorua were located close to geothermal activity, including Ohinemutu and Whakarewarewa.

European settlers arrived in New Zealand throughout the 19th century. Subsequent development of the Rotorua area was driven by interest in the unique geothermal and cultural attractions of the area, coupled with the establishment of transport links, forestry and farming. The foundations of today's local government structure were laid by the Thermal Springs District Act of 1881, which made provisions for the establishment of certain amenities in Rotorua. An agreement was also

concluded between the Government and the Maori people on the setting up of a town board to administer the affairs of the new township. Te Arawa subtribe Ngati Whakauae contributed generously to the development of the town through the gifting of more than 120 parcels of land for health and recreational purposes. These include Government Gardens, Kuirau Park, Pukeroa Hill, the Lakefront Reserve, and many other reserves. Today, policy issues connected with Rotorua's gifted reserves are discussed by a joint committee of the Pukeroa Oruawhata Trust and the Rotorua Lakes Council.

ROTORUA'S PEOPLE

Around 56% of Rotorua's resident population identify as European, 36% as Maori, 4% as Pacific peoples and 4% Asian ethnicity. More than half of Rotorua's young people are of Maori descent. Around 8,000 Rotorua residents are affiliated to the Te Arawa tribe - many of Rotorua's Maori residents are affiliated to tribes from other parts of New Zealand. Rotorua's population profile is becoming much more multicultural than in the past, including increases in resident numbers from the Pacific Islands, Asia, and many other parts of the world.

Rotorua's population profile is also relatively youthful (25% below 25 years of age) but, like other parts of New Zealand, is gradually ageing as the baby boomer generation nears retirement. Official projections show that the district is expected to have only moderate residential population growth over the coming years, with more rapid growth in the eastern suburbs, northern rural areas and eastern lakeside areas.

TE ARAWA AND GEOTHERMAL ACTIVITY OF THE DISTRICT

Te Arawa mythology and stories inform future and current generations about the geothermal and volcanic activity, provide warnings, and create an aura of importance about these treasures so they are respected and protected. Historically, these thermal features have provided utility, risk and comfort (and a feeling of safety) for the people of Rotorua.

ROTORUA'S ECONOMY

Rotorua's economic base has been changing at a rapid pace, with considerable innovation in the traditional sectors of tourism, forestry and agriculture. These industries jointly contribute an estimated 25% of Rotorua's total economic output. There is an increasing number of smaller lifestyle farming blocks in the district, as well as rationalisation and more intensive use of larger farming blocks. In sectors such as education, manufacturing and retailing, Rotorua's competitive local environment has enabled many businesses and organisations to excel. There is also an internationally recognised depth of local expertise in the transport and engineering sectors.

Rotorua's occupational profile is gradually changing, with fewer agricultural workers and more manufacturers, professionals, teachers and other service occupations. Career opportunities exist across a wide range of industries. Fast-growing sectors over the coming years are expected to include trade and tourism, manufacturing, health, education and transport. Despite continued uncertainties in the forestry sector, an optimistic outlook for forestry and wood processing remains. Emerging industries in Rotorua include spa and wellness, biotechnology, and film and television. There is also considerable scope for increased commercial development on land and resources owned and managed by local Maori.

SOME VITAL STATISTICS:

- Almost 20% of the population lives in rural/ lakeside areas.
- Rotorua is a visitor icon with more than 8,500 visitors per day staying in commercial accommodation.
- Rotorua's GDP is estimated at \$2.88 billion per annum.
- For people aged 15 years and over, the median income (half earn more, and half less, than this amount) in Rotorua District is \$23,900. This compares with a median of \$24,400 for all of New Zealand.
- 43.1 percent of people aged 15 years and over in Rotorua District have an annual income of \$20,000 or less, compared with 43.2 percent of people for New Zealand as a whole.
- In Rotorua District, 15.4 percent of people aged 15 years and over have an annual income of more than \$50,000, compared with 18.0 percent of people throughout New Zealand.
- 38.2 percent of people aged 15 years and over in Rotorua District have a post-school qualification, compared with 39.9 percent of people throughout New Zealand.
- In Rotorua District, 28.5 percent of people aged 15 years and over have no formal qualifications, compared with 25.0 percent for New Zealand as a whole.
- The unemployment rate in Rotorua District is 6.5 percent for people aged 15 years and over, compared with 5.1 percent for all of New Zealand. (*2013 Census)

SUMMARY OF RECORDED OFFENCES, RATE PER 10,000 POPULATION AND RESOLVED OFFENCES, BY DIVISION

Years ending 31 December

ROBBERY, EXTORTION AND RELATED OFFENCES

Area Description	Recorded 2013	Recorded 2014	Variance 2013-2014	Recorded per 10,000 pop 2013	Recorded per 10,000 pop 2014	Per 10,000 pop % Variance 2013 to 2014	Resolved 2013	Resolved 2014	Resolution Rate 2013	Resolution Rate 2014
Eastern Bay of Plenty	29	21	-27.6 %	6.2	4.5	-27.6 %	16	9	55.2 %	42.9 %
Rotorua	41	43	4.9 %	5.8	6.0	4.7 %	23	19	56.1 %	44.2 %
Taupo	21	15	-28.6 %	3.6	2.6	-29.2 %	9	10	42.9 %	66.7 %
Western Bay of Plenty	65	48	-26.2 %	4.0	2.9	-27.2 %	34	32	52.3 %	66.7 %
	156	127	-18.6 %	4.6	3.7	-19.3 %	82	70	52.6 %	55.1 %

UNLAWFUL ENTRY WITH INTENT/BURGLARY, BREAK AND ENTER

Area Description	Recorded 2013	Recorded 2014	Variance 2013-2014	Recorded per 10,000 pop 2013	Recorded per 10,000 pop 2014	Per 10,000 pop % Variance 2013 to 2014	Resolved 2013	Resolved 2014	Resolution Rate 2013	Resolution Rate 2014
Eastern Bay of Plenty	993	813	-18.1 %	212.0	173.5	-18.2 %	181	174	18.2 %	21.4 %
Rotorua	1,331	1,378	3.5 %	187.0	193.2	3.3 %	252	215	18.9 %	15.6 %

**APPENDIX 3
ROTORUA DATA**

Local data used to inform community safety/injury prevention strategies is derived from multiple organisations and sources including Police, Transport, Health, ACC, Fire, Water Safety, Education, Community surveys, expert and media reports with examples to follow:

POLICE

“Between June 2014 and May 2015 Rotorua Police attended more family violence incidents than for the same period in 2007 – 2008. Although the number of calls for service has increased, the rate of offending has decreased.

In 2007 police detected evidence of a violent offence at two of every three domestic disturbance incidents they attended. However by 2015 that figure had been reversed, with only one in every three incidents resulting in a violent offence being detected and/or an arrest being made.

Police and partner agencies agree this change reflects the effectiveness of prevention strategies; and an increased confidence in the quality of service and support that will be provided, as police are now being asked to intervene and provide support at a much lower level.”

Area Commander Bruce Horne

HEALTH

Health board figures show Rotorua children’s injuries 11:00 AM Saturday Jun 13, 2015 (Daily Post item online)

More than 1200 Rotorua children were hospitalised due to injury in the past five years - with boys more likely to be injured than girls and those under 4 most at risk.

Children are most likely to be injured in a fall across all age groups up to 14, while home is by far the most dangerous place with 41 per cent of the injuries happening there.

The figures around child injuries in the Lakes District Health Board region were released by Safekids in a bid to highlight child safety issues.

For the five years covering 2008 to 2012, 1239 children in the district were hospitalised for an injury - about 247 children a year. Of the kids injured, 44 per cent had fractures and 11 per cent had open wounds. About 8 per cent had some sort of internal organ damage.

Figures covering 2006 and 2010 showed 25 kids died in the Lakes district from injury related causes - 10 of those from suffocation (which could include sudden unexpected death in infancy) - and six were from vehicle crashes.

Lakes District Health Board general manager for planning and funding, Mary Smith, said the figures weren’t surprising, but the health board was committed to the health of children and helping minimise injuries. “We have increased our service delivery and resources in the child health area since we became a DHB but particularly over the past five years.

ACC

“Within the Rotorua District, falls are the highest injury source and cost to ACC. That said, significant work has been carried out by Treasure Rotorua to address this issue and as a result there has been a significant drop in Falls related injury claims. An example of such work is exemplified in the Pou o te Kapua safe as Houses project where 639 residents were visited over a period of one week, and safety checks were carried out in an endeavour to keep the home environment safe from prospective burglaries, house fires, and unintentional falls within the home.”

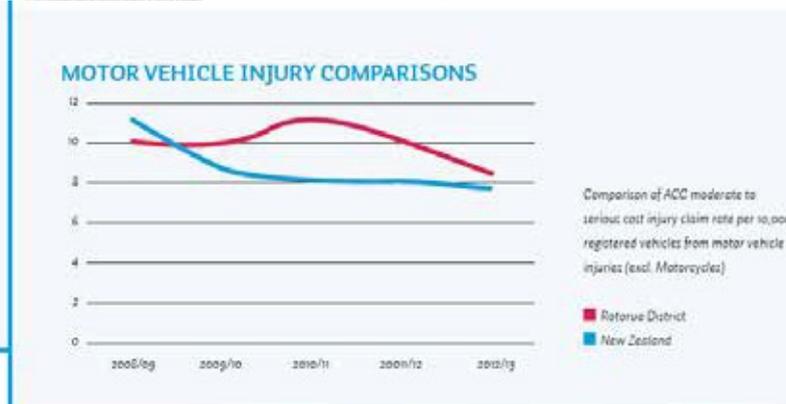
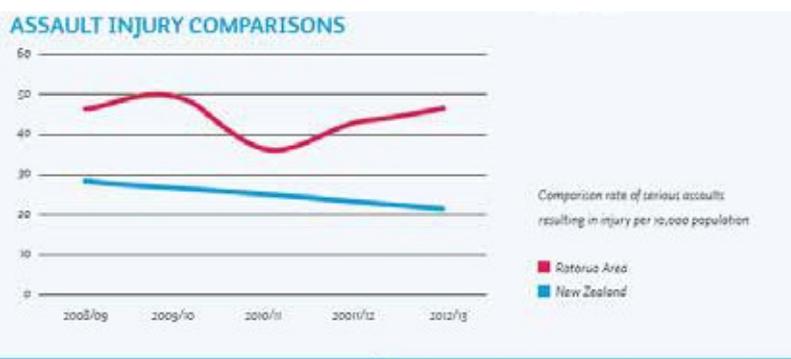
Louise Kirk - Community Injury Prevention Consultant
ACC/ Insurance Delivery Management

Rotorua District

Injury Comparison Report - Community Profile

Top Line Overview for 2012/2013¹

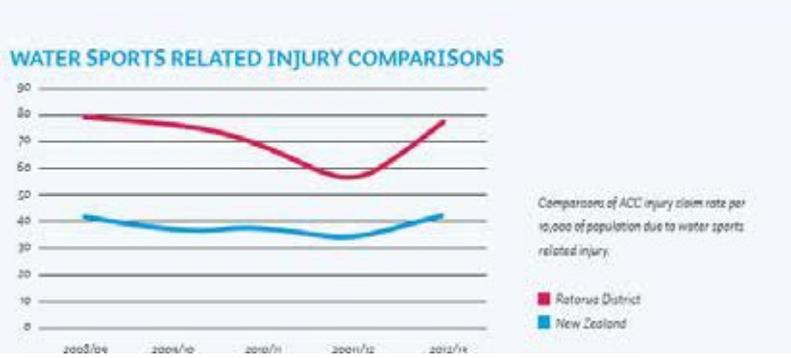
	Rotorua District	NZ	5 YR TREND
Population	88,800	4,471,800	▲
ACC injury claim rate ²	8,795.19	8,901.05	▼
ACC moderate to serious cost injury claim rate ²	253.98	228.00	▼
Number of days lost productively	340,482	8,363,341	▼
ACC catastrophic injury rate ²	1.02	0.42	▲
ACC fatal injury rate ²	8.50	2.54	▼



WATER SPORTS RELATED¹

	Rotorua District	NZ	5 YR TREND
ACC injury claim rate ²	76.97	42.06	▶
ACC moderate to serious cost injury claim rate ²	4.81	1.85	▲
Number of days lost productivity	2,486	63,168	▼

¹ - TLA is allocated based on accident location
² - per 10,000 of population



Notes

- Data relating to suicide has not been included in this community profile. Suicide data can be accessed from the Suicide Facts publication found at www.moh.govt.nz
- This community profile should be used in conjunction with User Guide. Detailed Technical Notes are available upon request.
- Please direct any questions you may have to your local ACC Community Injury Prevention Consultant.

51 suicides in Rotorua region

11:14 AM Wednesday Sep 5, 2012



Fifty-one people took their own lives in the Rotorua coronial region in the last year, suicide statistics reveal.

The figures were released by Chief Coroner Judge Neil MacLean this week as part of the nation's provisional annual suicide statistics.

"I continue to believe we need to gently bring the issue of suicide from out of the shadows," he said.

Nationally, 547 people took their own lives in the 12 months to June 30 - down 11 on the previous year. Youth suicide has surged and Maori are over-represented.

The Rotorua coronial region covers Putaruru, Rotorua, Taupo, Turangi, Tauranga, Tokoroa and Whakatane.

A new programme in Rotorua has given suicide intervention skills training to more than 300 people during the past 18 months.

Lakes District Health Board suicide prevention co-ordinator Christine Priestley said the training had been undertaken by volunteers, youth workers, clinicians, NGO staff, students, mums and dads and anyone who might come into contact with at-risk people.

EXPERTS

Rotorua iwi Ngati Pikiao ran the first Turamarama National Suicide Prevention Conference 2015.

EVALUATION REPORT RECOMMENDATIONS INCLUDE:

"1.4.3. Develop a whānau ora framework to support Māori suicide prevention.

1.4.7. Increase community wānanga in local areas (...and host a men's, rangatahi and kaumatua event to encourage discussion)."

"More people take their lives each year than die on the nations roads. Males accounted for 74 percent of all self-inflicted deaths"- Chief Coroner Judge Neil MacLean.

Rotorua has featured in the highest figures

DATA REPORTS - ALCOHOL-RELATED HARM

It has been estimated that alcohol-related harm costs somewhere between \$1 billion and \$4 billion a year in New Zealand. Alcohol plays a part in self-harm and suicide, falls, drowning incidents, workplace injuries and family and other violence and is responsible for around 35% of emergency department hospital admissions.

Alcohol was a contributing factor in 23% of urban crashes and 14% of rural crashes in Rotorua between 2005 and 2007. Up to 78% of violence in public spaces is thought to involve alcohol.

DATA FOR FOCUS AREAS TRIAL INDICATORS

Samples and commentary follows of Priority Goals Indicators to be reported via annual results cards include:

(1) All Children are Safe in their home environments

indicators ACC injury statistics for non- intentional injuries sustained by 0-14 years

Injury Statistics Tool

Selected Options

Claim type: All
 Account types: All
 Age groups: 0-4, 5-9, 10-14
 Gender: All
 Injury sites: All
 Causes: All
 Diagnoses: All
 Sports-related only: No
 Scenes: All
 Regions: Bay of Plenty

Actions ▾

[Refine search](#)

[New search](#)

[Link to this result](#)

Financial Year	New Claims	Active Claims	Total Cost	?
Jul 2010 - Jun 2011	17,948	20,095	\$9,629,153	
Jul 2011 - Jun 2012	17,894	19,999	\$11,820,525	
Jul 2012 - Jun 2013	18,651	20,946	\$11,862,560	
Jul 2013 - Jun 2014	19,668	22,117	\$13,175,458	
Jul 2014 - Jun 2015	20,001	22,742	\$13,560,733	

The ACC data (above) shows an increasing cost trend but is too regional (Bay of plenty wide) to be of much local use and the dollar values don't allow consideration of number/type of injuries and other environmental factors like increasing costs for services.

By comparison, the DHB hospital discharge data (below) shows numbers/rates of discharge relatively constant.

1. 2010 to 2013 New Zealand Public Hospital Injury Discharges, All Injury, Unintentional intent, both genders, 0 to 14 year olds, Rotorua District TLA

Year of Discharge	Number of Discharges	Rate / 100,000 people
2010	189	1,141.3
2011	171	1,038.9
2012	196	1,208.4
2013	175	1,104.1
TOTAL	731	1,123.1

(3) All residents and visitors are supported by a caring community

Indicators ACC number of injuries as a result of falls (particularly falls by the older person) reported in ACC indices in a given year

The ACC data below for all ages shows a trend of increasing costs from falls for the Bay of Plenty (again Rotorua is not isolated).

Injury Statistics Tool

Selected Options

Claim type: All
 Account types: All
 Age groups: All
 Gender: All
 Injury sites: All
 Causes: Falls
 Diagnoses: All
 Sports-related only: No
 Scenes: All
 Regions: Bay of Plenty

Actions ▾

Refine search

New search

Link to this result

Financial Year	New Claims	Active Claims	Total Cost	?
Jul 2010 - Jun 2011	36,620	45,716	\$49,263,825	
Jul 2011 - Jun 2012	38,226	46,945	\$50,271,008	
Jul 2012 - Jun 2013	40,093	49,656	\$52,698,479	
Jul 2013 - Jun 2014	46,492	57,007	\$62,179,180	
Jul 2014 - Jun 2015	50,975	62,913	\$69,435,348	

By comparison the DHB discharge data below shows a relatively constant number/rate of falls injury discharges.

2010 to 2013 New Zealand Public Hospital Injury Discharges, Fall, Unintentional intent, both genders, all age groups, Rotorua District TLA

Year of Discharge	Number of Discharges	Rate / 100,000 people
2010	337	492.3
2011	348	506.2
2012	349	508.5
2013	345	504.2
TOTAL	1,379	502.8

(4) Alcohol & Drug related harm reduction

Indicators in discussion with Police are not fully developed

MEDIA
AND
REPORTS

Better business through active Crime prevention

Tuesday, July 8, 2014

Comments: 0

Watchdog co-sponsored, along with NZ Police & Neighborhood Support, a seminar put on by the Rotorua District Council called "Better business through active Crime prevention".

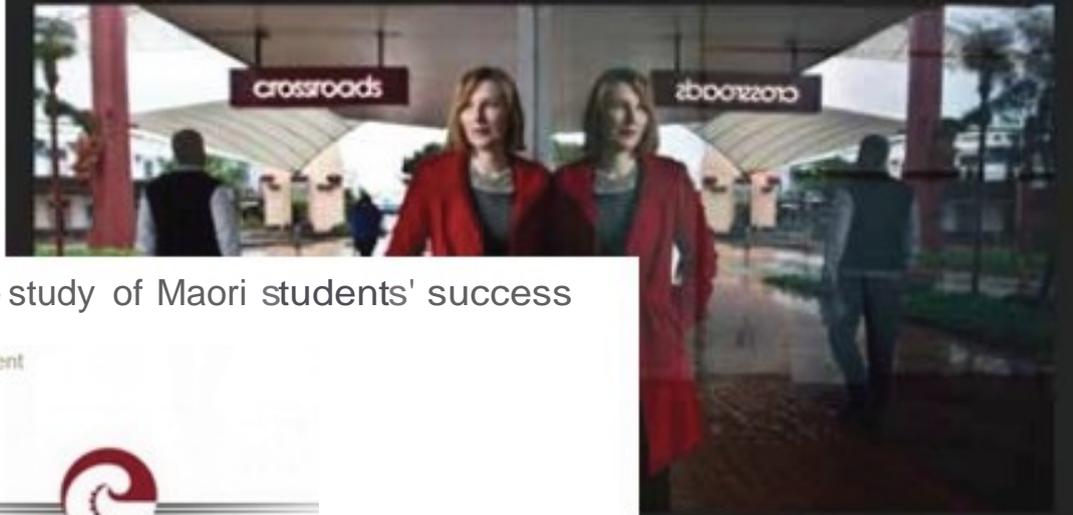
The Seminar was held last week at the Energy Events Centre with two presenters. The first one was Jane Searle who is the investigations and training manager at Watchdog Security Group.

Jane spoke about causes of offences against business, situational awareness, staff recruitment, and personal safety.

The second presenter was Tony Lake an internationally renown expert on CPTED (Crime prevention through environmental design).

Tony talked about the physical layout of premises and their surrounds and how this layout affects whether or not it will be an area that facilitates crime or reduces it.

Both presentations were very well received by the 38 attendees along with members of Rotorua Police and the City guardians who also came to support the event.



Ka Awatea: An iwi case study of Maori students' success

April 14, 2014 By news • Leave a Comment



This Nga Whānau o Te Māramatanga project operates in 105 of the secondary schools and whānau in the Rotorua catchment zone. From the literature and data gathered, the main finding and discussion of this information: the research team's aim is that educators, parents and whānau will better understand the nature of teaching, learning and home socialisation patterns that support Maori student success.

Interviews, focus group discussions and surveys involving successful Maori students, their whānau, teachers and principals will enable examination of the multiplicity of factors that support Maori student achievement. The findings will be disseminated widely to offer examples of student, whānau, teaching and school practices that support Maori educational success.

This project is a pilot project with a Rotorua secondary school already successfully undertaken by the research team.

Researchers:

Professor Angus Hikairo Maetiahi (University of Canterbury)

Dr Melinda Webber (University of Auckland)

Helen McRae (Victoria University of Wellington)

Dr Candy Cookson Cox (University of Canterbury)

APPENDIX 4 COALITION PARTNERS

The following coalition partners are the most recent steering group members for Treasure Rotorua. Following the contact details are some of their own summaries – local custom invites us to “leave the kumara to talk of its own sweetness”

(ACC) Accident Compensation Corporation
Louise Kirk

**Community Injury Prevention Consultant
ACC/ Insurance Delivery Management**

DDI: 70315 / Mobile 0273553560

Fax 073500301

1122 Pukaki St, Rotorua

PO Box 649 Rotorua

Age Concern Rotorua

Mary Ann Nixon

Health Promoter, Age Concern Rotorua

P.O. Box 1605 | 1333 Eruera Street | Rotorua
3040

P: 07 347 1539 | E: health@acrotorua.nz

Lakes District Health Board

Phylis Tangitu (Maori Health)

Jenny Weston (Family Violence)

Gary Lees (Childrens Centre)

Private Bag 3023, Rotorua 3046

07 348 1199

NZ Fire Service – Rotorua

Lana Ngawhika

Pou Takawaenga Māori

New Zealand Fire Service

DDI: (07) 349 4765

Mobile: (027) 471 5008

Freeph: 0800 MAHUIKA

Email: lana.ngawhika@fire.org.nz

Rotorua Fire Station, 19 Biak Street

PO Box 117, Rotorua 3010

NZ Police

Courtney Brunt

P +64 7 3480099 Extn: 75623

M +64 021 191 3593

E Courtney.Brunt@police.govt.nz

Rotorua Police Station, 1214 Fenton Street

Rotorua 3010

Neighbourhood Support

Bruce Quedley

Co-ordinator

Neighbourhood Support Rotorua

C/- Rotorua Police Station

Private Bag 3044

Rotorua

Phone: 07-349-9470

Mobile: 021-616-736

Email: nsrotorua@clear.net.nz

Website: www.nsrotorua.info

Plunket

Louise Perese

Community Services Coordinator

Rotorua Plunket

1436 Pukuatua St, Rotorua

02040428319/ 07 3501517

Rotorua Lakes Council

Chris Webber

Safe Communities/Youth Council Coordinator

P: 07 351-8089

E: chris.webber@rotorualc.nz

W: rotorualakescouncil.nz

A: 1061 Haupapa St, Private Bag 3029, Rotorua
Rotorua 3046

Te Waiariki Purea Trust

Kiti Ransfield-King

Rotorua Safer Families Coordinator

Te Waiariki Purea Trust

Kuirau House

1371 Pukuatua Street PO Box 566

Phone 07 348 5051 1

Email saferfamilies@twptnz.org

Tipu Ora

<http://www.tipuora.org.nz/>

Primary health, social and education services

Iriana Mateo

16-20 Houkotuku St

Po Box 807

Rotorua 3010

Toi Te Ora Public Health

Ronda Cleland Weiss

**Health Improvement Advisor, Healthy Policies
Team**

Toi Te Ora – Public Health Service

Phone: 07 577 3768 Extn: 6508

Fax: 07 578 0883

Office: Tauranga

ACC - EXAMPLES OF PROJECTS IN ROTORUA AREA

THE AIMS ARE:

- Improve the health and safety management system in their company
- Increase their health and safety knowledge
- Improve their investigations for incidents, near misses and injuries and how to prevent these from happening again
- Net work with key health and safety individuals and organisations
- Build strong and positive relationships with key health and safety personnel and organisations
- Build collaborative relationships for health and safety initiatives
- Increase the reach of health and safety initiatives in the region
- Keep up to date with:
 - Legislation changes
 - Latest publications
 - New approaches to managing health and safety

TIMBER PROCESSING, MANUFACTURING HEALTH & SAFETY FORUM

The forum has been meeting two monthly for the last 18 months. Recently the location was reviewed. This resulted in the very favourable outcome for all parties, when Waiariki Institute of Technology offered to provide the venue at no charge in exchange for the opportunities hosting the forum will provide.

The venue will be in their Faculty of Applied Technology and Primary Industries Department with the Dean of the Facility and other key forestry staff being invited to attend the forum sessions to gain a greater understanding of the issues the businesses face and for the businesses to gain an understanding of the opportunities the institute can provide.

This will also open the opportunity to expand the collaboration with the Institute in the agriculture sector which is a current focus for both ACC and WorkSafe NZ. The existing collaborative partners include a company from the sector who is actively involved in the organisation and running along with ACC of the forums as well as WorkSafe NZ who attend on a regular basis to network and take sessions.

There are 20 companies registered with usually 25 participants attending, at the most recent one there were 32 attendees. Each forum is evaluated and usually the satisfaction rating is 95% to 99%.



TOI TE ORA PUBLIC HEALTH

Toi Te Ora's purpose is to improve and protect the health of the population of the Lakes and Bay of Plenty District Health Board regions with a focus on reducing inequalities.

HEALTH PROMOTION

Health improvement advisors work in the following areas relating to Treasure Rotorua's goals:

WorkWell: A comprehensive workplace wellbeing programme designed to increase productivity by improving employee wellbeing. There are eight priority wellbeing areas that workplaces may choose to focus on, one being alcohol and other drugs. Interventions involve internal TDDA (The Drug Detection Agency) training for managers and resources and information made available for all employees.

– Total number of Rotorua employees currently employed at workplaces addressing alcohol and other drugs as a priority wellbeing area: 1600

Health Promoting Schools (HPS) Accreditation Programme: An internationally recognised framework used to improve the health and wellbeing of school communities through a whole school approach. There are eight priority wellbeing areas that schools may choose to focus on including mental health, and physical safety and injury prevention.

– Total number of HPS in Rotorua: 23, involving 4100 students

OVERVIEW OF WORK IN ROTORUA DISTRICT FOR TREASURE ROTORUA SAFE COMMUNITY REACCREDITATION APPLICATION

MENTAL HEALTH (INCLUDES DRUGS AND ALCOHOL)

- schools develop action plans that mostly focus on emotional safety such as bullying and relationships.
- Currently 10 Rotorua HPS schools, involving 2400 students, are in the process of planning, implementing or evaluating plans.
- Two schools have plans addressing drugs and alcohol, with interventions that involve support, education and policy development.

Currently no HPS schools have specific plans around physical safety and injury prevention although over six schools have policies or plans that address safety issues such as road safety and swimming skills.

Proposed Future Work: Toi Te Ora is exploring ways to work with schools to develop school alcohol policies.

Building Blocks for Under 5': A comprehensive tool that supports Early Childhood Education (ECE) services to improve and sustain the health and wellbeing of pre-school children, their parents and whanau, and ECE staff. There are eight priority wellbeing areas that ECEs may choose to focus on, including the priority area of physical safety and injury prevention. This area addresses issues including water safety, transport, car restraints, falls and poisoning.

This programme was piloted in four ECEs in Rotorua during 2014 and will now be implemented in a further six by the end of 2015.

Local Government Engagement: Toi Te Ora aspires to make 'the healthy choice the easy choice' by creating supportive social and built environments in the places where people live, learn, work and play. This includes engagement with Rotorua Lakes Council to advocate for healthy decision-making and activities.

Examples:

- Consultation and recommendations made for local alcohol policy development.
- Submissions to proposed strategies and plans of which some include recommendations about safety.

Proposed Work: Our Home, Our Responsibility toolkit is a calendar used by providers that work with families with high social needs and includes information on safety in the home. During 2015 this will be updated, reprinted and introduced to Rotorua providers to use. This will possibly incorporate the online Childhood Injury Prevention E-Toolkit (that currently requires updating).

Resource Library: Open to the public and contains publications and resources.

Population Survey: A regional survey conducted every three years to gauge public knowledge, attitudes and perception regarding a range of issues, including alcohol.

REGULATORY

Health protection officers work in the following areas relating to Treasure Rotorua's goals:

Alcohol

- Review of liquor licences
- Training for licensees
- Weekly meetings with Police and District

Licensing Committee

- Member of Rotorua central business district Alcohol Accord (Mission: To adopt and promote

the safe, responsible sale and supply of alcohol in the Rotorua central business district, by all parties to this accord and the community, with the aim of reducing alcohol related harm)

- Facilitate an educational workshop on the Sale and Supply of Alcohol Act 2012

Psychoactive substances – To ensure retailers comply with law

Housing - Recommendations, insanitary housing

Licensing of new ECE's – Health Report (including hot water check)

Emergency Preparedness and Management – Planning and health advice



NEIGHBOURHOOD SUPPORT ROTORUA

Neighbourhood Support Rotorua has been established in Rotorua since 1995 when it became an Incorporated Society with the aim of making Rotorua a safer more caring place. The coverage area is the Rotorua Police Area which includes the Rotorua District area plus Murupara/Galatea, specifically focussing on residential locations, and rural areas.

From the inception it has operated with an employed part-time Co-ordinator and a Committee. Additional part time staff have been employed over the years and at present in addition to the Co-ordinator there is a second Co-ordinator who focusses on the Ngongotaha & rural north area.

Neighbourhood Support has been an active member of Treasure Rotorua since designation and over that period has undertaken various projects to improve the safety and well-being of the residents in the coverage area. Projects of note are:

INVISIBLE PEN PROJECT

The largest percentage of residential property crime comes about through burglaries. Items taken in those crimes often include larger items of value such as TVs, computers and cell phones. This project was an initiative to give the residents some peace of mind and also enable Police to identify recovered equipment more easily. All registered member households were issued with an invisible marker pen, an instruction pamphlet and a pamphlet outline a free online database to record and secure serial numbers. Over 6,000 invisible marker pen packs were distributed using the NS Street Contacts for distribution to their Groups.

ROAD SIGN PROJECT

This project was to update worn or damaged Neighbourhood Support road signs and mount missing signs in the suburban areas of Rotorua District. The areas where Neighbourhood Support Groups are present have been shown to have less crime, by more than 10% less, than non-NS areas. Anecdotal stories have also been recorded of known criminals avoiding areas where Groups exist and are sign posted. This helps the peace of mind of the residents of NS areas as well as helping to reduce the crime levels. This project was run with the help of Lions, Rotary and Kiwanis service clubs plus the Neighbourhood Policing Team in Western Heights. Over 500 signs were mounted in this exercise.



KOUTU'S TE POU KAPUA SAFE AS HOUSES PROJECT

NSR brought to the Treasure Rotorua meeting the community call for assistance with crime problems in the Koutu area as a result of an invitation to NSR and Police to a Koutu marae community meeting where concerns were expressed about the level of crime in the area. The concerns not only covered criminal activity but also the needs of the area including, housing problems, lack of information on what was available and support for helping youth in the area.

As a result Te Pou Kapua Safe As Houses Project was initiated. Under the umbrella of Treasure Rotorua a multi-agency concentrated effort was planned in association with the community leaders. This resulted in over 600 households being visited, interviewed and household packs of information and accident prevention devices delivered over an intensive week of team work.



INNER CITY RETAILER CRIME PREVENTION

Concern was noted from not only inner city retailers but also from responses to the annual Perception of Safety Survey regards safety and crime in the inner city area. A multi-agency team was brought together under Treasure Rotorua to respond to the concerns. This resulted in the undertaking of a Crime Prevention Workshop for inner city retailers and the planning on modified delivery to ethnic retailers.

LOCAL AREA RESPONSE PLANS

Working in conjunction with the Emergency Management Co-ordinator vulnerable suburbs/ areas have been prioritised to develop a Local Area Response Plan to prepare for the possibility of any event that affects that area such as earthquake, flooding etc. This is an ongoing project and requires working with the community to help identify potential problems specific to each area and from that draft up a suitable Response Plan.

SAFEGUARD YOUR HANDBAG TEAM

As an educational project a team of volunteers has been assembled to visit supermarkets and big box stores which use trollies for customers. The volunteers have information pamphlets which are placed with unattended handbags, wallets, cell phones. The information advises keeping an eye on valuables and not to leave them unattended. This is an ongoing project.

HAVE THESE INITIATIVES WORKED?

Demonstration of the effectiveness of the NSR involved projects is difficult. Parameters of measure do show the growth of the number of households covered markedly increasing over the years 2012-2014, details of levels prior to these dates are not reliable

	Households Covered in Rotorua District
2012	8130
2013	8606
2014	8957

This can be shown alongside the effectiveness as measured by the level of residential crime from data that has been provided to NSR over a similar period:

Rotorua Residential Only Crime Categories	Burglary	Theft X-Car	Theft	Unlawful Taking A Motor Vehicle	Unlawful Interference of a Motor Vehicle	Wilful Damage/Graffiti	TOTAL
2012	1038	400	334	181	45	332	2330
2013	877	279	344	153	37	314	2004
2014	772	145	219	111	24	236	1507

Overall crime statistics for the Rotorua Police Area from Police Crime Statistics for the calendar year have been:

	All Crimes in Rotorua Police Area
2012	9972
2013	8854
2014	8440

ROTORUA POLICE

There is a well known and much loved whakataukī (proverb) that says:

“Hutia te rito o te harakeke, Kei whea te kōmako e kō? Kī mai ki ahau; He aha te mea nui o te Ao? Māku e kī atu, he tāngata, he tāngata, he tāngata”.

In English, “If the heart of harakeke (flax) is removed, where will the Bellbird sing? What is the most important thing in the world? It is people, it is people, it is people.” In Maoridom harakeke is often used as a metaphor for the physical, emotional and spiritual dimensions of whanau, whakapapa and whakawhanaungatanga. Collectively, those three words touch on the importance of being “connected”, “joined up” and being in healthy relationships; all of which are essential components of a Maori worldview.

Unfortunately there many families in the Rotorua community that have suffered great harm as a result of the destructive force of family violence. Given the importance of whanau and whakawhanaungatanga in Maori life and culture, it is evident that family violence drives a dagger into the heart of what is most precious to Maori. I know that is a very confronting statement, but it is true. It also raises a number of questions. The most important one is, “How do we fix this?”

In 2013 a number of government leaders consulted with Iwi throughout New Zealand in an effort to find answers to that very question. The fruit of all those hui was a strategy called “E Tu Whānau - Programme of Action for addressing Family Violence: 2013 – 2018”. The six areas of focus for the strategy are:

- 1 *Aroha* - expression of love/feeling loved;
- 2 *Whānaungatanga* - being connected to whanau;
- 3 *Whakapapa* - knowing who you are;
- 4 *Mana/Manaaki* - upholding people's dignity and giving of yourself to others;
- 5 *Korero/Awhi* - open communication, being supportive;
- 6 *Tikanga* - doing things the right way.

All of these things are aspirational and positive and life-giving. Everyone wants to be loved, to know their place in the world and have a sense of belonging. Unfortunately, for many in our community the ugliness of family violence is preventing those aspirations from being a reality. Worse still, some have lost hope of ever having a life that is free of the torment and anguish of family violence. Another significant challenge is that many people affected by family violence find it difficult to imagine a life other than the one they have experienced – in some cases for generations. They have lost hope and are debilitated by a sense of helplessness. Consequently one of the first steps in addressing family violence is to create a sense of hope. For that reason, Rotorua agencies working to reduce family violence have changed the emphasis of their messaging from “it's not OK”, to “Hope: your future does not have to be your past.” One of the encouraging outcomes of this approach has been both an increase in the level of community interest in family violence and an increase in people offering to help address this problem.

This increase in community awareness and responsiveness is both encouraging and important as family violence is a problem that is well-entrenched and is going to require a great deal of effort and energy to resolve. Social scientists have a phrase for describing challenging problems such as family violence; they call them “wicked problems”.¹ “Wicked Problems” are dynamic, complex, involve a high amount of uncertainty and have many root causes. Consequently they are also extremely difficult to resolve.² Notwithstanding those challenges, the impact of “wicked problems” can be mitigated through good leadership.³

Over the past decade a number of Rotorua agencies have been working collaboratively to address the problem of family violence. There is a significant body of evidence that points to the superior results that can be achieved by working collaboratively with other agencies when attempting to address the harmful effects of “wicked problems.”⁴

One of the strengths of the Rotorua community is the spirit of partnership that exists between those who are operating in the social sector. Senior leaders in Rotorua Lakes Council, Police, Ministry of Social Development, Child, Youth and Family, Department of Courts, Community Probation, Ministry of Education, Rotorua Children's team, Iwi and a host of non-government agencies, including the Family Violence Prevention Network are determined in their resolve to work together to reduce family violence in Rotorua. The efficacy of those relationships can be attributed in part to the personal commitment of many of the key agency leaders to the Rotorua community and the strong relationships they have developed with one another over time.

Reducing family violence has been a priority for the Rotorua police for more than 10 years. Our commitment to addressing this problem is reflected in a number of initiatives undertaken by Rotorua police in the last decade.

- In 2004 Bay of Plenty Police were the first in New Zealand to develop and implement "best practice" principles for frontline line staff attending family violence incidents.
- In 2007 Rotorua Police strengthened that initiative by developing and implementing a standards based approach for the initial attendance and triage of family violence incidents by first responders. That work was later used to inform the development of a national standard for New Zealand police.
- Rotorua police were the first in New Zealand to appoint an experienced, senior investigator to the role of family violence coordinator in order to inject more rigor into the quality

assurance of family violence investigations.

- In 2014 Rotorua Police were the first police site to adopt the E Tu Whanau⁵ strategy and begin engaging with local Iwi to develop a plan for its implementation.

Another prevention initiative undertaken by the Rotorua police is the use of individualised intervention plans for victims who are at a high risk of being re-victimised. That initiative has reduced both the frequency of re-victimisation and the seriousness of offending. Over the past 12 months in particular, police have observed a reduction in the seriousness of the family violence incidents they are being called to. That reduction can be attributed to a collection of prevention strategies that have been put in place over recent years.

In 2007 Rotorua Police introduced a standards based approach to family violence which had the effect of improving the quality and consistency of the police response to family violence incidents. That same year police recorded a massive increase (71%) in family violence offences. The view of both police and partner agencies at that time was the increase could be attributed to a closing of the gap between actual offending the proportion of offences reported to police; not an increase in actual offending. That view was supported by a number of international studies⁶ that have found that a high proportion of family violence is unreported. In New Zealand it is estimated that a woman who is the subject of intimate partner violence is assaulted (on average) six times before she calls the police.

¹ Churchman, C.W. (1967). "Wicked Problems". *Management Science*, volume 4 (14), pages 141 – 142.

² Alimo-Metcalfe, B., & Alban-Metcalfe, J. (2006). "More (good) leaders for the public sector". *International Journal of Public Sector Management*, volume 19(4), pages 293-315.

³ Beinecke, R. H. (2009). "Introduction: Leadership for Wicked Problems". *Innovation Journal*, volume 14 (1); and Grint, K. (2005). "Problems, problems, problems: The social construction of leadership". *Human Relations*, volume 58(11), pages 1467 - 1494.

⁴ Weisburd, D. & Eck, J. E. (2004). "What can police do to reduce crime, disorder, and fear?" *The Annals of the American Academy of Political and Social Science*, volume 593 (1), pages 42 – 65; Bull, M. (2010). *Working with Others to Build Cooperation, Confidence, and Trust*. Policing, volume 4(3), pages 282-290; Willis, J.J., Mastrofski, S.D., & Weisburd, D. (2004). COMPSTAT and bureaucracy: A case study of challenges and opportunities for change. *Justice Quarterly*, volume 21 (3), pages 463 - 496.

⁷ Kaufman, M. (2011) "The day the White Ribbon Campaign changed the game: A new direction in working to engage men and boys". <http://www.michaelkaufman.com/wp-content/uploads/2008/12/The-Day-the-White-Ribbon-Campaign-Changed-the-Game.pdf>

Between June 2014 and May 2015 Rotorua Police attended more family violence incidents than for the same period in 2007 – 2008. Although the number of calls for service has increased, the rate of offending has decreased. In 2007 police detected evidence of a violent offence at two of every three domestic disturbance incidents they attended. However by 2015 that figure had been reversed, with only one in every three incidents resulting in a violent offence being detected and/or an arrest being made. Police and partner agencies agree this change reflects the effectiveness of prevention strategies; and an increased confidence in the quality of service and support that will be provided, as police are now being asked to intervene and provide support at a much lower level.

Rotorua police and partner agencies are now exploring further options in an effort to better connect and engage with families who are being impacted by family violence. That process has identified the absence of hope and feelings of helplessness as being two of the greatest barriers to individuals being able to break the cycle of offending and victimization. As a result of that learning, police and community partners are working to develop meaningful ways to provide hope and aspiration to families affected by family violence.

In addition to the E Tu Whanau strategy, Rotorua police and partners are committed to using the “White Ribbon” strategy to reduce family violence. Both strategies complement one another. “White Ribbon” was developed by Canadians Michael Kaufman, Jack Layton and Ron Sluser and endorsed by the United Nations General Assembly in 1999.

The six key elements of the “White Ribbon”⁷ strategy are:

1. Thinking big, and agreeing to an on-going campaign focused on making the problem of intimate partner violence a mainstream issue;
2. Focusing on the problem of silence – as silence isolates victims and empowers offenders;
3. Uniting people from all sectors of the community under one “big tent”;

4. Educating men on the problem and challenging them to become involved and support the cause. (This element is based upon a belief that once a man comprehends the seriousness of the issue, he will be motivated to take action);

5. Encouraging men to exercise leadership, as men’s leadership is an important element to resolving the problem;

6. Ensuring the campaign was always led by individual communities, as local people know how best to reach those in their community.

In summary, the Rotorua Police and partner agencies in the Rotorua community have a very strong commitment to reducing the harmful effects of family violence. There is a strong unity of purpose and the strategic initiatives undertaken through this partnership arrangement has resulted in both a reduction in harm and better support for the victims of family violence. A mind-set of innovation and continuous improvement has resulted in the Rotorua community being the pioneers for a number of strategies aimed at reducing family violence. Over the coming years it is hoped that through the combined impact of the E Tu Whanau and “White Ribbon” strategies that family violence in Rotorua will be reduced further and our community become an even safer one.

Bruce Horne
Area Commander : Rotorua

⁷ Kaufman, M. (2011) “The day the White Ribbon Campaign changed the game: A new direction in working to engage men and boys”. <http://www.michaelkaufman.com/wp-content/uploads/2008/12/The-Day-the-White-Ribbon-Campaign-Changed-the-Game.pdf>



Mayor Steve Chadwick, Deputy Mayor Dave Donaldson, Supt. Andy McGregor (BOP District Commander) and Bruce Horne, Area Commander at the White Ribbon Ride

APPENDIX 5 LETTERS OF SUPPORT



Re: Letter of support for the Rotorua "Safe Community" application

The Lakes District Health Board (DHB) is very pleased to be able to confirm its support for the re-application by the Treasure Rotorua Steering Group to be recognised as an international Safe Community within the Pan-Pacific Network of Safe Communities."

Lakes DHB is responsible for planning and funding community health services throughout the Lakes district and for providing secondary hospital services in both Rotorua and Taupo. Our vision for the Lakes district is for *Healthy Communities • Mauri Ora* and as part of achieving this vision we need to ensure that there is a safe environment for people to live, work and play in. To this end a particularly important part of this is the creation of a child/youth friendly city and the development of a children's centre in the Rotorua area.

We are all aware that ensuring a safe environment cannot be fulfilled by one agency alone. While Lakes DHB provides the health care and rehabilitation that people require after an injury we are well aware that in order to ensure people remain injury free and healthy we must also make changes to our environment including having a focus on injury prevention and health promotion. Falls prevention in the elderly is an important consideration for us too. We are therefore committed to working in partnership with other like minded organisations to ensure that the "Safe Community" goals realised.

Lakes DHB remains committed to ongoing participation in this activity for the wellbeing of the community. We suggest you continue to work with Jenny Weston (Family Violence Co-ordinator) and Phyllis Tangitu from the Maori health team. It may also be useful for you to link in with Gary Lees who is managing the Children's Centre project for the DHB in terms of our commitment to a child and youth friendly (safe) community.

Yours sincerely

A handwritten signature in black ink, appearing to read "Ron Dunham", is placed over a light pink rectangular background.

Ron Dunham
Chief Executive
Lakes District Health Board



BAY OF PLENTY
DISTRICT HEALTH BOARD
HAUORA A TOI

Treasure Rotorua:Reaccreditation as a Pan Pacific/New Zealand Safe Community

Toi Te Ora -Public Health Service (Toi Te Ora) is pleased to support Treasure Rotorua's application for reaccreditation as a Pan Pacific/New Zealand Safe Community

Toi Te Ora's purpose is to improve and protect the health of the population of the Lakes and Bay of Plenty District Health Board regions with a focus on reducing inequalities.

Treasure Rotorua's goals are complementary to the health promotion, advocacy and regulatory work that Toi Te Ora does within Rotorua's workplaces, schools, early childhood education centres and council, as well as within the wider Rotorua community.

Toi Te Ora has been involved with Treasure Rotorua from its beginning and appreciates the opportunity this involvement provides to collaborate with other services in order to achieve safer homes, neighbourhoods and community, as well as reduce alcohol related harm, for all who live in and visit Rotorua.

Toi Te Ora looks forward to continued involvement, with Treasure Rotorua as it seeks reaccreditation as a Pan Pacific/New Zealand Safe Community.

Yours sincerely



Janette
Business/Contracts Manager



To whom it may concern,

Rotorua Police have been a member of Treasure Rotorua since its inception and actively supports and makes a contribution in making Rotorua a safe community.

The involvement of partner agencies in Treasure Rotorua shows the importance of working together to introduce and implement initiatives and projects that will reduce crime and injury while increasing safety and trust in the community.

The Te Pou Kapua O Te Koutu Safe as houses project along with the Alcohol Harm Reduction Program and the Inner City Retailer Crime Prevention project are just a few of the Treasure Rotorua initiatives that have had a positive influence on the community.

Rotorua Police will continue to support Treasure Rotorua and their application for reaccreditation as a Safe Community.

Yours Faithfully

A handwritten signature in blue ink, appearing to be 'Denton Grimes'.

Denton Grimes
Senior Sergeant
Rotorua



NEIGHBOURHOOD SUPPORT ROTORUA

C/- Rotorua Police Station
Private Bag 3044,
Rotorua
Phone: 349-9470
Email: nsrotorua@clear.net.nz
Website: www.nsrotorua.info



To whom it may concern,

Neighbourhood Support RQIDIU9 has been an active member since initial designation of Treasure RQIDIU9 determined to make RQIDIU9 a safer more caring place to live.

NSR supports the ongoing initiatives of Treasure RQIDIU9 through the various partner agencies. These initiatives include amongst others the alcohol harm reduction programme, the KQWuTe EruJ.Kap..u.a Safe As Houses Project and the Inner City Retailer Crime Prevention initiatives.

Ongoing into the future NSR continues to support the initiatives of Treasure RQIDIU9 and the application for reaccreditation as a Safe Community. Treasure RQIDIU9 provides the platform for all supporting partner agencies to achieve the aims of reducing injury and increasing safety of our community. Together we go forward.

Your faithfully

Bruce Quaidley,
Co-ordinator

ACC Letter of Support

It has been a pleasure to work with and alongside the Treasure Rotorua Coalition Group from its initial application for Safe City accreditation in 2010, through to its application for re - designation five years later.

In comparison to the rest of New Zealand, Rotorua District over the past five years has seen a good reduction in injury related claims. This is particularly evident within the portfolios of workplace , motorvehicle, and Falls, particularly within the area of assaults and fatalities within the home ,

Within the Rotorua District, falls are the highest injury source and cost to ACC. That said, significant work has been carried out by Treasure Rotorua to address this issue and as a result there has been a significant drop in Falls related injury claims.

An example of such work is exemplified in the Pou o te Kapua safe as Houses project where 639 residents were visited over a period of one week, and safety checks were carried out in an endeavour to keep the home environment safe from prospective burglaries, house fires , and unintentional falls within the home.

As part of “Shaping our future,” ACC will continue to work with Communities to make the environment, where they live, work and play a safer and happier place.

Louise Kirk
Community Injury Prevention Consultant
ACC/ Insurance Delivery Management

APPENDIX 6 COORDINATOR POSITION DESCRIPTION

POSITION

Treasure Rotorua Safe Communities Coordinator

as required i.e. budgets/management and accountability.

REPORTS TO

Lead Advisor People Portfolio

- Maintain public profile for Treasure Rotorua in a variety media, and on RDC website

GROUP

Strategy

- Prepare an annual return to Safe Community Foundation NZ, for Treasure Rotorua

POSITION PURPOSE

Coordination of Treasure Rotorua Safe Communities Project. Develop collaborative and effective approaches to community safety and injury prevention initiatives and services in the Rotorua district. Implementaiton of project plan.

- Participate as able, in local/regional & national safety focussed networks and activities. E.g. Safe Community NZ Networking day.

CORE COMPETENCIES

KEY ACCOUNTABILITIES

- Preparation of documentation and evidence to support assessment and achieve re-designation as a Safe Community in 2015

- Excellent written communication and interpersonal skills

- Strengthen and maintain relationships with funders, internal and external stakeholders involved with Treasure Rotorua

- Computer literacy

- Provide support to the operation of the Treasure Rotorua Steering Group e.g. record of activities/ minutes, agendas, budgeting.

- Time management

- Oversee planning & implementation of Treasure Rotorua action plan and complete evaluations of initiatives to ensure Rotorua maintains International Safe Community designation, in 2015, and beyond.

- Oversee financial components of Treasure Rotorua activities including sourcing funding for local safety initiatives.

- Oversee all aspects of funding contracts in place with regards to Treasure Rotorua activities,

APPENDIX 7

TERMS OF REFERENCE

Treasure Rotorua Steering Group November 2013

1. Purpose

The Treasure Rotorua Steering Group is an intersectoral group that contributes to the planning and implementation of injury prevention and safety promotion projects within the Rotorua District. The group aims to improve the safety of local residents and visitors to the district, through a reduction in crime and injuries.

2. Vision, Mission, Values

Vision 'Rotorua is a safe and caring community where people and the environment are valued and respected'

Mission Planned approaches towards achieving sustainable improvements in safety in our community

Values: Transparency of systems and processes, People focused – respectful, holistic, Partnership, Community-focused

3. Responsibilities

The Treasure Rotorua Steering Group is responsible for providing support and direction to the co-ordinator specifically to:

- a. Develop and implement an annual Action Plan to maintain International Safe Community designation.
- b. Develop and implement a communications plan to promote Treasure Rotorua activities at a local and national level.
- c. Contribute to local, regional and national discussions about community safety and injury prevention needs, and sharing best practice.
- d. Provide financial oversight of the project.
- e. Seek ongoing funding for safety initiatives.

f. Support Safekids Rotorua Group in activities that protect and reduce childhood injury.

g. Support the work of other safety groups working in the community.

h. Identify opportunities for collaborative projects under the umbrella of Treasure Rotorua.

i. Support representation from the group to attend regional and national conferences.

j. From time to time to distribute any available funding to other groups or events with a safety focus, which would support the active areas of Treasure Rotorua.

4. Membership

The Treasure Rotorua Steering Group comprises of representatives from organisations with an interest in improving the health and wellbeing and safety of local residents. Participation in the group is voluntary. The group may also draw upon other appropriate organisations for membership when need indicates, if agreed by all members.

Term and Appointment

Membership will be reviewed annually at the same time as the TOR review.

Quorum

This will consist of 5 members.

Note: Matters requiring group members approval can be decided at monthly meetings of Treasure Rotorua OR, where expediency is required, by email. When using email voting, a clear proposal with costing will be sent out to all current members, and the quorum is counted as reached when 5 people, not including the proposer, agree with the recommendation

SAMPLE PROTOCOL BETWEEN TREASURE ROTORUA AND [SAFETY GROUP] BACKGROUND

The Rotorua District made a formal commitment to pursue Safe Community Designation in 2008 with the formation of an inter-agency Steering Group. The Treasure Rotorua Steering Group has overseen the project through to International Safe Community designation in June 2010 and on to re-designation in 2015. The Treasure Rotorua project is now focused on building on this momentum to achieve results and maintain Rotorua's Safe Community status.

Rotorua has a very strong network of intersectoral safety groups. The journey towards International Safe Community Designation has encouraged greater collaboration between these groups.

While each of these groups has a specific focus relating to one or more of the identified priority areas for Rotorua, all have made a commitment to ongoing collaboration through the Treasure Rotorua structure and Safe Community model.

OBJECTIVES

There are six key objectives to meet International Safe Community criteria and demonstrate effective targeted programmes/activities for the Treasure Rotorua project:

1. Leadership & Collaboration

Demonstration of leadership by coalition or group focused on improving community safety

2. Programme Reach

The range and reach of community safety programmes operating throughout your community/region, including an indication of the extent to which they are based on proven or promising intervention strategies

3. Priority Setting

Demonstration of programmes that target and promote safety for high risk/vulnerable groups and environments

4. Data Analysis & Strategic Alignment

Analysis of available safety (injury, violence, crime and perception) data for your community/region and how they align with established national/state/regional priorities and action plans

5. Evaluation

Outline of expected impacts and how they are being measured or evaluated

6. Communication & Networking

Demonstration of community engagement with relevant sectors of your community/region and ongoing participation in local, national and international Safe Communities networks is required

PURPOSE

This protocol serves to record:

- A shared understanding of respective roles
- A process for mutually influencing group priorities
- A process for continuing communication at both operational policy and implementation levels within each group
- Mutual support in public forums to achieve a safe and caring Rotorua.

PRINCIPLES

- [SAFETY GROUP] and the Treasure Rotorua Steering Group acknowledge the right of each group to develop and promote strategies and policies that reflect the views of those they represent.
- Each party acknowledges the shared responsibility to help create a safe and caring community in Rotorua, and recognises that each has different, if sometimes overlapping, roles of advocacy, crime prevention, planning for safety, compliance monitoring and public education.

- Both parties recognise the roles and constraints imposed on each by legislation, and governance policy.
- Both parties will communicate openly, honestly and in a positive manner.

IMPLEMENTATION

The Treasure Rotorua Steering Group will continue to work to:

- Maintain a current database of services and programmes
- Identify evaluation mechanisms for current and new programmes
- Share information about what programmes work well
- Identify gaps and work together to fill these where possible
- Support applications for funding for joint projects to and work that will benefit both parties
- Support current safety initiatives through participation, in-kind support and funding where possible
- Promote safety initiatives through existing communication channels e.g. newsletters, websites, networks
- Use the Treasure Rotorua brand where appropriate
- Perform a regular review of Rotorua's safety priorities

- Maintain clear lines of communication to ensure all safety groups in Rotorua are moving in the same direction

[SAFETY GROUP] will continue to work to:

- Contribute to the current database of services and programmes
- Identify evaluation mechanisms for current and new programmes
- Share information about what programmes work well
- Identify gaps and work together to fill these where possible
- Promote safety initiatives through existing communication channels e.g. newsletters, websites, networks
- Use the Treasure Rotorua brand where appropriate
- Keep the Treasure Rotorua Steering Group informed of new programmes/initiatives in our safety focus areas
- Maintain clear lines of communication with Treasure Rotorua, including providing minutes to the Treasure Rotorua Steering Group

Signatures

Steering Group Representative	Date
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[SAFETY GROUP] Representative	Date
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APPENDIX 8 STRATEGIC - ACTION PLANS

In May 2013 members of the TR steering group and other community partners worked with the Ministry of Social Development to develop a Results Based Accountability process for the 2013-2015 period up to re-accreditation.

Group members identified 3 highest priority strategic areas additional to SCFNZ priority to address alcohol related harm, which remains with drugs an overarching strategic area.

Further SCFNZ facilitation led to the trial indicators below:

Priority Goals and Indicators to be reported via annual results cards include:

- (1) All Children are Safe in their home environments
- indicators ACC injury statistics for non-intentional injuries sustained by 0-14 years
- (2) All young people are safe in our neighbourhoods
- indicators road safety accidents involving young people where alcohol was a contributing factor
- (3) All residents and visitors are supported by a caring community
- indicators ACC number of injuries as a result of falls (particularly falls by the older person) reported in ACC indices in a given year
- (4) Alcohol & Drug related harm reduction
- indicators in discussion with Police

The trial was partially successful as recorded in the result cards Appendix 11, but further work is required to find easily available data that is meaningful enough to inform initiatives.

Meanwhile, the priority goals are interweaved with the pre-existing focus areas to generate a matrix as reflected in the current strategic plan over the page and report cards of Appendix 11.

At least one collaborative project will be sought by Treasure Rotorua partners annually and community partners will be encouraged to adopt RBA or similar frameworks to evaluate their own work and programmes.

FUTURE VISION FOR TREASURE ROTORUA, SAFE COMMUNITY

The following aspirational statements were recorded from Treasure Rotorua steering group members in April 2015:

**ROTORUA A GREAT PLACE TO
RAISE A FAMILY**

**SAFER MORE CARING
COMMUNITY**

**EXTENDING THE HAND OF
FRIENDSHIP,**

**OUR CITY, THRIVING, GAINING
TRUST AND CONFIDENCE,**

BEING SAFE - FEELING SAFE

ACCEPTING MY HANDSHAKE,

**BECOME FUN PLACE TO STAY AND
DO SPORTS**

WONDERFUL PLACE TO GROW

SHAPING OUR FUTURE

**WHAKAPAPA, THAT IS OUR
FUTURE**

Background

The Rotorua District gained Safe Community designation in 2010 via the Treasure Rotorua project. This strategic plan sets some basic direction and focus based on the previous whilst applying for re-designation in 2015. Being a time of renewal and review, further changes are expected as new stakeholders and thinking emerges within changing circumstances.

Vision

'Rotorua is a safe and caring community where people, and the environment, are valued and respected'

Mission

Planned approaches towards achieving sustainable improvements in safety, in our community.

Values

- Community and people focused (respectful, and holistic)
- Transparency of systems, and processes
- Partnership
- Sustainable

Rotorua Community Outcomes

The Treasure Rotorua Project supports the top community outcome for Rotorua: a safe and caring community, through visionary community leadership.

Objectives

In order to maintain International Safe Community re-designation (Pan Pacific criteria below) and demonstrate effective targeted programmes and activities (aligned to national strategies), six key objectives continue:

1. Continue to improve the evidence base for injury prevention initiatives by monitoring injury issues in the Rotorua District
2. Continue to identify and support effective injury prevention and community safety programmes that address the highest priority areas of concern:
 - Reduction of drug and alcohol-related harm
 - Reduction of crime and violence
 - Road safety
 - Injury prevention...and to do so with a focus on over-represented groups (youth, Maori, elderly, visitors), and



- All children safe in their home environments
- All young people safe in our community/neighbourhoods
- All residents and visitors supported by a caring community

3. Continue to evaluate programmes to monitor effectiveness

4. Continue to develop relationships with coalition partners and identify new opportunities for partnerships, collaboration and advocacy (funding)

5. Continue to raise awareness, commitment and motivation to improve injury prevention throughout the community

6. Maintain International Safe Community designation

International Safe Community Criteria (Pan Pacific Network)

7. Leadership & Collaboration

Demonstration of leadership by coalition or group focused on improving community safety

8. Programme Reach

The range and reach of community safety programmes operating throughout your community/region, including an indication of the extent to which they are based on proven or promising intervention strategies

9. Priority Setting

Demonstration of programmes that target and promote safety for high risk/vulnerable groups and environments

10. Data Analysis & Strategic Alignment

Analysis of available safety (injury, violence, crime and perception) data for your community/region and how they align with established national/state/regional priorities and action plans

11. Evaluation

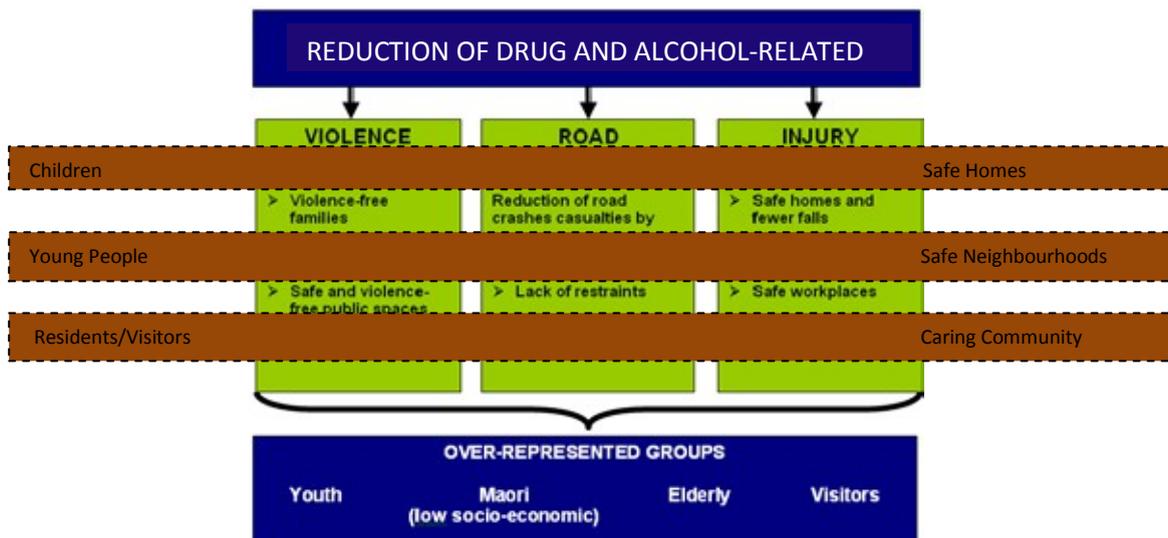
Outline of expected impacts and how they are being measured or evaluated

12. Communication & Networking

Demonstration of community engagement with relevant sectors of your community/region and ongoing participation in local, national and international Safe Communities networks is required

Priorities

Analysis of injury/crime statistics along with community/stakeholder feedback continues to define priority safety areas for Rotorua as represented below.



The diagram above represents a ‘whariki’ interweaving priorities around three main categories – violence and crime reduction, safer roads and injury prevention which weave across focus areas for Children, Young People and Residents/visitors.

An over-arching goal is the reduction of drug and alcohol-related harm across all areas and a focus on over-represented groups in our injury and crime statistics: youth, low socio-economic Maori, elderly and visitors (tourists). These priorities will continue to be reviewed on an annual basis, using the most recent data available.

GOVERNANCE AND FUNDING

Governance Group

The Treasure Rotorua project is overseen by a Steering Group of a cross section of representatives that participate as required, including:

- Toi Te Ora Public Health
- Rotorua Lakes Council
- ACC
- Lakes DHB
- Rotorua Police
- Neighbourhood Support
- Te Waiariki Pura Trust
- Fire Service
- Tipu Ora
- Age Concern
- Plunket

Terms of Reference

The Terms of Reference for the Treasure Rotorua Steering Group are attached as Appendix B and will be reviewed annually.

Purpose

Treasure Rotorua Steering Group will continue to operate as an umbrella group to monitor safety groups and initiatives operating in the District.

The group will be made up of around seven key stakeholders, who will meet monthly and oversee the work of the coordinator and implementation of this strategic plan.

Funding

Following previous funding by multiple stakeholders, ACC funding enabled a 0.2FTE coordinator to be employed by Rotorua Lakes Council in 2015-16 to progress re-designation, coordination and further funding options.

Ongoing in-kind support will be provided by the project partners. Rotorua Lakes Council will continue to provide a venue for meetings and responsibility for the agenda and minutes. The group will seek funding for ongoing safety initiatives.

Safety Work Streams and Safety Groups

Rotorua has a strong network of intersectoral safety groups. Re-designation will encourage stronger collaboration between these groups. While each of the safety groups has a specific focus relating to one or more of the identified priority areas for Rotorua, all are working towards the same goal of making Rotorua a safe and caring community. Working protocols will be maintained to sustain an ongoing commitment by parties to collaborate through the Treasure Rotorua structure.

Timeline

A timeline of key safety promotion and injury prevention activities is to be implemented as outlined in the tables in Appendix A.

The tables include objectives of Treasure Rotorua and links to International Safe Community criteria and other key strategies including cross-government injury prevention work plans.

ACTION PLAN FOR 2015

With the change from full-time project officer to part-time coordinator supporting Treasure Rotorua, the transitional action plan for 2015 includes:

- Work with stakeholders to obtain re-designation
- Support and develop the Treasure Rotorua Steering Group and brand
- Develop and progress the activities schedule as appropriate

Appendix A: Treasure Rotorua Activities Schedule

OBJECTIVE 1	LINK TO SAFE COMMUNITY CRITERIA	LINK TO OTHER STRATEGIES
<ul style="list-style-type: none"> Continue to improve the evidence base for injury prevention initiatives by monitoring injury issues in the Rotorua 	Data analysis and strategic alignment (4)	NZIPS or subsequent - advance injury prevention knowledge and information. Whanau Ora.

ACTION	WHO IS INVOLVED?	TIMELINE	MEASURE(S) OF SUCCESS
1.1 Liaise with organisations to find out when annual injury/crime data is released.	Treasure Rotorua SG Lakes DHB Police SCFNZ ACC Toi Te Ora Public Health Land Transport NZ Injury Prevention Research Unit Water Safety NZ NZ Fire Service	July-Dec 2015	Timeline of data releases is completed and shared with partners.
1.2 SA data from the above agencies to update Rotorua's injury profile and to determine if injury priorities for the district	Treasure Rotorua SG	Every three years	Rotorua's injury profile is updated every three years. Rotorua's safety priorities are updated every three
1.3 Disseminate injury data through websites and in regular newsletter updates including: <ul style="list-style-type: none"> Community Rotorua Newsletter Safe Rotorua Newsletter Support newsletter Others newsletters and websites 	RLC Community Rotorua Support Other safety groups	Quarterly/Six-monthly	Members of the public have access to injury data.

OBJECTIVE 2	LINK TO SAFE COMMUNITY CRITERIA	LINK TO OTHER STRATEGIES
Continue to identify and support effective injury prevention and community safety <u>RCQ programmes</u> that address the highest priority areas of concern: <ul style="list-style-type: none"> Reduction of drug & alcohol-related harm Reduction of crime and violence Road safety Injury prevention High priority groups (Maori, Youth, Visitors, Elderly, Children, all 	Long-term, sustainable programmes covering both genders and all ages, environments, and situations (2) <u>ECQ programmes</u> that target high-risk groups and environments, and R(QQ) programmes that promote safety for vulnerable groups (3) Data Analysis and Strategic Alignment (4)	NZIPS or subsequent - Integrate injury prevention activity through collaboration and coordination (5). Whanau Ora

ACTION	WHO IS INVOLVED?	TIMELINE	MEASURE(S) OF SUCCESS
2.1 Review stock take of existing services and <u>RCQ programmes</u> and update as necessary	Treasure Rotorua SG	Jan-Feb 2016 Jan-Feb 2017 Jan-Feb 2018	Database of safety R(Q) programmes & annual events remains up to date
2.2 Lend support by way of financial or in-kind contributions to safety <u>RCQ programmes</u> that address the highest priority areas of concern	Treasure Rotorua SG All safety groups	Review at monthly meetings	Safety R(Q) programmes addressing highest priority areas are well supported

<p>2.3 Identify gaps within the identified priority areas and work to fill these by supporting new safety initiatives:</p> <p>A. Support falls prevention day and other initiatives for the elderly</p> <p>B. Use annual Children's day to promote child and home safety including</p> <ul style="list-style-type: none"> • Bike safety • Fire safety • Water safety <p>C. Continue workplace safety seminars as required</p> <p>D. Promote bike safety during bike wise month</p> <ul style="list-style-type: none"> • Helmet safety • Road rules • Nervous Nellies workshop • Tykes on Trikes • Mountain biking safety <p>E. Promote safety in the home and identify areas where new initiatives are needed e.g. Ladder safety (ladders cause of 4000 injuries/year in NZ)</p>	<p>Treasure Rotorua SG ACC Elderly/Positive Aging group Age Concern, Rotorua Trust</p> <p>RLC Fire Service Water Safety NZ</p> <p>RLC, ACC, RFVPN Rotorua Safe Families, DoL</p> <p>RLC ACC Sport BoP</p> <p>Treasure Rotorua SG RLC, ACC, NZ Fire Safety Lakes DHB, Toi te Ora Public Health,</p>	<p>Annually</p> <p>Annual (March 1st Sunday)</p> <p>Review 6 monthly</p> <p>February Annual</p> <p>To coincide with NZ safety week September Annually</p>	<p>Attendance/Expo Positive feedback from participants Reduction in ACC falls claims</p> <p>Awareness of safety issues in the home increased (as measured by feedback forms) Attendance numbers</p> <p>Attendance numbers Uptake of "it's your business" resource</p> <p>Attendance numbers Reduction in injuries due to biking accidents – data from ACC</p> <p>Increased awareness of home safety Reduction in injuries occurring at home</p>
<p>F. Support meetings with Rotorua school principals/BOTs to introduce the concept of 'Safe Schools'</p>	<p>Rotorua Police Toi te Ora Schools</p>		<p>One or more Rotorua schools seek 'Safe School' status in next three years</p>

OBJECTIVE 3	LINK TO SAFE COMMUNITY CRITERIA	LINK TO OTHER STRATEGIES
To continue to evaluate programmes to monitor effectiveness	Outline of expected impacts and how they are being measured or evaluated (5)	NZIPS or subsequent - Advance injury prevention knowledge and information (6). Develop and implement effective injury prevention interventions (7). Whanau Ora

ACTION	WHO IS INVOLVED?	TIMELINE	MEASURE(S) OF SUCCESS
3.1 Identify which monitoring and evaluation mechanisms are working well in the district and promote these amongst safety networks	Treasure Rotorua SG All safety groups	July – Dec 2015 and ongoing	A list of effective monitoring and evaluation mechanisms is compiled and disseminated to safety groups
3.2 Identify interventions without current evaluation measures and help to put these in place to ensure the achievement of planned outcomes can be assessed	Treasure Rotorua SG All safety groups	July – Dec 2015 and ongoing	All safety interventions have evaluation measures in place
3.3 Identify safety programmes that are working well for high-risk populations and promote these amongst safety networks	Treasure Rotorua SG All safety groups	July – Dec 2015 and ongoing	Uptake of successful programmes is increased Increase in the number of successful programmes offered
3.4 Monitor national and international best practice methods for evaluation when developing new safety initiatives and disseminate these to safety groups for use	Treasure Rotorua SG All safety groups Injury Information Unit (Auckland University) Safe Communities Foundation NZ, ALAC Other Safe Communities	July-Dec 2015 and ongoing	New safety initiatives adopt best practice evaluation methods
3.5 Monitor data for changes that will show safety initiatives are making a difference	Treasure Rotorua SG	Annual rotational focus	Reduction in ED attendances, drownings, fire fatalities and injuries, Road injuries, Reported crime, ACC claims and costs
			(Regional Visitor Monitor) & Perceptions of safety (annual Perceptions of Safety Survey)

OBJECTIVE 4	LINK TO SAFE COMMUNITY CRITERIA	LINK TO OTHER STRATEGIES
Continue to develop relationships with coalition partners and identify new opportunities for partnerships, collaboration and advocacy (funding)	Demonstration of leadership by coalition or group focused on improving community safety (1) The range and reach of community safety programmes operating throughout the community/region(2) Demonstration of programmes that target and promote safety for high risk/vulnerable groups and environments (3)	NZIPS or subsequent - Integrate injury prevention activity through collaboration and coordination (5) Develop and implement effective injury prevention interventions (7) Ensure appropriate resource levels for injury prevention (8) Whanau Ora

ACTION	WHO IS INVOLVED?	TIMELINE	MEASURE(S) OF SUCCESS
4.1 Develop clear lines of communication between Treasure Rotorua SG and other safety groups in the district to ensure that all groups are moving in the same direction including: <ul style="list-style-type: none">Regular reporting by TRSG to other safety groups about current projects and data	Treasure Rotorua SG All safety groups	July 2015 and ongoing	Consistent attendance at meetings Opportunities for collaboration are identified and followed up on

4.2 Continue to build relationships with other safe communities in New Zealand and internationally to share experiences and information.	Treasure Rotorua SG Other safe communities	July 2015 and ongoing	Rotorua shares information and experience with national and international safe communities
4.3 Engage with Iwi/Maori, tourism industry, business sector and the community through: <ul style="list-style-type: none"> Presentations on current initiatives, safety priorities and injury profile Attendance at meetings where appropriate 	Treasure Rotorua SG All safety groups Business sector Tourism industry Iwi groups e.g. Ngati Pikiao	January 2016 and ongoing	Iwi, tourism industry, business sector and community are aware of the project and its impacts for them
4.4 Advocate and make submissions on community safety issues (e.g. central/local, gy. legislation)	Treasure Rotorua SG Other safe communities SCFNZ	As and when required	The views of Treasure Rotorua SG members are represented and the number of submissions is identified
4.5 Seek ongoing funding for International Safe Community coordinator role	Treasure Rotorua SG All safety groups	July-Dec 2015 and ongoing	Funding is secured for an ongoing coordinator role
4.6 Advocate for funding and other resources to ensure sustainability of community safety programmes	Treasure Rotorua SG All safety groups	July-Dec 2015 and ongoing	Funding is secured for identified safety projects
4.7 Engage Rotorua Lakes Council Youth Councillors and other young people in the project and encourage as safety ambassadors	Treasure Rotorua SG Youth Council Coordinator	July-Dec 2015 and ongoing	Rotorua youth AA engagements
4.8 Support the work of the RFVPN and Safe Families coordinator	Treasure Rotorua SG RFVPN Rotorua Safe Families	July-Dec 2015 and ongoing	Treasure Rotorua SG and the Family Violence Coordinator continue to work closely together

OBJECTIVE 5	LINK TO SAFE	LINK TO OTHER STRATEGIES	
Continue to raise awareness, commitment and motivation to improve injury prevention throughout the community	Long-term, su covering both genders and all ages, environments, and situations (2)	NZIPS or subsequent - Raise awareness and commitment to injury prevention (1) Strengthen injury prevention capacity and capability (2). Whanau Ora	
+			
ACTION	WHO IS INVOLVED?	TIMELINE	MEASURE(S) OF SUCCESS
5.1 Develop and implement a communications plan for the Treasure Rotorua project	Treasure Rotorua SG	July 2015 onwards	Communications plan is implemented as intended
5.2 Review and develop Treasure Rotorua brand via: <ul style="list-style-type: none"> Stakeholder consultation Promotion/collaboration opportunities Other initiatives as agreed 	Treasure Rotorua SG RLC Tourism industry Business sector SCFNZ	and ongoing	Treasure Rotorua project in the community
5.3 Community consultation to ensure current programmes address priorities for genders, all ages, environments and situations in the community.	Treasure Rotorua SG Rotorua residents	annually after that	The views of the community have been taken into account when reviewing priority areas for Rotorua
5.4 Provide regular updates to the community via newsletter/e.P.A.Q!ll and media, including: Safe Rotorua! newsletter, Community Rotorua newsletter, Neighbourhood support newsletter, safety-themed information for new migrants, district news, Local media and email networks and others as identified	Treasure Rotorua SG All safety groups Local Media Maori TV	or annually from July 2015 ongoing	Public awareness of the project increases
5.5 Use NZ Safety week to Rotorua and safety initiatives alongside the national ACC-led campaign	Treasure Rotorua SG All safety groups ACC		safety issues

5.6 Develop a website or web page for Treasure Rotorua to include: <ul style="list-style-type: none"> Information about safe communities Relevant "safety slats" Database of safety programmes in Rotorua Details of community consultations On-line feedback form Information on how people can get involved Show case successful initiatives in Rotorua Investigate the use of social media to engage people with Treasure Rotorua	Treasure Rotorua SG All Safety groups	Develop in July, Dec 2015 Review annually	Public awareness of the project increases as measured through <ul style="list-style-type: none"> number of visits to website number of feedback forms completed
5.7 Use community events to showcase safety projects in Rotorua	Treasure Rotorua SG All safety groups Community groups Schools NZ Fire Service	Regularly from July 2015 ongoing	Increased Public awareness of current safety projects and services in Rotorua

OBJECTIVE 6	LINK TO SAFE COMMUNIT	LINK TO OTHER STRATEGIES
Maintain Inter designation for Rotorua district	All criteria (1-6) and annua	NZIPS or subsequent - Advance injury prevention knowledge and information (6) Foster leadership in injury prevention (10)

ACTION	WHO IS INVOLVED?	TIMELINE	MEASURE(S) OF SUCCESS
6.1 Obtain International Safe Community designation	Treasure Rotorua SG SCFNZ	October 2015	Rotorua is designated an International Safe Community in October 2015
6.2 Uaise with Safe Communities Foundation New Zealand (based in Auckland) post designation to keep up to date with national and international safety initiatives	Treasure Rotorua SG SCFNZ	Regularly (at least quarterly additional to newsletters)	Regular contact is maintained between Rotorua and SCFNZ
6.3 Review and update the Rotorua Community Profile on the SCFNZ website and complete annual report for SCFNZ	Treasure Rotorua SG SCFNZ	Annually following review of injury profile and safety R!!!!!! I!OJ!:. database	Information on the SCFNZ website is accurate and up to date and annual reports are received on time
6.4 Attend national/international SC conferences	Treasure Rotorua SG SCFNZ Other safe communities	As required	Treasure Rotorua is able to share national/international experiences and information with local safety groups
6.5 Regular contact with regional safe communities (Taupo and Tauranga) to share ideas and information	Treasure Rotorua SG Taupo safe community coordinator Tauranga safe community coordinator	Six. Monthly from July 2015 and ongoing	Regular contact is maintained between Rotorua and other safe communities and information is shared
6.6 Maintain funding for a coordinator to oversee re-designation and ongoing coordination.	Treasure Rotorua SG Funding organisations	2015 and ongoing	Funding is in place to ensure re-designation and coordination
6.7 Identify opportunities to share information about Rotorua's safety initiatives with regional, national & international networks	Treasure Rotorua SG SCFNZ, Other safe communities/Sister cities	Ongoing from July 2015	Treasure Rotorua shares challenges and successes with other networks

APPENDIX 9 SAFETY GROUPS

A description of some of the major safety working groups past and present is given below.

FAMILY VIOLENCE PREVENTION

ROTORUA SAFE FAMILIES

An inter-agency group since 2007 responding to widespread community concern over child deaths like Rotorua's Nia Glassie. It continues today (hosted by Waiariki Pura Trust) including its major annual 'white ribbon' event engaging the community to stop family violence.

The scope of the Safe Families Action Plan includes all aspects of interpersonal violence including, but not limited to: child abuse, elder abuse, partner abuse, and violence in all wider community settings, for example workplaces, sporting events, and social situations.

The Rotorua Safe Families Leadership group meets monthly and includes organisations like Rotorua Lakes Council, Police, Te Waiariki Pura Trust, Rotorua Family Violence Prevention Network, Ministry of Social Development, Ministry of Justice and a range of social service agencies.

Work streams to address specific areas of concern have included:

- Community Awareness Raising: Generating a public commitment to creating safe families/whanau in Rotorua.
- Improving Support Services for Victims and Perpetrators: Improving service options for individuals and families/whanau affected by family violence, including individuals who want to change their own damaging behaviour within families/whanau; and improving connections and collaboration between services.
- Improving Intervention Options by Statutory Agencies: Improving statutory service responses and interventions for individuals and families/

whanau who are acting violently.

- Supporting Community-led Neighbourhood Initiatives: Supporting local communities to develop and lead initiatives that respond to local needs.

Through the work streams, work is undertaken at each of the levels of primary services (working to prevent violence), secondary services (working with those affected by violence) and tertiary services (working with those whose behaviour is violent).

The Rotorua Family Violence Prevention Network A collective of community and government agencies committed to reducing family violence in the community, through collaborative interagency. Monthly meetings have included a wide range of members, including Rotorua Safe Families, Ministry of Social Development, Lakes DHB, Toi te Ora Public Health, Rotorua District Council, CYF, Citizen's Advice Bureau, Women's Refuge, Victim Support and a host of other social service agencies – managed by joint coordination with Rotorua Safe Families.

ROAD SAFETY

DRIVEWISE ROTORUA TRUST

The Trust provides leadership, expertise and coordination of road safety projects in the Rotorua District and assists community groups to run their own programmes. The aim of the Trust is to create an environment in which all road users experience optimum safety and one in which the use of alternative modes of transport is supported and encouraged. Ultimately, Drivewise is working to reduce road trauma in the Rotorua district. The Trust is funded through sponsorship and grants, particularly from New Zealand Transport Agency.

Trust members represent groups with vested interests in road safety and sustainable transport including Rotorua Lakes Council, Police, ACC, Toi Te Ora Public Health, Health Rotorua PHO, Lakes DHB and other agencies. The Trust meets quarterly at the Rotorua District Council.

Strategies of the Trust are to:

- Ensure Drivewise Trustees are representative of the Rotorua community with the skills and expertise required to promote and address Drivewise goals.
- Build strong community partnerships and networks so that expertise and experience is accessible for all transport safety and sustainability initiatives.
- Encourage and support community groups to implement their own road safety and transport sustainability projects.
- Maximise the benefits of Rotorua district road safety and transport sustainability initiatives by assisting in the forward planning and coordination of projects.
- Endeavour to ensure that funding granted for transport safety and sustainability is adequately and equitably distributed in the Rotorua district.
- Provide strong leadership and advocacy to influence transport safety and sustainability policy and initiatives at local, regional and national level.

ROAD SAFETY ACTION PLANNING GROUP

Membership of the Road Safety Action Planning Group is by invitation and includes a district councillor, Bay of Plenty Road Policing Manager, engineers, NZTA reps, ACC, Lakes DHB, chairperson of Drivewise Trust, and representatives from Environment Bay of Plenty and the Rotorua Lakes Council. The group is responsible for decision making and higher level road safety prioritisation.

The Road Safety Action Planning Group meets quarterly to:

- Review the Rotorua's road safety programme.
- Monitor issues and trends in the District.
- Develop the Road Safety Action Plan for Rotorua in line with regional and national road safety objectives.

The group provides direction to the Road Safety Operational Planning Group, which implements the Road Safety Action Plan for Rotorua. The aims of the action plan are to

- Reduce the incidence and severity of crashes in the Rotorua district
- Achieve equal or lower crash rates than peer districts throughout New Zealand, as shown in LTNZ annual report.

ROAD SAFETY OPERATIONAL PLANNING GROUP

The Road Safety Operational Planning Group (RSOPG) is open to anyone interested in road safety. Current members include NZTA, Police, Rotorua District Council, Environment Bay of Plenty and Drivewise Trust. The RSOPG meets monthly to work on the day to day running of road safety programmes.

The RSOPG takes direction from the Road Safety Action Planning Group, who develop high level strategies to address road safety issues specific to Rotorua. The Rotorua Lakes Council employs a road safety coordinator who liaises between the groups.

The RSOPG is responsible for implementing the Road Safety Action Plan, which involves running regular road safety campaigns which target the following areas:

- Intersections
- Alcohol
- Speed
- Driving to the conditions
- Restraints
- Motorcycles
- Driver licensing
- Community road safety projects
- Youth

CRIME PREVENTION

CRIME PREVENTION ADVISORY GROUP

The Crime Prevention Advisory Group (CPAG) has recently devolved (2015) but was made up of representatives from Police, RDC, MoJ and Toi Te Ora Public Health, and invited Iwi representation. Meeting quarterly since 2005, the group's focus on activities in the Rotorua District Council Crime Prevention Plan was funded by the Ministry of Justice.

The overall objective of the RDC Crime Prevention Plan, overseen by the CPAG, is to create a safe and caring community. On the basis of consultation with key stakeholders, Council agreed to pursue five areas of concern as part of a broader strategy for enhancing community safety.

The areas of concern come under the following goals, to:

- Foster community safety in the CBD and surrounding reserves
- Support initiatives which reduce tourism-related crime
- Support initiatives that reduce youth offending
- Support initiatives addressing alcohol and drug issues
- Support and build capacity for neighbourhood and community initiatives

Activities prescribed within the RDC Crime Prevention Plan aim to meet the expectation of building a safe and caring community, and to achieve a measurable reduction in the CBD and surrounding area in terms of:

- Thefts from and of cars
- Burglaries
- Violence and intimidation
- Youth offending
- Property damage and abuse

A number of these objectives and activities are now reflected and carried on in other works like the more whanau ora-oriented Police programme E Tu Whanau and works of collaborative groups like Treasure Rotorua. Objectives like 'a safe and caring community' and CBD revitalisation also reflect community aspiration in action in council long term planning.

REDUCTION OF ALCOHOL-RELATED HARM

Rotorua CBD Alcohol Accord Group
The accord established in 2007 as part of MoJ Project CARV (Curbing Alcohol Related Violence) continues to set best practice for licensed premises. Group members include Toi te Ora Public Health, Police, Rotorua Lakes Council, ACC, Hospitality Association New Zealand and local licensees – the aim of the accord is to adopt and promote the safe responsible sale and supply of alcohol in the Rotorua central business district, by all parties with the aim of reducing alcohol related harm.

The roles of the Accord Group are to:

- Suggest action on breaches of key principles of the Accord.
- Facilitate resolution of nuisance type disputes, e.g. noise, patron behaviour.
- Promote participation in staff training programmes.
- Negotiate alternative solutions where conflicts may be occurring and prosecution is not to be undertaken.
- Use the Accord as a forum to discuss and negotiate solutions to new issues as they arise.
- Act as a facilitator of positive publicity for Accord partners.
- Monitor Accord effectiveness, modify the Accord as needed and liaise with external agencies.
- Facilitate positive marketing for Accord partners and developing effective tools.
- Share "smart strategies" with all Accord partners.

The Accord aims to achieve the following outcomes:

- Reduction in unacceptable alcohol related behaviour e.g. crime, injury and anti social behaviour.
- Improved compliance with liquor licensing requirements.
- Improved safety and security for patrons and 'neighbours'.
- Improved quality of life for patrons and 'neighbours'.
- Marketable high quality image of the area.
- Enhanced business activities/opportunity creation.
- Improved cooperation and communication between stakeholders.
- Reduced enforcement activity by Police/other regulatory authorities.
- Enhanced opportunities for stakeholders.
- Reduced societal costs.
- Shift in organisational culture of licensed premises through education.
- Increased public perception of safety.
- Collective approach to submissions on council policy.

OTHER COLLABORATIONS

Thanks to ongoing collaboration and wholistic approach, efforts around alcohol-related harm are reflected in various multi-stakeholder initiatives. A recent example is the 2015 Youth Road Safety Expo which exposed school bus-loads of students to great displays, activities, useful tools and messages to educate and shape their attitudes around alcohol and road safety (Mocktails, Police Party Register, Parents/St. Johns Reality Videos, Blurred Vision Exercise...).

SUICIDE PREVENTION

The Suicide Prevention Interagency Group (established 2008) worked to develop a local Suicide Prevention Plan via quarterly meetings with representatives from Lakes DHB, Te Runanga O Ngati Pikiao, Treasure Rotorua, Ministry of Youth Development, Ministry of Social Development, Ministry of Education, Toi te Ora Public Health and a range of mental health and social service organisations.

By aligning with the seven goals of the New Zealand Suicide Prevention Strategy 2006-2016, a framework for suicide prevention efforts aimed to reduce the rate of suicidal behaviour and its effects on the lives of New Zealanders, while taking into account that suicide affects certain groups more than others.

The goals of the Strategy are to:

1. Promote mental health and wellbeing, and prevent mental health problems.
2. Improve the care of people who are experiencing mental disorders associated with suicidal behaviour.
3. Improve care of people who make non-fatal suicide attempts.
4. Reduce access to the means of suicide.
5. Promote the safe reporting and portrayal of suicidal behaviour by the media.
6. Support families/whānau, friends and others affected by a suicide or suicide attempt.
7. Expand the evidence about rates, causes and effective interventions.

Developments over the past few years have included a national project to contract local initiatives around suicide prevention (Te Waka Hourua) and the first national suicide prevention conference Turamarama ki te Marama hosted by Ngati Pikiao Runanga in 2015.

OLDER PEOPLE

A broad range of representatives from organisations including Rotorua Lakes Council, Councillors, WINZ, Neighbourhood Support, Age Concern, Grey Power and various community groups have met bi-monthly for years as the Rotorua Support for the Elderly Forum. This has provided an opportunity for agencies working with and for the elderly to learn about safety and wellbeing initiatives that are taking place in the community, particularly those that focus on older people. Members of the forum also promote safety projects through their own networks.

Developments in more recent times have included a shift to more wholistic/’whanau-ora’ approaches, meaning ‘cross-silo’ community work that includes concern for the elderly. For example, the 2014 Pou Kapua o Te Koutu – Safe as Houses Project in the Koutu community involved a key component ensuring the safety of elderly at home (like from falls/slips). This was a Treasure Rotorua collaborative project – Age Concern being one of the steering group members. Aside from the efforts of community associations and interest groups a new positive aging forum has formed to better focus on needs of the elderly.

YOUNG PEOPLE

Youth in Transition

A variety of youth-focussed organisations and collaborations have evolved since the Youth in Transition Strategy Implementation Group began monthly meetings including representatives from: Rotorua District Council/RLC, Ministry of Youth Development, Lakes DHB, Ministry of Education, Waiariki Institute of Technology, Te Waiariki Purea Trust, Toi te Ora Public Health, local schools and suicide prevention coordinators from Lakes DHB and Te Runanga O Ngati Pikiao.

Current examples include:

- Rotorua Youth Centre Trust – dedicated youth space and services ranging from a youth justice facility to family-friendly music events and community meeting rooms/workshops

- Rotorua Youth Council – a representative forum to pathway youth into civic participation and leadership
- Rotorua Youth Voices – a project to provide youth perspective on a range of topical issues
- Local youth service providers and Initiatives – various providers are contracted to address identified need from truancy to homelessness, health forums to community association/development

APPENDIX 10

PRIORITY AREA PROGRAMMES

Following are examples of Rotorua programmes past and present relating to the four areas of priority until 2013. They integrate with the broader areas of focus (children, youth, residents/visitors, alcohol) trialed 2013-2015 and headed up in the result cards. Following the list are case study examples of some evidence-based programmes.

Violence and Crime

- Amped4Life sessions in secondary schools - an alcohol and drug education programme for students
- Awhina School - an alternative education provider in the Rotorua area
- Beat that Thief – a car crime prevention brochure
- Blokes Toolbox – a resource for men who are involved in incidents of family violence
- Child & Adult Social Services - provide restorative justice programmes, drug and alcohol awareness education, counselling, clean anger and bullying programmes
- City Assist Programme – a team employed over the summer months to provide information to visitors, and act as eyes and ears in the CBD and surrounding reserves. This developed into the current CBD City Guardians programme.
- Conservation Corps - a training programme focusing on self-esteem, confidence & skills development for young people
- E OHO – a programme for young people to initiate activities that address safety issues in their neighbourhoods
- Early Intervention Service and Severe Behaviour Service – early childhood and school-based services for children with high levels of need
- Crime Prevention Through Environmental Design (CPTED) training for local industries (retail, tourism, education) - training on crime prevention techniques
- Family Focus – abuse prevention programmes for victims and perpetrators of family violence
- Family violence Response Coordinator - works with people who are at risk of family violence and helps refer them to other organisations
- Family Works Northern – a range of services including parenting programmes and services for victims of family violence
- Footsteps to Feeling Safe – a programme for children aged 5 to 13 years who have witnessed or experienced family violence
- Gambling Addiction Service - counselling and support for individuals and families affected by gambling
- Growing Through Grief Programme - a programme to support children experiencing grief and loss in their lives
- “It’s your business” resource - a resource for employers to provide information to employees who may be in situations of family violence, covers how to deal with family violence and where to find help
- Lakes DHB Family Violence Intervention Coordinator - trains and supports staff in introducing family/partner violence screening to the health setting
- Neighbourhood Support – a network of community based residents focused on crime prevention and safety
- Nga Whare Waipiro Tirohanga (Alcohol Monitoring Walkthrough Programme) – Maori Warden foot patrols within the CBD to monitor underage drinking and support at risk individuals

- Operation Night Light (Kaingaroa) – a project to improve perceptions of safety in the village and reduce incidence of crime through the provision of new and upgraded street lighting
- Plunket reaching out to provide safer family environments – a service to give families with young children in low income areas practical advice
- Project CARV – a project to reduce levels of alcohol-related violence in Rotorua
- Project Papa Waka – a project to reduce the number of theft ex-car and unlawful taking offences in the Rotorua area
- Rotorua District Council Community Safety Projects Fund – funding for local not-for-profit organisations to implement new projects to reduce crime and enhance positive perceptions of safety
- Relationship services – a range of counseling services including those for family violence victims
- Rotorua Boys High School Attendance Initiative – a project to increase young people's attendance at school
- Rotorua School Attendance Action Group – a group that supports schools in keeping young people in education for as long as possible and promotes a “whole of community” response to reduce truancy
- Rotorua Youth Offending Team – a forum for sharing information about youth offending and promotion of collaboration
- Sexual Abuse Centre – a service that provides information and support, counselling and educational programmes for people affected by sexual abuse
- School holiday Youth Programmes – structured activities for children 10-17 years old from low socio-economic areas aimed at reducing criminal activity
- Strengthening Families – an organisation focussed on improving interagency collaboration to benefit families/whanau
- Tag Buster Hotline – a phone number for residents to phone to assist with rapid removal of tagging in public spaces
- Te Arawa Journey – a course for young people, aimed at reducing criminal activity
- Violence Prevention, Youth and Women's Education – a range of programmes focused on anger management and family violence
- Wahine Toa (women of strength) – a programme for teenage girls who have been victims of sexual abuse
- Waiariki Women's refuge – a 24/7 emergency safe house accommodation service to women and their children
- Women's Toolbox – a resource for women experiencing family violence, about where to seek help
- Working for Youth Website www.working4youth.com – a website for sharing information about services for youth
- Youth in Transition Strategy/Youth Transitions Service – a programme designed to ease the transition of young people from education to employment, alternative education or other training
- Youth Projects Trust - funding/support for planning and delivery of programmes and events, by youth for youth
- Rotorua Police Intelligence Community Partners meetings – a forum to share relevant information detailing current crime trends and crime stats; highlight areas of interest for Police
- Sip to Survive - ACC-funded programme delivered by Te Waiariki Pura Trust. Designed to advise and offer education to secondary school students on how to manage alcohol consumption and to reduce injury where alcohol is a factor.

ROAD SAFETY

- Adult Restraints - a programme to increase the front and rear seatbelt compliance rate in Rotorua through roadside checks and promotional activities
- Agewise Drivewise – a series of refresher theory based driving courses for older people
- Alcohol campaign/Drink Driving – a holiday season campaign to urge locals not to drink and drive
- Back To School, Speed campaigns – a promotion to improve the road safety of children within the Rotorua district particularly around schools
- Car Seat Advisory Service – a service to increase the car seat compliance rate for children under 5 years in the Rotorua District
- Caterpillar feet – a programme to encourage exercise and safety for young children and their parents walking to pre-schools
- Driver licensing – a programme to assist people primarily to get their learner licence.
- Intersection campaigns – activities to promote Intersection safety at Rotorua's most dangerous
- Kidz 'n' Carz – checkpoints and education to increase the car seat compliance rate for children under 5 years
- Kohanga Reo restraints – funding of appropriate child restraints for Kohanga Reo vans
- Local Community Road Safety funds – funds to encourage and support community initiated road safety and sustainable transport projects
- Motorcycle safety – activities to raise awareness of road safety issues relating to motorcycle use
- “Nervous Nellie’s” Road safety workshops – free cycling workshops for people to learn about cycle safety and road rules
- Rotary Youth Driver Awareness – an education programme delivering practical road safety information targeting young drivers
- Ruben the Bear – a road safety icon who visits schools to deliver messages to children about road safety (for school-aged children)
- Ruru campaign – a range of billboards with messages using a graphic of an owl to promote safe driving on Stage Highway 5
- Tykes on Trikes - an event for young children to learn about safe bike riding in a fun environment

INJURY PREVENTION

- ACC RiverSafe Programme and ACC RiverSafe Providers - education, training and development to actively promote water safety awareness in and around our rivers
- ACC Workplace Safety Seminars – a series of presentations for employers on a range of workplace safety issues
- Alcohol and Drug Counselling Service - early intervention, education, support and advocacy for people affected by addiction & substance abuse
- BUS (balanced, upright and safe) – a programme for older people focused on improving strength and balance as a means of preventing falls
- Dads n Lads Training Series – an activity programme focused on helping fathers to be more active with their sons
- E Kare – a programme for young people involving community project work, education courses and recreation activities
- Fire and Rescue Services Industry Training Organisation – an excellence in training award for volunteer rural fire forces

- Fire Awareness and Intervention Programme – a programme for children and young people with fire lighting tendencies
- Lakes DHB Suicide Prevention Coordinator - focussed on leading and facilitating cross-agency collaboration to implement the NZ Suicide Prevention Strategy
- Learn to Swim – courses to learn the basics of swimming
- Modified Tai Chi – courses for older people to help build strength and prevent falls
- Parenting and Life Skills Programmes - a range of programmes available to support most aspects of parenting and life skills
- Parents as First Teachers – a programme to assist and encourage parents to participate more effectively in their children's early development and learning
- Physical wellbeing and Iwi Development programmes for Maori – a physical activity programme to promote health and wellbeing for Maori
- PoolSafe Scheme – an independent assessment of a pools' management and operation
- Primary Health Care Services – a range of programmes wrapped around local GP clinic including mental health and programmes for older people
- Rangitahi Lifeguard Award – a training programme to develop the skills and knowledge to perform effectively as a lifeguard
- Rotorua District Council Safety Forum – an internal RDC staff forum to share information about current safety issues and programmes
- Rotorua Recreation (Get Active, Stay Active) and visitors – a booklet with information about recreational activities and safety information
- Rotorua Rest Home Games – an opportunity for older people in rest homes to participate in activities
- Rotovegas Youth Health Service – a health and counselling service for young people aged 15-24 years
- Rural Fire Research - a programme aimed at increasing knowledge of fuels and fire behaviour and strategies to improve safety
- Short Course Certificate in Fire Safety – a course that covers fire safety knowledge required by employees or supervisors in vocation industries
- St John - Caring Caller & Transport Health Shuttle – a free service that provides a daily contact person for people who live alone
- Sunflower Month – 'Staying Safe At Home' Meetings – a day for older people who live independently to receive advice and information about safety in the home
- Swim for Life – swimming lessons to equip children with the skills to be able to swim 200m by the time they are 12 years old
- Swim Station Scholarship Programme – a programme to subsidise swim station lessons for families
- Tamariki Ora – Well Child - a home based well child service delivered to children aged 0 to 5 years by Registered Nurses
- Te Arawa Games - intertribal games to encourage healthy living amongst descendants of Te Arawa
- Te Kotahitanga - a fire safety project that aims to cut the high number of house fires and fire-related fatalities, including installing free smoke alarms in homes

- Unison Lake Safety Programme – a programme to equip children with the key elements of aquatic awareness and lake safety
- Vitamin D Supplements – provision of Vitamin D to older people as a means of preventing falls
- Water Safety Awareness Week – lessons and information about swimming and staying safe on and in the water
- Whakawhanaungatanga - Suicide Prevention Initiative – a project to improve the care of people that present to services at risk of suicide or self harm
- Women's Activator training Series – a programme of physical activity and information sessions including water confidence and safe biking skills

EXAMPLES OF AGE-BASED PROGRAMMES THAT HAVE RUN INCLUDE:

- Children 0-14 years (e.g. Swim for Life, Tamariki Ora – Well Child service, Kidz'n'Carz, Tykes on Trikes),
- Young people 15-24 years (e.g. E OHO, Rotovegas Youth Health Service, Rotary Youth Driver Awareness, School holiday Youth Programmes),
- Adults 24-64 years (e.g. ACC Workplace Safety Seminars, Drink OR Drive campaign, Bloke's and Women's toolbox, Parents as First Teachers)
- Older adults (e.g. Balanced Upright and Safe, Vitamin D Supplements, Agewise Drivewise, Rotorua Rest Home Games).

CASE STUDY: ALCOHOL IMPAIRMENT EDUCATION PROGRAMME (AIEP)

Over 18 months – only one recidivist drink driver reoffended out of 130-plus educated

WHAT IS AIEP?

A committee of stakeholders focussed on reducing the incidence of repeated alcohol related harm within the Rotorua Community – including include Police, Rotorua Lakes Council, Te Utohina Manaakitanga Trust, St John, Corrections and Rotorua Mortuary.

STRATEGIC CONTEXT / VISION

SJ2020: A safe road system increasingly free of death and serious injury.

The AIEP targets the 'Safe Road User' pillar with the goal to ensure road users are competent, alert, unimpaired, comply with road rules, choose safer vehicles, take steps to improve safety and demand safety improvements.

Turning of the Tide – Strategy NZP 2012/13 – 2014/15

This AIEP supports the NZP Turning of the Tide strategy. It applies the prevention ethos to victimisation, offending and crashes among Maori and commits Police and Maori to working together to achieve common goals. AIEP aims to lower victimisation and offending in Maori communities and road trauma.

EVIDENCE OF THE PROBLEM – (WHAT)

Alcohol and drug related crashes are a high strategic priority identified in Safer Journeys. Locally this issue is of concern due to the number of deaths and/or serious casualties resulting from these crashes, which reflects a high level of collective risk. In addition alcohol and drugs has been identified as high risk regionally via the community at risk registers and also high priority area of concern for Policing district. Need for intervention is paramount in light of evidence supporting the high risk and need for Rotorua District.

PROJECT DESCRIPTION

AIEP aims to:

- Help participants to understand and accept the adverse effect that any level of alcohol or drugs has on safe driving and riding.
- Focus on the effects of alcohol and drug use on the body.
- Highlight the (Ripple Effect) or consequences of poor decision making on our entire community.

We use local speakers from Emergency Services through to Morticians to share their experiences encountered as part of their role at work. Their brief is to try to motivate a change in attitude and behaviour in the course participants and to provide them with the tools and support to undertake change.

Scope: members of the community identified by Police and Corrections as 'at risk' for alcohol related harm/infringements.

Referral path: AIEP participants identified and referred from Probation via Corrections Department

KPI: 10 courses per calendar year: 10 participants per course (14 registrations to allow for drop off)

WHAT CAME BEFORE

(known successful programmes)

- International examples
- AIEP in other regions
- Eastern Bay Recidivist Marae based Programme
- Local provider models
- Adaptation for local success

SUCCESS FEATURES

- Critical success features
- Administrator role
- Terms of reference (each organisation playing a part and taking ownership)
- Risks to success – and counter measures

FUNDING OF AIEP

Funding is from Rotorua's Community Road Safety Programme 2012-15 which is currently subsidised by NZTA on a three year cycle. This programme is to be reviewed every year by the committee which will allow flexibility to change the number of days devoted to AIEP, based on the crash statistics and change in trends and budget allocations.

A budget sheet is to be maintained by Rotorua Council and required for reporting to NZTA.

FRAMEWORK

10 courses per calendar year

Evaluation

The planning committee acknowledge that while AIEP is designed to strategically contribute to a decrease in death and serious injury, this evaluation focus is on outcomes that fall within the realistic 'sphere of influence' for project (underlined) - e.g. is AIEP reaching the right people and having an impact on their behaviour and enhancing community safety.

- Pre study (face to face) - Collation of participants' behaviour data (Police, Probation)
- Survey of participants - knowledge, attitudes and behaviours
- Post study (evaluation at conclusion of AIEP) - Survey of others (Probation): participants knowledge, attitudes and behaviours
- Extended post study (face to face) - Collate and compare (with pre) participants' behaviour (3, 6 or 12 months later)
- Follow-up survey - random selection of participants
- Long term - Police to collate/maintain long term record of post AIEP attendee offences over a 12 month period.

STAFFING:

District Council staff x1

Police – x3 staff members present at each course.

Speakers – x4 as required for each session (Te Utuhina Manaakitanga Trust, LDHB – Mortuary, St Johns Ambulance, NZ Police, other).

CASE STUDY CITY ASSIST/GUARDIANS

Keeping our visitors safe has been a real focus in Rotorua over the years. The City Assist programme aimed to reduce crime and increase the satisfaction of visitors to Rotorua. Since 2007-2008, City Assist Ambassadors were employed by the Rotorua District Council over the summer months, to act as the 'eyes and ears' for Council and Rotorua Police. There are now four full-time City Guardians working out of the central city focus, along with council-owned security camera's and information office.

THE PROGRAMME WAS PUT IN PLACE FOR A NUMBER OF REASONS INCLUDING:

- The Regional Visitor Monitor (RVM) survey, which asks visitors about their expectations and their experience of Rotorua, indicated a downward trend in both the percentage of respondents expecting to find Rotorua to be a safe and secure place to visit and in the percentage of respondents rating their satisfaction of safety and security as 8 out of 10 or better
- Crime committed in the CBD makes up a significant proportion of all crime committed in the Rotorua Police Area.

Staff patrol areas of the central city and surrounding reserves, are highly visible and are available to answer queries from visitors and locals to Rotorua. They are constantly on the look out for suspicious, troublesome or illegal behaviour, which they report to the Rotorua Police. The initiative overlaps with other focus areas from the local Crime Prevention Plan and evolved based on evaluation and feedback from staff and partners involved in the project.

The success has been is evaluated by monitoring:

- Police reported crime statistics
- Perceptions of safety and satisfaction as measured by the Regional Visitor Monitor survey
- Perceptions of safety via annual Rotorua Council Perceptions of Safety Survey
- Qualitative feedback from project partners about their views of the project
- Qualitative feedback from staff

Examples of changes made to the programme, as a result of evaluation, are outlined in criteria five.





CASE STUDY SAYING NO TO FAMILY VIOLENCE WHITE RIBBON DAY

Following instance of high profile family violence in Rotorua, Violence-free messages have continued to be promoted via this initiative of Rotorua Safe Families and the Rotorua Family Violence Prevention Network. Along with a host of other organisations they join together annually, in a public awareness-raising project to support the White Ribbon Day Campaign, which is internationally recognised on 25 November.

Creating safe and violence-free families is a focus for Treasure Rotorua and for many other agencies that operate in the District.

The White Ribbon Day campaign is a day when those wishing to say no to family violence, especially male violence towards women and children, are invited a white ribbon. The campaign aims to encourage men to speak out against violence towards women. In Rotorua, the day also enables non-government and government agencies to connect with the community and to share information about their services.

The main target groups for the campaign are:

- men in the community
- all those in community who want to stand up and say 'no' to male violence towards women and children
- all whose lives maybe impacted by family violence

APPENDIX 11 – RBA RESULT CARDS

Treasure Rotorua – Results Based Accountability
(RBA) RESULT CARDS SUMMARY 2013-14

RESULT CARD ONE: ALL CHILDREN ARE SAFE IN THEIR HOME ENVIRONMENT (AND TRANSPORT TO AND FROM SCHOOL/ HOME)

Trial Indicators (ref Rotorua Data Appendix 3):

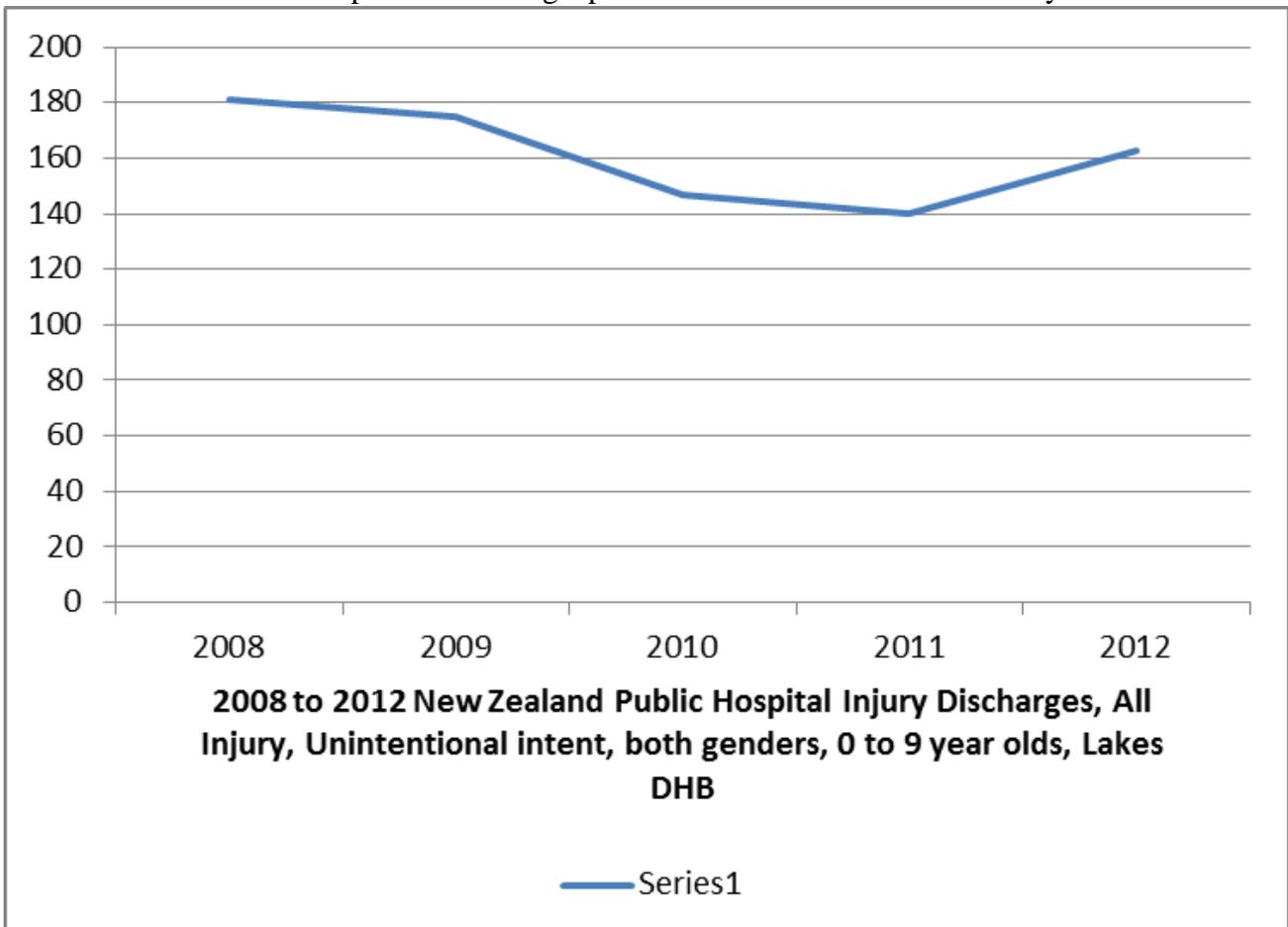
1. Rate of unintentional childhood Injuries – Source ACC Childhood injury indices.
2. New Zealand Public Hospital discharges for 0-9 year olds.
3. Number of substantiated reports of child abuse- Source Child Youth and Family Rotorua

What the data tells us

ACC Childhood injuries indices-There has been difficulty obtaining local results relating to childhood injuries in our district. Requests to Safekids Aotearoa, ACC and Lakes DHB have so far failed to provide any updated data, regarding general childhood injuries within the Rotorua area. Efforts are continuing to access any data which is more localised. From discussions with Safekids Aotearoa, there has been little change over the past 5 years to areas of concern, or patterns of injury.

New Zealand Public Hospital Discharges: Nationally speaking between 2008 to 2012, Unintentional injury, both genders, 0 to 9 year olds, all regions remains fairly static, with no change to priority identified issues.

Lakes DHB results show a pattern trending upwards the results for 2013 are not yet available.



DRIVEWAY RUNOVER EDUCATION

What did you do?
(changes/evaluation)

Provided at local community and Plunket events.



How well did you do it?
(reach/numbers)

The Safekids driveway run-over kit was utilised at community events e.g. Weekly Thursday night market in the Central Business District and Reporoa Rural Fun Day, to raise awareness of dangers for children, around reversing vehicles on driveways.



Is anyone better off?
(changes/evaluation)

The kit, combined with practical demonstrations and education resources, was used at urban and rural events with a potential reach of several hundred people.



BOTTOMS ON BIKES PROJECT

What did you do?

This community project came out of a request for bikes for children in a low socio economic area of Rotorua, called Owhata. Workshops were given, alongside the distribution of free bikes and free helmets. Children and parents were given cycle skill training, bike maintenance; and social cycle groups were formed to provide children with supervised fun rides. A quiz was held with a free child safety seat as a prize, to raise awareness of the recent child restraint law change. Treasure Rotorua worked with the local Mokoia Community Association, and a street group who had come together 18 months earlier to turn an unused reserve space into a maara kai (community garden). It was the children of some of the families involved in the garden who wanted to do more with and for, their children.

How well did you do it?

- 150 children received free bikes, safety helmets and cycle skill training which included road safety instruction.
- Workshops were provided by Police and Council.
- Awareness of changes to the child safety restraint law was raised, with a competition where a child car seat was offered as a prize.

Is anyone better off?

- *Raised awareness of road safety, increased cycle skills, improved relationships with Police and increased enthusiasm and community ownership.*
- *150 children received Free bikes and helmets.*
- *Many happy children and plenty of smiles on the day and as they left the reserve space.*
- *Future Bike activities are being planned for children in & around this area.*



A community development project providing free bikes and safety helmets, to over 150 parents and children.



A quiz was held to raise awareness of new child restraint laws with a free car safety seat as a prize.



RESULT CARD TWO: ALL YOUNG PEOPLE ARE SAFE IN OUR NEIGHBOURHOODS

Indicators:

1. Reduced number of serious injury or fatal crashes, involving young people.

- Data source CAR (Community at Risk Register) which is a ranking based on personal risk using fatal and serious crash data from CAS (Crash Analysis System).

2. Reduced numbers of suicide attempts by those up to 25 years of age as reported by police. Data Source Police.

What the data tells us:

CAR results 2013-in 2012 Rotorua had 137 injury crashes 4 fatal. 186 total injuries which exceeds national figures for moderate to serious cost injury claims. In the 2013 period there were 116 serious or fatal crashes and injuries, sustained in the 15-24 age groups.

Suicide figures-Over the five years from 2007 to 2011, Bay of Plenty DHB was one of three DHB's which had statistically significantly higher suicide rates than the total New Zealand rate. Suicide figures for young people in the Rotorua District are included in Bay of Plenty DHB data. Nationally for youth aged 15–24 years, in 2011, suicide was the most common cause of death for youth (124 deaths). The second most common cause of death for this age group was motor vehicle accidents (86 deaths). This equates to youth mortality rates of 19.3 per 100,000 for suicide, and 13.4 per 100,000 for motor vehicle accidents.(www.moh.govt.nz).



What did you do?
(changes/evaluation)

How well did you do it?
(reach/numbers)

Is anyone better off?
(changes/evaluation)

DRIVER DIRECTIONS

Offered workshop for young people to gain additional driving skills.

20 young people attended the course.

Comments from participants included “very helpful, good for helping my driving, good fun learnt lots of new things, very informative”.

DRIVING SKILLS TRAINING 10 DECEMBER 2013

Practical driving skills day for over 65's. Run by Taupo District Council. A practical day of driving around the Ricoh Taupo Motorsport Park with driving instructors, police and other experts to give advice. Providing opportunities for older persons to refresh on driving skills.

10 elderly persons were able to participate in this activity.

Increased confidence, and understanding of ability and reaction times.

CACTUS YOUTH PROGRAMME

What did you do?
(changes/evaluation)

How well did you do it?
(reach/numbers)

Is anyone better off?
(changes/evaluation)

A boot camp style training course designed to improve skills, build positive relationships, goal setting, and leadership skills. Creating youth ambassadors and active citizenship.

In 2013 two programmes were conducted at Western Heights High School and Reporoa College, there was also 2 at Taupo, one at Murupara and one in Hamilton as well as Te Puke which Rotorua Police helped establish. 25 young people from ages 14 to 16 years attended each course.

In 2013 we had the first ever inter cactus challenge with Murray Fleming and the tough guy challenge from all those areas mentioned coming together which involved putting 160 cactus kids through the run in August. This event was a great success with many young people and their families celebrating improved attitudes. Building positive relationships and Police believe reduced opportunities for offending.

RESULT CARD THREE: ALL RESIDENTS AND VISITORS ARE SAFE IN OUR COMMUNITY

Indicators:

1. Number of people who die from suicide - Source Coroner
2. School attendance and achievement rates - Source Ministry of Education
- 3 The results of RDC Perception of Safety Survey 2013
4. NRB Communitrak survey results –visitors experience

What the data tells us:

Rate of Suicide: Requests to the Rotorua Coroner for these figures is still outstanding.

Ministry of Education 2013 - 2014 Rotorua schools have seen an increase in their NZCEA

Results: We have been informed that actual data will be available from NZQA shortly.

Visitor Insights Programme: Quarterly Update 2013 - Results for the period January 2013 - March 2013 indicate overall satisfaction with Rotorua as a visitor destination, with highest trend indicator as Rotorua being a 'fun and friendly' region, with 'carefree and full of life' and 'creative and colourful'. Rotorua scored a 7% rating for 'safe and comfortable'* slightly down from other regions where the average score overall was 8%.

Perception of Safety Survey 2013: The majority 87% of respondents stated they felt either 'safe' or 'very safe,' this result is on par with earlier years. In 2015, this figure was 84% in the CBD during daytime but less at night. This has contributed to a redesign of the CBD in 2015 and additional survey questions for the annual survey to identify other areas of concern outside of the CBD.

- Note: Communitrak do not provide a definition of 'safe and comfortable'.



INJURY PREVENTION

What did you do?
(changes/evaluation)

How well did you do it?
(reach/numbers)

Is anyone better off?
(changes/evaluation)

CHRISTMAS PARADE - NOVEMBER 2013

Treasure Rotorua partners entered a float in the annual Christmas Parade. The float shared key safety messages around falls prevention, Sun smart, water safety, emergency preparedness, family safety, and alcohol harm reduction.



Civil Defence Mascot, Stan, interacted with the crowd as the parade moved

It was a beautiful day and thousands of residents and their families turned out for the parade. Float was one of over 50 floats in the parade.



Road Safety Messaging on our stilt walkers

Raised awareness of safety and injury prevention in a variety of environments, messages. Increased collaboration and networking with community groups, and local businesses.



Safer Families Anti-Violence

SAFETY WEEK OCTOBER 2013

Safety information and interactive displays were provided at the local night market, and public library. Competitions, driveway run over activity kit and emergency preparedness resources were provided.

Parents were reminded of the new law change around child car restraints. Children had their height measured.

Children had their height measured by Plunket staff.

Over 200 people attended the market. A good majority were able to access information and resources and participate in interactive activities.



Increased awareness of what the law says about child car restraints. Increased awareness of emergency preparedness.



FREE information advice and Civil Defence

What did you do?
(changes/evaluation)

How well did you do it?
(reach/numbers)

Is anyone better off?
(changes/evaluation)

PROPERTY IDENTIFICATION PROJECT

Neighbourhood Support provided invisible marker pens to registered Neighbourhood Support houses.

Funding for 8700 invisible marker pens, which were attached to an explanatory booklet, and delivered to households. 500 allocated for Te Pou Kapua - Safe as Houses project, in March 2014.

Comments from participants included “very helpful, good for helping my driving, good fun learnt lots of new things, very informative”.

FALLS PREVENTION WORKSHOPS

Organised presenters and activities to inform of falls prevention strategies. Attendees receive advice on maintaining agility and fitness levels, to reduce injuries by falls.

20 attended each session.

Attendee’s awareness of falls prevention increased. It is difficult to predict how many falls did not occur however, statistics from ACC community injury profile will be monitored for any reductions in incidences.

LEARN TO SWIM PROGRAMMES

The Unison Lake Safety Programme is all about ensuring children are equipped with key elements of water safety education whilst having fun in, on and around the Lakes of Rotorua.

Skills taught at the Rotorua Aquatic Centre can easily be transferred to any aquatic environment and consist of the following

- Rope throws and rescues
- Life jacket education
- Kayaking
- Deep water survival skills
- Swimming strokes

Yearly target of 1000 participants.

Since inception in 2004, a total of 18,192 children have actively participated in the Unison Lake Safety Programme. Unison has just recently extended their sponsorship for another term (3 years – 2013-2016) with Rotorua Swimsation who are based at the Rotorua Aquatic Centre.

Waterbase statistical data: Water Safety New Zealand. Data 2011, 13 total drownings, year to date October 2012- 5 drownings (most recent information available).

2013/2014 target reached with 2285 participants to date successfully completing the Unison Lake Safety Programme.

What did you do?
(changes/evaluation)

How well did you do it?
(reach/numbers)

Is anyone better off?
(changes/evaluation)

LEARN TO SWIM SCHOOLS PROGRAMMES

Programmes are run in conjunction with Water Safety New Zealand, Sport Bay of Plenty and Rotorua Swimsation, skills taught and developed range from basic foundation skills to advanced techniques which may also include a deep water component.

Year to date Swimsation have delivered this programme to over 1353 students. This programme will continue to improve water safety awareness amongst Rotorua children, and reduces the impact of cost as a barrier to learning to swim as this programme is run through schools, and is financially supported to keep costs low.

Waterbase statistical data Water Safety New Zealand. Data 2011, 13 total drownings, year to date October 2012- 5 drownings (most recent information available). 2013/2014 target reached with 2285 participants to date successfully completing the Unison Lake Safety Programme.

ACC PROVIDED FALLS PREVENTION SEMINARS FOR THE ELDERLY

5 workshops were delivered to residential care homes, during January – December 2013.

Over 100 participants attended these workshops.

Increased awareness and knowledge around injury prevention.

REPOROA RURAL DAY- NOVEMBER 2013

Safety awareness at Reporoa Rural day - Attendees received information on road safety messages including driveway run-over injuries. An opportunity for young people to experience the fatal vision goggles and to understand more about the impact of alcohol and other drugs on reaction time and driving.

Information and interactive displays by emergency services and Civil defence.

Over 1000 people attended this event



Raised awareness of safety messages. An opportunity for young people to experience impairment whilst wearing fatal vision goggles.

HEALTH PROMOTING SCHOOLS (HPS) AND WORKWELL PROGRAMMES

Health Promoting public health advisors work with local schools and workplaces to provide injury prevention strategies and advice.

Web content is available and includes information on physical safety, injury prevention, sexual harassment and abuse, and mental health (includes alcohol and drug use).

The aim of these public health programmes is to decrease risk of injury and improve health outcomes.

Working on an accreditation model participating schools and businesses can develop strategies to support health and reduce inequalities contributing to safer work design, improved outcomes and sustainability.

Up to date national and International health information and research is shared and free resources distributed.

Currently there are

- 10 Rotorua workplaces with a total of 2910 employees participating in WorkWell.
- 24 Rotorua schools with a total of 4513 students participating in HPS.

Schools and businesses participating in these programmes report increased awareness, improved health and educational outcomes.

Participating schools and workplaces have been supported in the development of policy and practices which improve health and reduce accident and injury. Workplaces such as RDC are working through the WorkWell accreditation stages and making environmental improvements to support employee wellbeing which in turn will reflect on health improvements and a reduction in injury.

What did you do?
(changes/evaluation)

How well did you do it?
(reach/numbers)

Is anyone better off?
(changes/evaluation)

SETTLEMENT SUPPORT-WATER SAFETY AND DAY AT THE LAKE (16 NOV 2013)

Aims of the event were to :

- highlight migrants' general lack of knowledge of water safety with local service providers in the sports and recreation sector.

- to provide an opportunity for migrants to meet local providers, to find out how to get involved in local activities and to try activities in the water in a safe environment with appropriate equipment.

- to provide an opportunity for service providers to meet migrants to find out their needs and any concerns.

- to introduce a traditional and contemporary Maori activity (Waka Ama) to migrants and for the Waka Ama group to meet newcomers.

Over 50 migrants attended from over 20 nationalities. Ten local organisations and the SNSG assisted with organising and promoting the event.

Short Presentations were given by:

- Rotorua Aquatic Centre-How to fit a life jacket correctly and learn to swim programmes.

- Coastguard Rotorua Lakes-The different characteristics of the various lakes around Rotorua. Water activities that are appropriate on different lakes around Rotorua. The role of the Coast guard and how to get involved.

- Rotorua Anglers Association-Fishing demonstration and where to learn to fish.

Activities:

Waka Ama canoeing by the Te Awara paddlers.

Kayaking by Rotorua Aquatic Centre

It was the first time SSNZ had worked with service providers in the sports and recreation sector. They were surprised at the response from migrants and appreciated the opportunity to speak to them, as many migrants tried the activities for the first time. The issue of water safety was highlighted the following week as visitors to the area



Speedboat trips by a member of the Rotorua Water ski Club



FIRE AWARENESS AND INTERVENTION PROGRAMME (FAIP)

This programme caters for all children and young people with fire lighting tendencies aged under 18 years old. The aim of the programme is to teach young people a greater respect for fire and its potential consequences. Referrals are made directly to the programme coordinator (Tauranga based). The practitioners are fire-fighters who are fully trained.

98% of referrals stop lighting fires. Over 600 referrals a year nationally.

Rotorua Fire Service were unable at the time of writing to provide actual figures for the Rotorua area. Reduces arson activity in community. The financial cost to the country is around \$35million. As schools are a prime target, this is an area we focus will be placing more focus on. A collaborative interagency approach addressing other social issues/problems also.

HOME FIRE SAFETY CHECKS

A fire safety project that aims to reduce the number of house fires and fire-related injuries and fatalities, including installing a free 10 year battery photoelectric smoke alarm.

Best practice is 'by referral' via Hauora, Plunket etc. Over 232 fire safety checks were conducted in 2013.

Measured by percentage of homes with installed smoke alarms. Also by numbers of fires, fire deaths and fire related injuries.

MARAE FIRE SAFETY (MFS) PROGRAMME

A free service to Marae representatives offering advice to mitigate risks of fire on the marae, and tailored information regarding fire protection systems.

All marae in Te Arawa rohe have been offered the Marae Fire Safety programme. Promoted at Marae Expo held at Te Papaouru Marae in September 2012.

Marae who accept MFS are informed and better positioned to make decisions regarding fire safety procedures and fire protection systems in and around their marae.

FIREWISE / MĀUI TINEI AHI

Fire safety education programme for primary school-aged tamariki. Promotes fire safe behaviour, smoke alarms in homes, and home escape plans.

Promoted with all schools/kura in Rotorua area twice annually.

Children learn fire safe practices & behaviour and are able to share these messages at home with their whanau. Reduced incidence & consequence of fire.

What did you do?
(changes/evaluation)

How well did you do it?
(reach/numbers)

Is anyone better off?
(changes/evaluation)

AGEWISE DRIVER REFRESHER COURSE

A free class room based road safety update for over 65's - Workshops were held on 25 & 29 July 8, 23 & 28 Aug, 12 Sept, 17 Oct and 21 Nov 2013.

The aim of the course is not only to revise the road rules but to also:

- Recognise the effects of the ageing process on driving.
- System to identify how your driving is affected at present or may be affected in the future and provide coping strategies that can be used to compensate for these effects.
- Help enjoy safe and successful mobility for as long as possible.
- Encourage to consider becoming less reliant on your car.

106 participants in total during 2013.

No way to go back and physically measure whether they are better drivers. Hard to measure success other than the positive feedback on the evaluation forms which are filled out on the day.

AGE CONCERN POWER OF ATTORNEY WORKSHOP OCTOBER 13

Workshops were offered to businesses, services and health professionals.

30 plus individuals attended first workshops with more workshops planned.

Raised awareness of issues around elder financial abuse and increased knowledge of what the law says.

ELDER ABUSE AND NEGLECT WORKSHOPS

In-service workshops provided to staff of

- Residential Care Facilities.
- Marae based workshops.
- Korowai Maori Health Services.
- Salvation Army staff.
- Health Care NZ.

Over 200 staff attended these sessions.

Feedback from services inform us that staff have are more aware and have more information of issues around elder abuse and neglect.

WOMEN'S HEALTH EXPO APRIL 2013

Provided information on elder abuse and neglect and offered workshops and training.

Over 1000 women and their families attended this expo.

Attendees received information on level of elder abuse and neglect and information on how to access assistance and support for the elderly and their families.

CIVIL DEFENCE EMERGENCY PREPAREDNESS

1. *Presentation to early childhood services, schools, elderly care homes, migrant groups, youth groups and service groups and accommodation providers.*

Raised awareness of emergency preparedness and distributed resources.

Staff members, clients, students and members of these groups all received information and advice relating to emergency preparedness.

Raised awareness of emergency preparedness procedures and requirements in event of a natural disaster. Discussed evacuation procedures and suitable assembly areas. Reports indicate a higher number of emergency kits and plans in Rotorua than in other districts.

1. Static displays at library, night market, community events, open days.

Everyone who attended these events and activities had an opportunity to read this information.

Raised awareness of how to prepare for a natural disaster.

2. *Local community response meetings* - Discussed planned local activities for whole of community during an emergency or natural disaster.

Four communities Ngongotaha, Rotoiti, Waikite Valley, and Tarawera (all rural communities) within Rotorua District were supported to develop their community plans.

3. *Rotorua Museum School Programme-Jul to September 2013.* Awareness raising workshops focussed on emergency management were held in Rotorua Public library.

Supplied resources for entire programme. Response team gave presentation to approximately 50 people on her experience in Christchurch. Presentation on emergency preparedness. Several schools attended and thousands of visitors to the museum over the 3 month period were given information and resources.

Raised awareness and knowledge of what to do in case of an emergency. Rotorua as a visitor destination needs to ensure visitors to this region understand the natural hazards and where to seek help in the case of an emergency.

4. *Marae Preparedness*
Discussed objectives and goals of marae preparedness with local iwi. Visited elders and committees for Ngati Tura, Ngati Te Ngakau Hapu Trust. All marae received bags of resources and information packs.

Three of the 34 Marae within the Rotorua District received information about preparing for an emergency.

Heightened awareness and interest in Civil defence activities and training. Better preparation for times of disaster.

5. *Earthquake prone buildings*
Presentations were given on how to prepare for an emergency.

Representatives from 15 Marae attended.

Having identified possible issues with earthquake prone buildings discussions around evacuation and welfare as well as emergency preparedness was warmly received by attendees. Knowledge and awareness was increased as well as increased interest in Civil defence activities.

CRIME PREVENTION

Overall the crime statistics for Rotorua have dropped by 8.1%. Notable results in 2013 were a 26.2 decrease in sexual assault and related offences, 19.1% decrease in unlawful entry with intent/burglary and a 18.3% decrease in illicit drug offences. Unfortunately in 2013 Rotorua featured in the list of the top 10 areas with the highest rate of child abuse.

Treasure Rotorua partners work closely to advocate for initiatives and programmes to reduce crime and increase safety in our community. This year (2014) the steering group focussed on a community project called Te Pou Kapua Safe as House to address some community concerns and issues around crime. Most of the planning for this project took place throughout the 2013 year. Local iwi and community representatives worked closely with Treasure Rotorua to implement this project which will be included in the 2014 annual report.

In addition Rotorua as a safe community was invited to apply for funding for crime prevention from the Ministry of Justice. We were fortunate to receive funding for 18 months to implement crime prevention projects including crime prevention through environmental design assessments.

CRIME PREVENTION ADVISORY GROUP

The Crime Prevention Advisory Group was initiated at the time of Rotorua's Safe Communities designation. Following the signing of a working protocol between Police and Rotorua District Council these meetings involving key personnel from Rotorua District Council Police, Child Youth and Family and Ministry of Social Development focus on issues around safety and crime in the district.

At least 4 meetings are held each year with attendance from key personnel from CYFS, MSD, Police and local government.

Priority issues are identified and strategies developed to reduce crime and the impact of crime in the district. In 2013 there was a particular focus on the inner city area following increase in use of synthetic cannabinoids and the resulting behaviours from youth in particular. The RDC sponsored Perception of Safety survey results show there is still a high sense of feeling safe within the CBD both day and night.

What did you do?
(changes/evaluation)

How well did you do it?
(reach/numbers)

Is anyone better off?
(changes/evaluation)

CITY SAFE GUARDIAN PROGRAMME

- a) Ambassadors patrolling the CBD and reporting crime and being a highly visible presence.
- b) Guardians hotline.
- c) Supporting Police & parking wardens.
- d) Assisting visitors & locals by providing information.
- e) Support / monitoring of CCTV cameras
- f) Supporting events and activities relating to youth and alcohol and other drugs harm reduction

In the period Jan to June 2013 – Four City Safe Guardians have been employed on fixed term contract to patrol the streets within the CBD as a deterrent to crime and source of information and advice for locals and visitors. The hours worked are from 9am to 6pm Mon, Tue, wed and Friday and 9am to 8pm Thurs. The Guardian team also work weekends on reduced hours and attend local community events as an additional crime deterrent. The Guardians provide crime prevention advice to over 350 retailers and businesses within the inner city area. Supporting the work of Neighbour Support Group and Police the Guardians issue 'Beat the Thief' and other notices to advise on personal and property safety and to reduce opportunities for crime to occur.

Police tell us that with the support of City Safe Guardian programme and with the Police Prevention First programme that offending and overall crime statistics has reduced. Comments from Police include- "Please pass on the message of appreciation to the Guardians. This is another example of the great work they do in the CBD. There is without a doubt a lot more of this that we probably don't recognise enough. They are an absolute asset to keeping the city safe and providing public reassurance. We (intel) all feel they have a great passion for their work, are a pleasure to work with and always seem to go that extra mile". In Rotorua crime has reduced consecutively over the past 3 years with an 8.1 % decrease in 2013.

CCTV PROGRAMME

CCTV camera surveillance has been a pivotal part of the additional surveillance and crime reduction programme for the inner city area. We have 29 Cameras in total that cover the majority of the CBD area, excluding Kuirau Park. These operate 24/7 with an approx. memory life 14 – 21 days on the hard drive. Anything that needs to be placed in the archives must either be recorded as still shots, or as a downloaded multi-media programme (needs to be vetted by Police)

An average of 41 hours a month were spent on monitoring the CCTV cameras by The City Safe Guardians. In addition there are several community volunteers who monitor cameras when able.

Incidences have reduced and offenders have been apprehended with the use of our cctv network. The promotion of the use of CCTV cameras supports and increased perception of safety within the inner city area.

What did you do?
(changes/evaluation)

How well did you do it?
(reach/numbers)

Is anyone better off?
(changes/evaluation)

REPLACING NEIGHBOURHOOD SUPPORT SIGNS

Neighbourhood Support Co-ordinator completed stock take of all NS signs across Rotorua city. Many were hidden from view by overgrown vegetation and trees and some were damaged or missing. Following this review NS sought funding from a variety of funders to buy new signage to install across Rotorua. In the process of updating signage, each NS group was contacted and asked if they were active-if not active, no replacement signs were installed in the area, if active and signs needed replacing these were replaced. New groups who did not have signage in their area, received signage to install. Installation of signs was completed by partnering with a number of other agencies e.g. service clubs and NS members.

850 replacement road signs were purchased, along with 8700 letterbox labels and all were installed over several months.

200 new households joined up to NS this year many as a result of this project, providing additional safety and crime prevention awareness in more neighbourhoods.

WHITE RIBBON DAY –16 NOVEMBER 2013

A community event was held to raise awareness of both the White ribbon and violence against women.



There were approximately 150 people at this event and more than 30 motorcyclists who took part in the White Ribbon ride sharing their stories and riding onto other towns to raise awareness.

Monitoring of Police Crime statistics indicate that although most other forms of crime are reducing Rotorua still has high reporting of sexual related crimes, it is thought some of this may be due to more confidence in reporting and less tolerance for this sort of crime.

ROTORUA SAFER FAMILIES NETWORK

The RSFN provides an opportunity for those agencies and individuals concerned with family violence to contribute to open discussion around violence, to identify gaps in service, improve access to services and information. The forum co-ordinate activities, distribute information, organise presenters and guest speakers. RSF is a steering group for this work in Rotorua, with members from Central and Local Government, Iwi, social services-focus on family violence and local initiatives and funding. There is a paid co ordinator who works across both groups mentioned here.

Approximately 25 people representing various government departments, community groups and health/education services attend these monthly meetings. During 2013 there were on average 50 reported incidences of violence per week of these 67% were between intimate partners. On average 9 people per week were assaulted by their partner of these children were present at 67% of the incidences.

Reported incidents of family violence continue to increase in Rotorua- with on average 50 call outs per week. Support services are well used by local people, and continue to maintain contracts with funders for the delivery of these services.

KIA ORA SAFETY BROCHURE

A collaborative project the development of this safety brochure was to provide safety advice to tourists and visitors to Rotorua.

The first print was funded by Treasure Rotorua and ACC. Over 14,000 copies of the brochure were circulated to tourism operators, accommodation providers, Waiariki Institute, Museum, I-site, City Focus, souvenir retailers, event promotions and others. An additional reprint has recently been funded and nearly 6000 of these copies have already been distributed.

Raised awareness of safety messages in divers environments visited by locals and International tourists.

COMMUNITY PATROLS

Community Patrols provide a voluntary service in 2 local suburbs Western Heights and Ngongotaha. These patrols provide a valuable service being the extra eyes and ears for Police.

Each week volunteers in our community dedicate their time to ensuring the safety of our residents. These personnel receive training from Community Patrols NZ and are supported by community funding.

Increased monitoring of city and urban streets. Increased sense of safety and reduced offending.

RESULT CARD 4 ALCOHOL HARM REDUCTION

Indicators

Road crashes where alcohol was a contributing factor.

What the data tells us

Alcohol contributes to family violence figures, serious assaults and sexual offending all of which have increased in Rotorua.

What did you do?
(changes/evaluation)

How well did you do it?
(reach/numbers)

Is anyone better off?
(changes/evaluation)

ALCOHOL FREE YOUTH EVENTS

Alcohol free Youth Ball held November 2013-
A Christmas themed youth ball organised by RDC's Youth Council members and supported by Treasure Rotorua partners was held in November.

Attended by over 100 young people this alcohol and Smoke free event offered road safety and alcohol and drug free messages

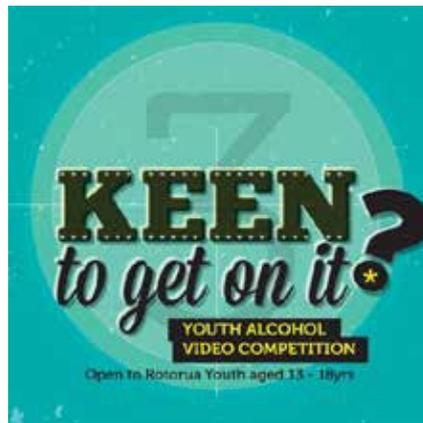
Provision of alcohol free events provides safe and fun opportunities for young people to socialise.

YOUTH ALCOHOL HARM REDUCTION PROJECT "KEEN TO GET ON IT"?

A competition was held for young people aimed at getting Rotorua young people to think about alcohol & safety. Winning videos could be used in commercials or videos for Facebook or YouTube with 1st Place Prize valuing \$ 1000, 2nd Place Prize valuing \$ 600 and 3rd Place Prize valuing \$ 300, plus heaps of spot prizes.

There were 13 entries from individual and school, youth groups. Over 100 young people and their families attended a video screening evening where prizes were awarded. In addition the winning videos have been offered at other events such as the youth open air movie night.

Youth and their families attending identified that they had more awareness of the influence of alcohol, were more knowledgeable on what the law says and were encouraged to talk more about alcohol use and potential harm. "I try harder to keep my siblings away from alcohol". "it shows how drinking can affect not only your life but the ones around you".



Alcohol and Safety

DEVELOPMENT OF LOCAL ALCOHOL POLICY (LAP)

Rotorua District Council has with support from its partners developed a Local Alcohol Policy (LAP).

Treasure Rotorua partners have provided input into the consultation process via a submission.

Consultation opportunities were widely promoted through community partners and media to encourage the community to have a say on the development of the Rotorua LAP. RDC held around 15 consultation meetings, plus 6 specifically to discuss with interest groups like the Lakes DHB etc and 4 Council workshops. Current draft adopted and under deliberations process.

Extensive consultation has taken place over the adoption of a Local Alcohol Policy. Treasure Rotorua partners have submitted to the development of each of these policies to ensure harm is reduced as a result of the availability of these products.

RECIDIVIST DRINK DRIVING WORKSHOPS

A number of monthly workshops were held. Partner agencies who supported and presented at these workshops included:

- St Johns
- Mortuary technicians
- Police
- RDC Road Safety

Up to 75 offenders attended these workshops.

Comments include “makes you reflect on what you’ve done because it’s up to you, no one to blame but yourself”, and “makes me realise how silly it is because you can endanger so many people”, also “I found the course very educational and informative and a great help to start me off on my new journey to becoming a non drinker”.

Increased awareness and changing attitudes.

It is not possible to predict at this stage, however future statistics on recidivist offending will be monitored, and it is expected we will see a reduction in reoffending.

Rotorua drink driving convictions is reducing with recidivist convictions the lowest figure in 3 years.

FINAL NOTE:

Collaboration, networking and partnerships remain key to the success and sustainability of Treasure Rotorua Group. Alongside this is the goodwill and passion of group members to enable safety activities to be shared with the wider community. As for most coalition groups there are challenges including the accessibility of up to date data to support the development of meaningful local safety projects and also the freeing up of time and resources for events and activities that occur during evenings and weekends.

We have been extremely fortunate in having the support of Safe Communities Forum NZ and Ministry of Social Development in our journey towards the development and utilisation of the RBA evaluation model. It is with sincere regret that we acknowledge the passing of Dr Carolyn Coggan who will be missed greatly by safe communities groups nationwide and in particular for us her passion drive and support she has offered up over the years.

Please note this report gives an overview of the activities of Treasure Rotorua and other Rotorua safety groups and does not include all community safety initiatives occurring in Rotorua.

APPENDIX 12 COMMUNITY FEEDBACK

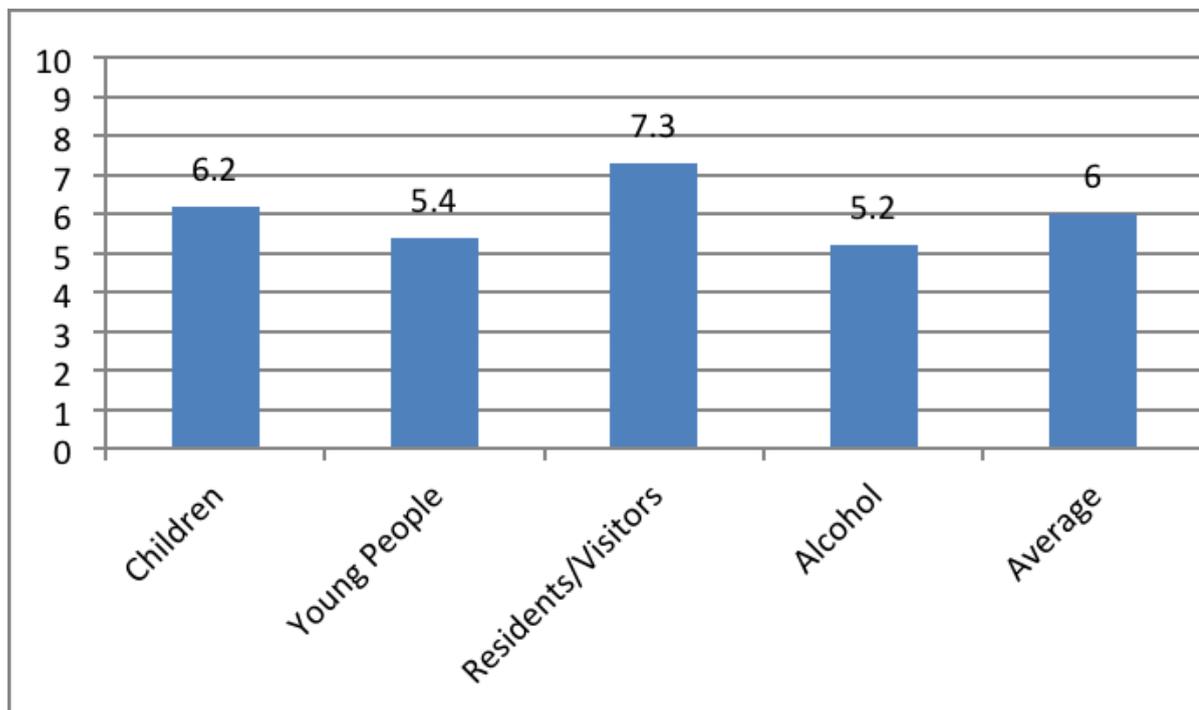
YOUTH COUNCIL SURVEY

Chris Webber, Treasure Rotorua, April 2015

Rotorua Youth Council was asked to rate how well our community is doing, 1 (low) to 10 (high), regarding four focus areas of Treasure Rotorua Safer Communities, namely:

- All Children safe in their home environment
- All Young People safe in our neighbourhoods
- All Residents and Visitors supported by a caring community
- Alcohol-related harm reduced

Average Responses (of 20) - 1 (low) to 10 (high)



Youth Council members were asked to identify what Safe Community aspects were working well, not so well and suggested changes.

What is working well

- Places/facilities/activities
 - o Youth Centre (2)
 - o Sports clubs and youth groups (2)
 - o Everyone being involved and trying to be involved – sports, local activities, events
 - o Quite a few/regular community events
- Education/Awareness
 - o Road safety Expo (2)
 - o That issues are recognised
 - o Amount of groups, activities, expos educating children on the issues
- Tools, Support, Working together
 - o Register Your party
 - o Support network for people struggling or feeling unsafe
 - o Working to develop stronger communities
 - o More work being done around youth (2) – council and others are reaching out
 - o Willing people/groups that want to help prevent issues around alcohol harm, parenting
- Policies, strategies
 - o Tourists or guests are looked after well (5)
 - o Alcohol initiatives - ban late night alcohol sales at bars, closing liquor stores earlier
 - o Numerous safety methods – incl. safety methods, alcohol sales at bars

What is not working so well

- Abuse/feeling unsafe
 - o Bullying by families, schools, strangers
 - o Children getting abused at home/on the streets – no safe places/haven for them.
 - o Weekly media stories of family violence involving children and/or alcohol
 - o Some areas/environments unsafe. Children unsafe at times
 - o Tourists yelled at or abused especially while driving – attitudes could improve
- Lack of support/opportunities
 - o Poverty etc (2). – areas not being targeted at all levels. Some children not getting food or an education

- o Parent examples for young children – media examples set
- o No escape from gang cycles for rangatahi - not enough places to go to for support
- o Non-compulsory safety education events for teens
- o Not enough opportunities for people of all ages – poor work opportunities in Rotorua
- o The reach of programmes could still improve o So many naughty kids hanging around town with no role models or anything better to do – especially poorer/less fortunate neighbourhoods – less work opportunities

- Alcohol & Road Safety
 - o Not enough encouragement of sober drivers
 - o The amount of parties young people are having with alcohol
 - o Liquor stores not asking for ID enough, sales to minors and from supermarkets
 - o Alcohol awareness (young) - people still drinking lots (2)
 - o Restricted drivers taking passengers – lack of road safety

Suggested changes

- More Support
 - o Support groups going into schools
 - o Help more people with drinking problems
 - o More tuakana/teina support going on in our community
 - o One on one counselling
 - o Offer some form of extra care to children whose parents struggle to keep their kids/youth safe in their neighbourhood (2)
 - o Offer more support to less fortunate whose only role models may be involved with gangs/drugs etc
 - o Help teens who don't like school find something they enjoy or find a job to keep them off the streets and out of trouble
 - o Continue to support community programmes that help in those in tough times
 - o Neighbourhood support groups and meetings established in places that don't already have them to build a sense of community
 - o Peer mentoring for rangatahi caught within gang cycles – tuakana teina work
 - o To have parents actually take care of their children

- *Places/Programmes/Activity*

- o Places and groups for youth to go to
- o More safer/easier accessible places for children to go to when they feel unsafe
- o Police can come into schools and talk to students about how they are willing to support youth and the wider community
- o More support for community programmes (such as the feijoa initiative)
- o More sporting equipment in different areas such as parks or sand pits
- o More rehab and help for family violence abusers
- o Instruction for tourists about NZ roads and our rules

- *Education, awareness*

- o Make the dangers of alcohol consumption more known
- o Raise awareness of help lines and ways for people to reach out
- o Emphasis on education about dangers for alcohol abuse
- o More education of consequences for troubled young teens, incorporating culture and heritage
- o More education on things that affect us – eg drinking, drugs etc.
- o Advertise more about road safety

- *Policy*

- o Smile – take on youths' voice
- o More opportunities for youth to remove them off streets etc.
- o No selling alcohol at supermarkets
- o Ban cigarettes

IN SUMMARY

There is an overall safety rating of 6/10 for Rotorua and suggestions of further work to be done according to the 20 Youth Council survey respondents.

Alcohol and safety of young people were of most concern (rated 5.2 and 5.4 respectively). Numerous support and interventions were suggested along with a need for more safe places, activities, education and policies work.

COMMUNITY INFORMATION

RLC Ideas Store Safety-related comments from the public 2015

I would like to spread awareness around suburbs on effects drug & alcohol have on our children which is caused by the use of their parents

FRESH IDEA

Make drugs legal

Maori Wardens out there on the streets keeping the people safe and need more wardens in Rotorua

FRESH IDEA

To have Maori wardens out in the communities

FRESH IDEA

Keep Maori wardens

BEING DONE ALREADY

Seeing more patrolling at Malfroy lights after school

FRESH IDEA

The crime in the city is too bad and the police focus on such petty things like driving offences and not the actual crimes who get away with it!!!!

NOT RELATED TO COUNCIL

DOC database of safety car parking for tramping tracks KaiMai Te Urewera Kaimanawa

NOT RELATED TO COUNCIL

Council should have places for people to park in town & also charge your scooters battery. Near bus stops so they can travel on bus & come back to scooter elderly & disabled need voice

FRESH IDEA

Crime - Less focus on driving offences, more on thefts assaults etc.

Humanise the police force to inspire community trust and respect

NOT RELATED TO COUNCIL

Less focus on petty driving crimes more focus on real crime,

NOT RELATED TO COUNCIL



FEEDBACK FROM A ROTORUA COUNCILLOR

Valuable two-way information flow and opinions with a counsellor responsible for 'People Portfolio' that hosts Treasure Rotorua Coordination:

2015 FEEDBACK ON TREASURE ROTORUA

1. *What are three strengths about.....*

People who want to meet/share/collaborate/innovate/educate

Commitment remains and supported by Rotorua Lakes

Council – important as high deprivation incl. Maori, effect of drugs, poor health stats

2. *What are the three weaknesses about....*

Extra funding required – example three years joint funding multi-agency (ACC, Youth, Justice, Health, TPK, MSD)

3. *What are three suggested changes about...*

Ask – who needs to do better

Catalyst by raising awareness for issues

Safe family – safe community – safe city – safe nation

Pre-meeting issues to share

APPENDIX 13 COMMUNICATIONS PLAN

PURPOSE

- Promote Rotorua as a safe community
- To raise awareness of direct benefits of Safe Community Designation
- Maintain strong working relationships with key stakeholders to retain Rotorua's 'Safe City' status.
- Highlight collective efforts towards safety in Rotorua & promote opportunities for collective action towards a safer community.
- To engage regularly with the wider community.
- To evaluate and monitor activities and celebrate success
- To link with new strategic direction of Council

Safe Rotorua

Tell us what you have been up to!

Rotorua has a large number of organisations who are helping make our community safer and we'd like to hear about what you've been up to!

Contributions to this newsletter are very welcome and can be forwarded to the Community Safety Projects Officer at Rotorua District Council.

Rotorua District Council
Private Bag 3029
Rotorua Mall Centre
ROTORUA 3046
Ph: 07 351 8172
Fx: 07 350 0206
E: linda.johnston@rdc.govt.nz



In this issue

- Te Pou Kapua P.1
- Koutu Community Day P.2
- Be Bright Cycle Strategy P.4
- Car Fit Clinics P.7
- And much more!

Te Pou Kapua Safe as Houses Project makes Koutu a safer place.

Treau... Ro: on&a partners from Pollee, NZ Fwe Service, bleQhMo:CMOd Suppo11. ACC. vng wIch MaoriWadens 8ftC eotnmunlty representatves vst!led ewer 640 hOs In Koutu dung me

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ACTIVITY	OBJECTIVE	DETAILS	DATE	COST
Newsletter updates	<p>Increase awareness of project benefits, safety priorities</p> <p>Promote message that to retain designation we have to be reaccredited in 2015.</p> <p>Promote current safety projects and work</p>	<p>Safe Rotorua Newsletter/ Epanui – Quarterly</p> <p>Community Rotorua Newsletter – contribute articles</p> <p>Neighbourhood support- contribute as able</p> <p>Settlement support- contribute as able</p> <p>Ngongotaha and Mokoia newsletters and others</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Production costs</p> <p>Free</p> <p>cost to subscribe- share success stories/ events etc they might like to pick up for free.</p>
Internal promotion	<p>Increase awareness of project within RDC</p> <p>Update on milestones to date</p> <p>Encourage feedback</p>	<p>Presentation to TASC or equivalent annually</p> <p>Presentation to EMT</p> <p>Articles in RDC internal newsletter, Team Talk & Friday Bulletin</p>	<p>Ongoing</p>	<p>Free</p>
Website development	<p>Re develop Facebook page</p> <p>Promote current safety projects and work</p> <p>Update on milestones to date</p> <p>Provide contact details for key safety groups to the public</p>	<p>Update current page on RDC site</p> <p>Current safety projects (stock take)</p> <p>Safety data</p> <p>Contact details</p> <p>How can people be involved?</p> <p>Showcase successful initiatives in Rotorua</p>	<p>Ongoing</p>	<p>No budget allocated at this point</p>



ACTIVITY	OBJECTIVE	DETAILS	DATE	COST
Newspaper articles	Increase awareness of project benefits, safety priorities, training and conference opportunities.	Daily Post – Media release prior to reaccreditation Inner City Newsletter Heart of the City newsletter Rotorua Review Weekender	As required	No budget allocated at this point
Media interviews	Increase awareness of project, activities and successes.	All media	As required	
Radio advertising	Awareness of safety activity and events.	Radio Network Maori radio channel	As required	
Share info & 'Perception of Safety Survey'	Disseminate results related to priorities and direction of TR.		May/June 2014	
Expos	Increase awareness and share information at relevant safety themed expos etc			
Displays	Safety related displays- link to local and national campaigns.	Library City Focus Civic Centre Others?		

APPENDIX 14 COMMUNITY ENGAGEMENT

Examples of community engagement approach bringing new and existing stakeholders together to share information on terms that are useful to the community and invites further synergies



More branding work to be done...



Free feijoas for your community!

Good Fruits Network

The fruits of working together for our community.

Organised groups are invited to collect and distribute feijoas donated by Agrodome for the community until early May.

Feijoas - excellent source of Vitamin C, low in calories, high in minerals, fibre and antioxidants

If you can lead a group of 10-20 ppl or help distribute:

1. **Register** your info, receive updates, add ideas

(Online form www.google.com/forms/mGjuDFSSZZ)

2. Choose **timeslots** to collect, distribute, lend trailer etc.

eg Weekdays 7am/4pm, Sat/Sun 9am/ pm (ref. <http://cloud.e.com/wk96vx35kdda39dm>)

3. **Enjoy sharing and caring while working together**

Limit of 2 slots per day to be booked 48hrs in advance once groups of 10-20 are confirmed

Note future opportunities to share and work together for our community - (kiwifruit coming in June).

Or Contact: Chris Webber

Treasure Rotorua Safe Communities Coordinator

07 351-8089, 027 4353-755, chris.webber@rdc.govt.nz

Facebook: Good Fruits Network

participants, consider placing your wellbeing message in home delivery bags

This initiative is supported by Treasure Rotorua – our city's International Safe Community Project, overseen by a steering group of organisations working together and connecting with others to reduce injury and increase safety in the community – including:

- All Children safe in their home environment
- All Young People safe in our community/neighbourhoods
- All Residents and Visitors supported by a caring community
- Drug and Alcohol-related harm reduced

Visit 'Treasure Rotorua' Facebook or www.tinyurl.com/ohcc1m2