

RANGITIKEI PATH TO WELL-BEING CONFERENCE 2012 AT RATA HALL AND MARAE



CONFERENCE PARTNERS



Whanganui Community
Foundation



Rangitikei
Whānau...

Photographs used in this report are courtesy of Paul Marcroft.

Welcome

The third Rangitikei Path to Well-Being Conference was held at Rata Hall and Marae on Friday 26 October 2012. It was attended by 82 delegates from range of agencies and businesses. The day began with a pōhiri to welcome the conference delegates onto the marae.



Delegates were then welcomed to the hall by addresses from the conference funding partners – Whanganui Community Foundation (Chair Prue Anderson) and Rangitikei District Council (Deputy Mayor Sarah Harris). Rangitikei MP Ian McKelvie also gave a welcome speech.

Partnership Board update

The Rangitikei Path to Well-Being Partnership Board Chair Clare Hadley gave an update to delegates on the Board's progress. Clare spoke of Council's role as facilitator of the activities, not implementer - although recognised that Council has taken its role in the implementation of actions where appropriate.

As a rather large District with a relatively small population, Council is aware that collaboration between different providers is the best way to provide the best services (at best value) to the taxpayer and ratepayer. Council has also incorporated the success of this partnership working in its organisational performance framework, demonstrating its commitment as an organisation to the partnership approach.

At last year's conference in Marton, Clare had highlighted successes of the Access to Health Services, Safe and Caring Community and Enjoying life in the Rangitikei theme groups. These groups have continued to deliver a range of projects focussing on youth, access to services and quality of life. The flagship was probably the Swim – 4 – All programme - all year 5, 6, 7 and 8 students across the District received a programme of swimming lessons – free! Another key success is the District website and database through www.rangitikei.com, and more recently about \$250,000 was made available to the District to look at smarter ways to deliver health and social welfare services.

In 2011, a slower start had been noted for the other three theme groups: Lifelong Educational Opportunities, Buoyant Economy, and Treasured Natural Environment. A keynote speech at the 2011 conference from Chris Shenton (Chair of Treasured Natural Environment Theme Group) centred on establishing a Rangitikei River Forum and catchment groups along the length of the Rangitikei. These catchment groups are now just forming – meetings have been held in Bulls and in Mangaweka. Most exciting are moves being made in Lifelong Educational Opportunities and Buoyant District Economy. Both are based in Marton, but with a view to potentially expanding across the District:

- 1) The Marton Employers Drug Free Workplace Club – sending a signal to the community and the world that our local businesses are committed to the town, the District and the Community, and to create a point of difference to promote the town and District
- 2) Rangitikei College – working with the new leadership at the school to provide wrap around services to support student achievement

As always the challenge is to keep momentum. For Council, the challenge is to keep engagement with all agencies and services in the District and to build commitment to the shared vision.

The themes for this conference arise from the issues faced in the theme groups are to build our services using the resources that we have; the community spirit, volunteers in the community, our young people and to be able to demonstrate progress.

Keynote speeches and workshops

Four key note speeches followed the Partnership Board update, and completed the morning programme. An additional speaker joined into the afternoon programme, which involved five workshops. Delegates were able to choose three of these five workshops. The following outlines each of the speakers, and the content of their keynote speech and/or workshop:



EMPOWERING THE NEXT GENERATION TO LEAD

YVONNE GODFREY

At aged 10, Yvonne Godfrey began dairy farming in Northland with her father and brother. This experience taught her about leadership, work ethic and team unity. Yvonne married Simon at 19 and by age 22 they began their own business helping small business owners develop leadership. Through Seminars, workshops and mentoring, Yvonne has shared her leadership messages in 24 countries to over 100,000 people. In 2009 Yvonne became passionate about helping young people successfully transition from youth to adult. She founded MIOMO (Making it on my Own) equipping 17 – 24 year olds with work, life and leadership

skills to ensure that our next generation becomes ‘competitive with good character’. Yvonne also helps parents and educators play their part in this vitally important stage of life of our young people.

Yvonne’s keynote speech was entitled ‘Empowering the next generation to lead.’ The key message of her speech and workshop was the need for parents and educators to LOVE-LEAD-LET GO in order for their young people to develop into successful and independent adults. LOVE means to love with intention, and to give children ‘roots to anchor and wings to fly.’ Yvonne discussed the importance of giving children memorable childhoods, which is consistent with the vision of Council’s Youth Policy. This seeks to ensure that children are given a childhood and adolescence in the District that they will one day want for their own children.

LEAD relates to the importance of equipping young people to live in the real world, so that they can have the confidence and authority to be effective and independent citizens. Yvonne stressed the importance of young people taking responsibility for themselves from an early age (such as washing their own bed sheets) and being in a routine. It is critical to avoid being an ‘enabler’ (paying someone’s way, covering up mistakes, making excuses for them, making their decisions, speaking for them or taking over their responsibilities), as this only fosters co-dependency and dysfunction. Yvonne maintained that a parent or educator cannot lead if they need approval or affection, or lack vision for their own future.

LET GO refers to releasing the young adult into the real world. If young people leaving home have been loved with intent and led to ensure that they are equipped for the real world, they will be able to adapt to live independently. They should be instilled with the ethics, skills, assets, and traditions and stories that their parents and educators have espoused. It is important that the notion that they are moving toward something and not just moving away is forefront.

Key ideas discussed arising from Yvonne’s workshops:

- The importance of the family unit and family life in giving a child a good childhood
- Rangitikei youth need to be learning, growing and engaged in opportunities that allow them to succeed
- Youth are safe, valued, supported and seen as positive contributors to the community, as well as future leaders
- Rangitikei youth should have someone significant in their life that is firm, but cares for them and supports them
- Youth in the District are resilient, confident and resourceful and are proud of their future. They are excited by their future.
- Youth of the Rangitikei have the opportunity to pursue their educational potential and access to meaningful employment opportunities.

The Partnership Board may wish to consider the next steps to securing the futures of Rangitikei's youth. This could include the development of a multi-agency action plan for youth, developed across multiple theme groups.



MEASURING SUCCESS FROM THE INSIDE OUT

DR ROD WATTS

Rod joined Presbyterian Support Northern as Chief Executive in August 2006. He has a long history in health and disability services in Australia and New Zealand and was previously national manager of planning and development in the New Zealand Ministry of Health's Disability Services Directorate. Originally from Melbourne, Rod has a variety of research, clinical and management experience including work in palliative care, mental health, general hospital social work, oncology, rehabilitation and trauma management. Dr Watts immigrated to New Zealand in 1996 to set up and then manage a new adult rehabilitation service for Auckland Healthcare (now Auckland District Health Board). Rod's qualifications include a Masters of Social Work, focused on distress among people with cancer, and a PhD in psychiatry, based on research on victims of major bus crashes.

Rod's key note and workshop explored 'Measuring success from the inside out' and related to the use of Results-Based Accountability frameworks (RBA). This was considered a useful topic give the directive from the Partnership Board for each of the theme groups to develop RBA frameworks. This would allow progress to be measured over time.

Presbyterian Support Northern started using a Results-Based Accountability framework four years ago. It sought to develop a new method to measure and improve performance. There is 660 staff delivering services to around 5000 clients each year. They have found that after three years of collecting data to monitor, RBA has become an effective tool to measure progress.

Rod maintained that RBA frameworks are about applying limited resources to the greatest effect. The first step in the process is to start collecting data around pre-determined indicators, but there is some difficulty in selecting appropriate and meaningful indicators for you organisation that are meaningful in terms of what you seek to achieve. The development of an RBA framework requires a significant amount of planning and input from across the organisation. RBA frameworks can be also be a powerful tool for the community, as service providers only form part of the picture.

Rod's workshop addressed some of the issues that participants were having within their own experiences of RBA. For example, it can take a long time to get agencies to collaborate and measure things the same way. It is important that the agencies collaborate at a community level and agree the result. This can be difficult as government agency

contracts do not currently support agencies and organisations working together in this way. Therefore, it was vital that agencies visited the question – how can we have an open discussion about what is/isn't working? The process should include agreement on the desired results, and then creation and implementation of a joint plan.

Theme groups need to continue to develop their RBA frameworks, and begin monitoring the indicators that they have nominated.



BUILDING COMMUNITY RESILIENCE IN THE RANGITIKEI

PROF BRUCE GLAVOVIC

Bruce has a multi-disciplinary education, with degrees in economics and agricultural economics, environmental science, and urban and environmental planning. He has 25 years of experience in academia, private consulting and Government. He has worked mainly in South Africa, the United States of America and New Zealand. He is currently a lecturer at Massey University on building collaborative community and planning hazard resilient communities within the School of People, Environment and Planning. He is also an EQC Chair in Natural Hazards Planning, and Associate Director of the Joint Centre for Disaster Research.

Bruce spoke on building community resilience, and drew on lessons learnt from his work in New Orleans and Christchurch following their respective disasters. A resilient community is one that takes deliberate steps to enable community members and institutions to anticipate, respond to and deal with uncertainty, shocks and change over time. Bruce maintained that resilience is not static, and as such it can be strengthened to enable individuals, groups and communities to anticipate, cope with and benefit from change.

A resilient community:

- Recognises interdependence of culture, economics, ecology, politics justice, etc.
- Understands connections between the local, regional and beyond
- Takes a very long term view
- Adopts an integrated and strategic approach to planning and decision-making
- Understands community risks and vulnerabilities
- Empowers community members
- Has diverse leadership that represents the community as a whole
- Elects leaders who are visionary, share power and build consensus
- Enables community members to make key community decisions
- Fosters a sense of community pride
- Has strong bonds of attachment

- Is optimistic about the future
- Leverages internal and external resources
- Strengthens local capacity
- Supports those who are vulnerable
- Is self-reliant
- Is committed to lifelong learning
- Has diverse organisations involved in local economy and provides diverse employment opportunities
- Has collaborative working relationships and partnerships
- Strategies are in place to increase independent local ownership
- Provides alternative livelihood options
- Is aware of its own strengths and weaknesses relative to other communities and regions
- Has a plan to guide community development and build resilience
- Monitors and evaluates progress regularly
- Celebrates diversity
- Adapts plans in light of change and lessons learned

Bruce maintained that there is a definitive process to building resilience:

1. *Start a community resilience conversation:* When? Who should take part/lead? Should a steering committee be developed?
2. *Assess resilience together:* Identify strength and weaknesses, collaborate in gathering information, use practical resilience indicators, jointly analyse and develop a common understanding of resilience, communicate in targeted and accessible ways for different audiences.
3. *Agree on community priorities:* What are you deciding on? Who needs to be involved and why? How should people be involved? Negotiate priorities. Use a trusted mediator. What if you can't decide?
4. *Jointly prepare a community resilience plan:* Develop a shared vision. Agree on practical outcomes. Who will implement the plan? Who has a stake in the plan? Who has information/resources to help to develop and implement the plan? Brainstorm options together. Agree a best way forward, and build on best practice.
5. *Implement the plan in partnership:* Monitor, evaluate and review. Agree on process for re-negotiating the plan. Adapt the plan.

Bruce closed his keynote speech with a quote from Lt. Gov. Mitch Landrieu (Mayor of New Orleans), on the challenge of building resilience:

“The challenge is to keep and secure those things that are good: our food, our music, our architecture, our people, our faith and our families, our love of life and our love of country. **And at the same time, discard that part of our culture that strangles us:** crime, bad schools and the inability to move beyond race” (23 July 2008).

Bruce's workshop began the community resilience conversation in the above process. Each participant contributed their views on the Rangitikei and its level of resilience:

- Who are we?
- How resilient are we? - Rate on a scale of 1 to 5
- People in the Rangitikei – strengths and weaknesses?
- Organisations in the Rangitikei – strengths and weaknesses?
- Assets and procedures/policies in community – strengths and weaknesses?
- Celebrate – what we do well in the Rangitikei?
- Priority Actions – things to build resilience and who should lead this action (could be pipe dreams)

Bruce is collating the information obtained and is keen to continue the process in the District. It is suggested that he is invited to speak to the Partnership Board at its next meeting, to present his findings and make recommendations for appropriate actions.



HARNESSING VOLUNTEERISM IN A CRISIS

JOHN HARTNELL

John is a former National Board member of Federated Farmers who retired from the Board in 2011. A Christchurch based exporter of honey related products, he has a strong interest and expertise in biosecurity policy. In 2010, John came to national prominence as 'General' of the Farmy Army, that with the Student Volunteer Army, did much to assist Christchurch residents devastated by three significant earthquakes. John was named Federated Farmers 2011 Agri-Personality of the Year in recognition of the Farmy Army's work.

John discussed the effect that the series of devastating earthquakes have had on Christchurch and the wider Canterbury area. Large earthquakes on 4 September 2010 and 26 December 2010 caused significant damage and disruption, but paled in comparison to the 22 February 2011 quake. This saw significant loss of life and resulted in the city being declared in an official state of emergency. The CBD was evacuated and 70 per cent of commercial buildings were damaged. The city was also subjected to 350,000 cubic metres of liquefaction.

The rural community united and formed the Farmy Army. The clean-up effort began - primarily the removal of liquefaction. Additional focus was on provision of water, food, accommodation and manpower. The Farmy Army encountered a number of problems with slow and frustrating decision-making by authorities and difficulty in establishing communication lines.

Achievements included:

- Water – over a three week period 3.5 million litres of clean water – hospitals, rest homes, critical care centres & stock water

- Accommodation – 1500 beds were offered in the first 48 hours - private homes, rugby clubs, conference centre, holiday homes
- Food – for the residents of Christchurch – 500+ packed lunches, 2500+ hot meals were convoyed out to distribution points over a thirteen day period until electricity re-established
- People Power – over thirteen intensive days in February & seven days following the June 2011 earthquake
- 6,500 volunteers – Federated Farmers, Canterbury Country Rugby, Young Farmers, Country Schools, Rural Women and many Grandmas, Granddads, mums, dads & children.
- International visitors from Australia, Canada, France & the United States – many came day after day

During this time, the Farmy Army discovered some key lessons to be learned. Firstly, a distribution hub needs to be established in a central location, which is sufficiently large and has good accessibility to transport links. A small leadership team with clear roles and delegations needs to be put in place. An administration centre needs to be set up to deal with communications, volunteer/equipment organisation and health and safety. There also needs to be provision to feed all these volunteers in an appropriate venue. Health and safety were key issues when working in such a volatile environment and surrounded by many hazards. John also emphasised the importance of having clear communications tools, such as effective maps. Media liaison is also a key consideration, as well as management of funding and sponsorship.

John left the podium with the quote: *“The success of spontaneous volunteer networks is dependent on the culture and environment that is created, get it right and the response will be staggering.”*



MOVING AROUND THE RANGITIKEI

MICHELLE BISSET

Michelle led the facilitation of workshops presenting research undertaken by herself, Angela Coleman, Christine Cheyne and Massey students Megan Dever and Catherine Dyhrberg. This was entitled ‘Moving around Marton’ and sought to research innovative solutions to transport disadvantage. The key aim of the study is to improve transport choices for people moving around Marton (and the wider Rangitikei) and getting to and from nearby larger towns (Whanganui, Palmerston North, Feilding).

Background to the research undertaken includes:

- 2006 Transport identified as an issue in the RDC community outcomes process
- 2009 NZTA-funded research – interviews with Marton residents
- 2010 Discussions with Horizons Regional Council re trial bus service to Whanganui pre-Christmas
- 2011 Sustainable Rangitikei, Rangitikei Active and Horizons jointly run a transport expo in Marton

- 2011 Ministry of Social Development Taranaki-Whanganui Community Response Model forum reinforces transport as a key barrier to access social and other services.
- 2011 Formation of Rangitikei Transport Steering Group
- 2012 Survey of residents assisted by Massey University staff and honours students

The Rangitikei Transport Steering group has been active in the last 18 months, and has made submissions to the Wanganui Urban Transportation Strategy, Horizons draft Regional Public Transport Plan 2010-2020, Palmerston North Central Bus Terminal Upgrade, Horizons draft LTP 2012-2022 (re-instatement of the bi-monthly Taihape bus service). Also the group has lobbied retiring MP Simon Power (with Simon taking the memo on transport issues falling from the CRM Forum to Minister Bennett), and has initiated the building of an additional bus shelter in Marton through the Marton Community Committee.

The survey of Marton residents in March 2012 revealed a number of key findings. Responses showed that the destination of commuters that took part in the survey were: Whanganui (48), Bulls (4), Palmerston North (52) and Feilding (46). This demonstrates the significance of Feilding as a destination of Marton residents, yet there is no direct Marton-Feilding service. At present the commuter services funded by Horizons Regional Council are timed to coincide with regular work hours. However, the survey found the demand for travel to out of town on commuter bus services for work is only a quarter of trips demanded, and the main purpose of travel is for retail shopping.

Recommendations that arose from the study are:

- Retain the current bus timings for the Marton - Palmerston North commuter bus, with an extra bus returning from Palmerston North after 6pm
- Consider implementing a service with Whanganui as a commuting destination with the same timings of the Marton- Palmerston North service
- Consider rerouting the Marton - Palmerston North service to travel through Feilding instead of Bulls.
- Consider implementing a separate commuter service for retail shopping in Palmerston North on Saturdays
- Conduct further research on the transport needs of youth in Marton

A full copy of the completed study will be circulated to the Safe and Caring Community group for their consideration. This matter will be reported back to the next Partnership Board meeting.

Evening function

The evening session was held at the Rangitikei College Hall, and was attended by approximately 95 people from the community and local businesses. This event was run in partnership with Project Marton and the Rotary Club of Marton.



ALLIE MOONEY

Allie is a professional speaker and people interpreter and provided those in attendance with an entertaining evening. Allie showed the audience how to 'speed read' others to find out what they really want, and talk to them in a way that makes them want to listen. She explained that there are four key personalities: Powerful, precise, peaceful and playful. Any person will fall into one of these categories (or sometimes a mixture of them). Allie had the audience engaged and amused as asked people to move to one corner of the room (depending on which set of qualities they most identified with from a choice of four), which related to whether they are powerful, precise, peaceful or playful. She then described the personality traits, behaviours and preferences of each, which for some people seemed almost alarmingly accurate!



Allie then explained how different types of people can relate to one another and build effective relationships. This is applicable to workplaces, families and any groups of people. Allie offered to come back to the community to run a parenting evening based on her philosophies. It is suggested that this could be coincided with the proposed Youth Leadership Forum (22 March 2013), with a 'parents evening' held. Ways to fund this session will be investigated.

Next steps

The Partnership Board may wish to consider the following recommendations:

- Progression of the RBA frameworks of each of the Path to Well-Being theme groups
- Invite Professor Bruce Glavovic to speak to the next Partnership Board meeting, to present his findings and make recommendations for future action
- That the Safe and Caring Community theme group consider the findings of the *Moving round Marton* transport study, and report back to the next Partnership Board meeting.

*Many thanks to all those who gave their
time or resources to make this such a great event*