

Puketāpapa Local Board Workshop Programme

Date of Workshop: Thursday, 29 August 2024

Time: 9.55am – 4.15pm

Venue: Puketāpapa Local Board, 560 Mt Albert Road, Three Kings and Online via Microsoft Teams.

Time	Workshop Item	Overview	Governance role	Presenter/s
		<p style="text-align: center;">Karakia</p> <p style="text-align: center;">Whakataka te hau ki te uru.</p> <p style="text-align: center;"><i>The wind blows from the west.</i></p> <p style="text-align: center;">Whakataka te hau ki te tonga.</p> <p style="text-align: center;"><i>The wind blows from the south.</i></p> <p style="text-align: center;">Kia mākinakina ki uta.</p> <p style="text-align: center;"><i>It pierces the land with its wintry nip.</i></p> <p style="text-align: center;">Kia mātaratara ki tai.</p> <p style="text-align: center;"><i>And slices the sea with its freezing chill.</i></p> <p style="text-align: center;">Kia hī ake ana te atakura</p> <p style="text-align: center;"><i>When the red dawn breaks</i></p> <p style="text-align: center;">he tio, he huka, he hauhū.</p> <p style="text-align: center;"><i>there is ice, snow and frost.</i></p> <p style="text-align: center;">tihei mauri ora!</p> <p style="text-align: center;"><i>indeed, there is life</i></p>		

Time	Workshop Item	Overview	Governance role	Presenter/s
9.55am – 10.00am (5 mins)	<u>Item 1</u> Declarations of interest	<u>Purpose:</u> Board only discussion.	What is the local board's governance role with regards to the item being workshopped: <ul style="list-style-type: none"> • Keeping informed 	Ella Kumar Chairperson
10.00am – 11.00am (60 mins)	<u>Item 2</u> Welcoming Communities – welcome update <u>Information Materials:</u> i) Memo ii) Presentation – Welcoming Puketāpapa – draft iii) Statement of Commitments	<u>Purpose:</u> Staff will be in attendance to provide an update.	What is the local board's governance role with regards to the item being workshopped <ul style="list-style-type: none"> • Setting direction/priorities and budget • Local Board feedback/direction • Keeping informed 	Lisa Diggins Specialist Advisor Cheng Goh Welcoming Communities Coordinator
11.00am – 12.00noon (60 mins)	<u>Item 3</u> Resilience & Infrastructure Department Te Kāhui o te tari mō te Manawaroa me ngā Rawa Tūahanga <u>Information Materials:</u> i) Powerpoint presentation	<u>Purpose:</u> Staff will be in attendance to present an update on the Blue-Green networks and making space for water.	What is the local board's governance role with regards to the item being workshopped <ul style="list-style-type: none"> • Setting direction/priorities and budget • Local Board feedback/direction • Keeping informed 	Elizabeth Johnson Principal Healthy Waters Strategic Programmes Konrad Heinemann (on-line) Zero Carbon Team Manager Nick FitzHerbert (on-line) Team Leader Relationship Advisory
12.00pm – 12.30pm (30 mins)	Board lunch time			

Time	Workshop Item	Overview	Governance role	Presenter/s
<p>12.30pm – 2.00pm (90 mins)</p>	<p><u>Item 4</u> Auckland Transport Monthly Update</p> <p>The Elected Member Relationship Partner will present on the following:</p> <ol style="list-style-type: none"> 1. St Andrews Road – Three Kings raised pedestrian crossing 2. Richardson Road bus stop upgrade project 3. AT update to the local board on projects and community issues 4. Focus areas -discussion re-upcoming forward works programme engagement in October. <p><u>Information Materials:</u> i) Powerpoint presentation</p>	<p><u>Purpose:</u> Auckland Transport staff will be in attendance to facilitate the discussion with local board members on projects in the local board area.</p>	<p>What is the local board's governance role with regards to the item being workshopped</p> <ul style="list-style-type: none"> • Keeping informed • Local Board feedback/direction • Keeping informed 	<p>Jennifer Fraser Elected Member Relationship Partner</p>
<p>12.30pm – 12.50pm</p>	<p><u>Item 4.1</u> Improving Safety on Saint Andrews Road, Three Kings</p>			<p>Vincent Evans-Welsh in person Auckland Transport Billy Smith in person Auckland Transport Darren Govindasamy on line Auckland Transport</p>
<p>12.50pm – 1.10pm</p>	<p><u>Item 4.2</u></p>			<p>Edward Newbign Auckland Transport</p>

Time	Workshop Item	Overview	Governance role	Presenter/s
	Central Cross Town Bus changes 2024			
1.10pm – 1.30pm	<u>Item 4.3</u> Richardson Road Bus Stop upgrade project			Rahul Gowtham Project Manager, Auckland Transport
1.30pm – 1.50pm	<u>Item 4.4</u> <ul style="list-style-type: none"> • Update on other AT Projects • Frost Road shared path refer memo 26 August 2024 (collaborate) • Hillsborough Bus Layover and Driver Rest Facilities • Mt Albert Road (Marcelln College) pedestrian crossing safety improvement refer memo dated 26 August (Inform) • Community Issues • Assessment of footpaths request • Denbigh Avenue/Dominon Road roundabout (Advocacy) • Stamford Park Road/Rainford Street safety improvement project (Inform) 			Jennifer Fraser Elected Member Relationship Partner
1.50pm – 2.00pm	<u>Item 4.5</u> Focus areas for the upcoming Forward Works Programme engagement October, refer memo dated 26 August 2024			Jennifer Fraser Elected Member Relationship Partner Vanessa Phillips Local Board Advisor

Time	Workshop Item	Overview	Governance role	Presenter/s
<p>2.00pm – 2.30pm (30 mins)</p>	<p><u>Item 5</u> Open space, sport and recreation policy framework – follow up workshop</p> <p><u>Information Materials:</u> i) Powerpoint presentation</p>	<p><u>Purpose:</u> To answer any further questions following the 08 August workshop on this item.</p> <p>A report will be on the local board's September business meeting agenda.</p>	<p>What is the local board's governance role with regards to the item being workshopped</p> <ul style="list-style-type: none"> • Keeping informed 	<p>Katie Kim (on-line) Policy Advisor</p> <p>Aubrey Bloomfield (on-line) Senior Policy Advisor</p> <p>Carole Canler (on-line) Senior Policy Manager</p> <p>Rachel O'Brien (on-line) Principal Policy Advisor</p>
<p>2.30pm – 3.15pm (45 mins)</p>	<p><u>Item 6</u> Board member and advisor time</p> <p><u>Information Materials:</u> i) Document (tbc)</p> <p><i>Confidentiality of workshop materials:</i></p> <p>S7(2)(f)(i) free and frank expression of opinions</p> <p>The withholding of the information is necessary to maintain the effective conduct of public affairs through the free and frank expression of opinions by or between or to members or officers or employees of any local authority in the course of their duty.</p>	<p><u>Purpose:</u> Staff will be in attendance to update the local board on a range of issues/opportunities</p>	<p>What is the local board's governance role with regards to the item being workshopped</p> <ul style="list-style-type: none"> • Setting direction/priorities and budget • Local Board feedback/direction • Keeping informed 	<p>May Hay Senior Local Board Advisor</p>
<p>3.15pm – 4.15pm (60 mins)</p>	<p><u>Item 7</u> Community Wellbeing Department Te Wāhanga Oranga Hapori</p>	<p><u>Purpose:</u> Staff will be in attendance to give an overview of the work programme 2025 and to look at</p>	<p>What is the local board's governance role with regards to the item being workshopped</p>	<p>Kat Teirney Community Broker, Community Wellbeing</p>

Time	Workshop Item	Overview	Governance role	Presenter/s
	<u>Information Materials:</u> i) Powerpoint presentation	implementation of projects.	<ul style="list-style-type: none"> • Setting direction/priorities and budget • Local Board feedback/direction • Keeping informed • 	
<p>Closing - Karakia</p> <p>Unuhia, unuhia <i>Draw on, draw on</i></p> <p>Unuhia mai te urutapu nui <i>Draw on the supreme sacredness</i></p> <p>Kia wātea, kia māmā, <i>To clear and to set free</i></p> <p>te ngākau te tinana, te hinengaro <i>the heart, the body and the inner essence</i></p> <p>i te ara takatū <i>In preparation for our pathways</i></p> <p>Koia rā e Rongo <i>Let peace and humility</i> <i>be raised above all</i></p> <p>e whakairia ake ki runga Kia tina! Haumi e! <i>Manifest this! Realise this!</i> <i>Bind together! Affirm!</i></p>				

Time	Workshop Item	Overview	Governance role	Presenter/s
	Hui e! Tāiki e!			

Next workshop: Thursday, 05 September 2024 at 9.55am Next business meeting: Thursday, 19 September 2024 at 10am

29/08/2024

Memorandum

To: Puketāpapa Local Board

Subject: Welcoming Communities Programme – Draft Welcoming Plan for Puketāpapa

From: Lisa Diggins, Specialist Advisor and Cheng Goh, Welcoming Communities Coordinator, Community Impact Unit

Contact information: lisa.diggins@aucklandcouncil.govt.nz,
cheng.goh@aucklandcouncil.govt.nz

Purpose

1. To present the draft Welcoming Plan for the Puketāpapa Local Board area and seek feedback from the local board prior to adoption at its September business meeting.

Summary

2. Following on from a workshop in March 2024, this memo provides an update on the work undertaken to finalise the draft Welcoming Plan for the Puketāpapa Local Board.
3. Since the last workshop, staff have:
 - sought community feedback on the draft objectives and actions.
 - secured investment from the local board and the regional budget for key initiatives proposed in the plan
 - progressed a collaborative design process with iwi and settlement service providers for newcomers' orientation resources.
4. The draft welcoming plan is attached to this memo for the local board's consideration prior to adoption.

Context

5. At a workshop on 7 March 2024, staff updated the local board on the progress of the Welcoming Communities programme. They outlined the activities and practices that already contribute to creating welcoming and inclusive environments in the local board area. They also outlined priorities that were identified through a stocktake and engagement with the community, and options for future activities that would enable the local board to better meet Welcoming Communities outcomes.
6. Since March, the following progress has been made.
 - A draft welcoming plan “Welcoming Puketāpapa” has been prepared and shared with community stakeholders for feedback
 - Staff initiated a collaborative design process with settlement service providers and mana whenua groups to create orientation resources that will be available through a digital portal and through community workshops in the local board area

- Staff entered into agreements with key programme partners through regional investment, including:
 - the Treaty People – Tangata Tiriti, a treaty education provider specialising in education for and by ethnic communities to enable the delivery of Treaty education workshops in the local board area
 - the Aotearoa Resettled Communities Coalition, an Auckland-based community organisation with a membership of 26 groups from resettled communities, to support their programmes with member leaders, women, youth and elders, and engage with their members to design an orientation programme.

Discussion

7. Staff have sought feedback from community stakeholders and council teams on the proposed objectives and actions in the welcoming plan by:
 - meeting with community organisations that partner with Auckland Council for the delivery of the local board’s Community Delivery work programme, including Migrant Action Trust, Roskill Together, New Zealand Ethnic Women’s Trust and UMMA Trust
 - meeting with local ethnic organisations and networks, including attending the Puketapapa Network meeting and meeting with Kāhui Tū Kaha
 - meeting with Library, Community Programme Delivery teams and Citizens Advice Bureaux
 - sending emails to 31 community stakeholders in the local board area and inviting feedback on the draft welcoming plan
 - holding face-to-face and online hui with community stakeholders.
8. There was general support for the proposed objectives and actions. Feedback has been considered and has informed minor changes in the draft welcoming plan (Attachment A Welcoming Puketāpapa, Draft July 2024).
9. There is on-going engagement with mana whenua groups to inform the content of an orientation programme and activities that may be implemented in the local area. The orientation programme is included in the draft welcoming plan and will be trialled over the next 12 months.
10. Progress in the delivery of welcoming plan activities will be reported in the quarterly updates to the local board. Staff will also report on successes and learnings at an annual workshop with the local board to inform decisions on work programme activities.
11. There is an opportunity for the local board chair to add a foreword to the plan. This would be required before 30 September 2024.
12. As described in the memo to the March 2024 workshop, staff recommend that the local board progress to the first stage of accreditation as a Committed Welcoming Community.
13. As noted on the Welcoming Communities website (Immigration New Zealand), accreditation as a Committed Welcoming Community formally recognises that a council with its community:
 - values newcomers
 - is committed to building welcoming and inclusive communities
 - has taken active steps to create an environment where all residents can thrive and belong.
14. Becoming accredited allows councils to get further funding, support, and advice to continue their Welcoming Communities work.
15. To progress to the first stage of accreditation, the local board is required to sign a statement of commitment.

Next steps

16. Staff will finalise the welcoming plan (including adding illustrations) and recommend its adoption by the local board at the September business meeting.
17. Staff will also recommend that the local board progress to the first stage of accreditation as a Committed Welcoming Community by signing a Statement of Commitment at their September business meeting.

Attachments

- A. Welcoming Puketāpapa, Draft July 2024
- B. Committed Welcoming Community - Statement of Commitment Draft

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Welcoming Puketāpapa

Draft July 2024



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Introduction

This is the 2024 edition of Puketāpapa’s Welcoming Plan. It’s an action plan to make Puketāpapa more welcoming and inclusive for newcomers through collaborations across the community. There is a lot already taking place that celebrates the rich cultural heritage and diverse communities of Puketāpapa. The plan offers three-year objectives and short-term actions to ensure newcomers to our local board feel that they belong and that they can contribute in their community.

Tāmaki Makaurau Auckland is home to people from many places, cultures and traditions. Since 2013, there has been rapid population growth in the city, principally due to international migration. While this trend was disrupted by the Covid-19 pandemic in 2020, by 2023 the numbers of migrants settling in the city has now exceeded all previous annual records.

Auckland Council and the Ministry of Business, Innovation and Employment are partnering to ensure that newcomers settle successfully and develop a sense of belonging as quickly as possible in their new communities.

The Puketāpapa Local Board joined Welcoming Communities in March 2023, alongside the Kaipātiki, Albert-Eden, Whau and Ōtara-Papatoetoe Local Boards. The first months of the programme were focused on compiling information on what is taking place that aligns with the outcomes of the Welcoming Communities Standard (see page 7) for the local boards and for the Auckland region. The Welcoming Communities team met with iwi, community stakeholders and service providers, to identify opportunities and challenges for more successful settlement outcomes for newcomers.

This plan provides guidance to the council, the local board, iwi and community partners on what actions can be pursued to welcome newcomers as they settle in their new neighbourhood.

Contact us

To find out more or get involved, please contact us: welcomingcommunities@aucklandcouncil.govt.nz

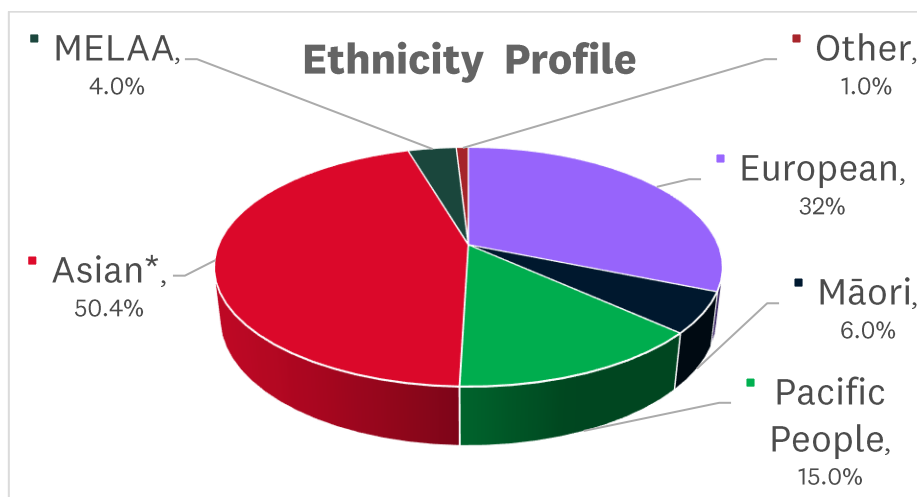
What is Welcoming Communities?

It’s a settlement programme led by the Ministry of Business, Innovation and Employment that helps cities create welcoming and inclusive environments for newcomers, such as recent migrants, former refugees, international students and anyone new to a community. The aim is to make everyone feel like they can belong, participate, contribute and thrive in their communities. The programme involves everyone, including residents, in developing, delivering and participating in welcoming activities.

Foreword by the local board chair

Puketāpapa population and economy at a glance¹

Puketāpapa ethnic demographics (Census 2023)



	Puketāpapa	Auckland
Population (2023)	56,949	1,656,486
Population growth/decline (2018-2023)	-1.1%	5.4%
Median age (2023)	26.9	35.9
Overseas born (2018)	53%	42%
Live in NZ less than 5 years (2018)	23%	24%
Labour force participation (2022)	68%	72%
Median household income (2018)	\$88,800	\$93,800
Median individual income (2018)	\$30,100	\$36,597
Home ownership (2018)	38%	45%

¹ Sources: Census 2018 and 2023, 2024 Puketāpapa Local Board Report, Local Economic Summary and TAU advice 2022, Tātaki Akld Unlimited report

In Puketāpapa there is:

- a higher proportion of residents with a Diploma or a higher-level qualification compared to the Auckland region (46 per cent versus 41 per cent).
- positive economic growth: between 2020-2021 Puketāpapa experienced GDP growth of 2.4 per cent, while the Auckland regional average declined by 2.8 per cent. In the five years to 2021, the Puketāpapa economy grew at an average annual rate of 4.5 per cent, faster than the 2.5 per cent in the Auckland region.
- an employment sector dominated by education professionals, specialist managers and salespersons. More sales workers, machinery operators and driver jobs are in the area compared to the wider region.
- a younger and highly skilled population who depend on easy access to the city centre, fringe areas, and the industrial south for employment opportunities.
- an increase of 7.3 per cent in the total dwelling count from 2018-2023.

Welcoming Communities Standard for New Zealand

Outcome	What success looks like
1. Inclusive Leadership	Community, local government, tangata whenua and other community leaders work together to create, advocate for and continue to foster a welcoming and inclusive community. They lead a shared plan to increase connections between newcomers and existing residents
2. Welcoming Communications	People of all cultures and backgrounds feel included, listened to and well-informed through a range of ways that take into account their different communication needs
3. Equitable Access	Opportunities to access services and activities and to participate in the community are available to all, including newcomers
4. Safe, Connected and Inclusive Communities	People feel safe in their identity and that they belong in the community. There are high levels of trust and understanding between members
5. Economic Development, Business and Employment	Communities maximise and harness economic development opportunities that newcomers can offer. Council/local boards work with the business association to promote the contribution that newcomer business owners and skilled migrants make to the region's economy
6. Civic Engagement and Participation	Newcomers feel welcome to fully participate in the community. Newcomers are active in all forms of civic participation
7. Welcoming Public Spaces	Newcomers and members of the receiving community feel welcome in and comfortable using public spaces
8. Culture and Identity	There is a shared sense of pride in being part of a culturally rich and vibrant community. People feel their culture is respected and valued by other members of the community. There are opportunities to learn about each other's cultures

1. Inclusive Leadership

Welcoming Communities Standard – What success looks like

Community, Local government, tangata whenua and other community leaders work together to create, advocate for and continue to foster a welcoming and inclusive community. They lead a shared plan to increase connections between newcomers and existing residents.

1.1 As the indigenous peoples of New Zealand, Māori – represented by tangata whenua, mana whenua, iwi and hapū and/or other hāpori Māori – have a prominent role in Welcoming Plan activities.

1.2 Leaders both designated and unofficial reflect the diversity of the local community.

1.3 Leaders model and acknowledge the principle of inclusiveness, openness, tolerance, respect and acceptance of all cultures in the community.

1.4 There are clear roles, responsibilities, and ownership within council and in the wider community for the Welcoming Communities programme.

1.5 Council internal and external policies, services, programmes and activities recognise and address cultural diversity.

1.6 A range of leadership opportunities in the council and the wider community are available to and taken up by newcomers.

Tāmaki Makaurau Auckland has a rich and complex web of community-led, council and government initiatives that support newcomer settlement, or contribute to creating inclusive and welcoming environments for newcomers.

Mana whenua leadership

For many newcomers to the region, developing an understanding and appreciation of its Māori identity is an important element of the settlement journey. Understanding and knowledge build up over time when we are exposed to information and authentic experiences.

Iwi and hapu mana whenua, often in partnership with Auckland Council, lead events and activities that enable the community to learn about mana whenua culture and identity, such as Matariki celebrations, wananga, hikoi, environmental conservation activities, the gifting of place names or the sharing of local stories.

The Puketāpapa Local Board is committed to building relationships with local iwi. Through the Te Kete Rukuruku programme, the local board formally adopted Māori names for 12 local parks. The much-loved Lynfield Reserve has had the name Wairaki formally restored and will also get bilingual signage. The signage will include the story and meaning of the name showcasing the local area's Māori history. Bilingual narratives and names help people learn not only the language but more about the history and culture of the community they are part of.

The local board has partnered with mana whenua on several key projects including:

- the Integrated Area Plan for parts of Puketāpapa and Albert-Eden Local Boards (2022). This plan provides a framework that responds to the rapid growth and development in the area over the next 30 years.

- the Te Auaunga/Oakley Creek He Rautaki Puna Ora o Te Auaunga - Vision and Restoration Strategy for the Upper Catchment (2016). Te Auaunga is the longest urban awa in the Auckland isthmus, and a site of great cultural significance to Māori who are connected to the waterway.
- the Wairaki Catchment Strategy (2022). The Wairaki Stream is on the northern coastline of the Manukau Harbour. The stream's headwaters are behind the Lynfield town centre, and it flows to an outfall at Lynfield Cove.

Community organisations, community hubs, libraries and schools are also places where newcomers can learn about Te Ao Māori.

In three years, we wish to see a visible, well-promoted suite of activities that enables the community, including newcomers to discover, learn about and appreciate the Māori cultural heritage of Puketāpapa.

In the short term

What we'll do	What we'll achieve	Who will be involved
Continue to strengthen relationships with iwi mana whenua	Partnerships on initiatives that celebrate mana whenua culture and identity	Puketāpapa Local Board, Community Delivery teams, Auckland Council services
Promote events and activities led by iwi and local Māori organisations	Increase newcomers' awareness and participation	Welcoming Communities team in collaboration with local community organisations
New orientation programme	Trial wananga/workshops/hikoi to learn about Te Tiriti o Waitangi and Māori identity of Tāmaki Makaurau and Puketāpapa	Welcoming Communities team in collaboration with iwi, local Māori organisations and Te Tiriti education providers
Auckland Council website development	A web portal to access information about iwi mana whenua of Tāmaki Makaurau	Welcoming Communities team in collaboration with iwi

Diverse leadership development

The leadership of Tāmaki Makaurau Auckland is becoming increasingly diverse. Elected members are becoming more representative of their local community, particularly at the local board level. The council, local board and parliament candidacy opportunities are widely publicized and open to all citizens. However, there is still a gap in representation from culturally diverse communities. The council is aiming to reduce this gap through the Voter Participation Initiative.

Within its workforce, the council is guided by the Inclusive Auckland Framework, Ara Moana Strategy and Māori Employment Strategy (M.A.H.I.) to achieve a more representative workforce.

Within the community sector, the diversity of leadership is generally more aligned with the communities that the organisations serve.

Within Puketāpapa, leadership is strong amongst community groups that serve the Asian, Pacific and Middle East and African communities. This development is supported by the work of community

organisations such as Aotearoa Resettled Community Coalition (ARCC), Asylum Seekers Services Trust (ASST), Belong Aotearoa, Communities Feeding Communities, New Settlers Family and Community Trust (NFACT), New Zealand Ethnic Women’s Trust (NZEWT), Migrant Action Trust, Global Hope Mission, Refugees as Survivors NZ (RASNZ), Roskill Together, UMMA Trust and Kāhui Tū Kaha.

The Puketāpapa Local Board offers capability building programmes and networking opportunities. Council staff also play an important role in brokering relationships between community leaders, elected members, and across the community.

In three years, we wish to see diverse perspectives that advocate and influence decisions to better meet the needs of the resident population, including newcomers.

In the short term

What we’ll do	What we’ll achieve	Who will be involved
Brokering of relationships, advice and mentoring	Pathways to building relationships with local board, accessing advice, information and better community awareness of local grant and partnership programmes for local initiatives with funding and advice.	Community Broker, Welcoming Communities team, local community organisations

Policies and programmes development

Auckland Council’s elected members are expected to comply with a Code of Conduct based on the principles of trust and respect. Council staff must adhere to a charter that sets out the behaviours and services that can be expected by the people they serve, which includes understanding Aucklanders, their diverse needs and the services the council needs to provide to achieve their outcomes. There are formal complaint processes in case these codes are breached.

Within Puketāpapa, the local board members participate in community meetings, networks and events to meet with a wide cross-section of the community. They lead consultation events where they seek to understand diverse community needs and priorities.

Regional and local board policies, regional and local events and community programmes are guided by the Auckland Plan and strategies such as Ngā Hapori Momoho / Thriving Communities which has strong aspirations for equitable outcomes for diverse communities. The Age Friendly Action Plan for Auckland Council promotes inclusive planning, accessibility in public spaces, and social participation for older adults, which aligns with the goal of creating a welcoming and supportive environment for all residents

This Welcoming Communities Plan provides a particular focus on the needs of newcomers within Puketāpapa. Its implementation is overseen by the Welcoming Communities Coordinator, supported by local council staff and the Welcoming Communities team.

In three years, we wish to see:

- a greater focus on the specific needs of newcomers in local board work programmes and activities and in the Puketāpapa Local Board Plan 2026
- welcoming activities become part of a regular programme of activities.

In the short term

What we'll do	What we'll achieve	Who will be involved
Welcoming Plan	Adopted by the local board	Welcoming Communities team
Trial new activities	Activities are trialled and evaluated for their impact	Community Programme Delivery, Welcoming Communities team
Welcoming Community accreditation	The local board applies for Stage 1 and Stage 2 accreditation.	Welcoming Communities team

DRAFT

2. Welcoming Communications

Welcoming Communities Standard – What success looks like
People of all cultures and backgrounds feel included, listened to and well-informed through a range of ways that take into account their different communication needs.
2.1 The community is well informed about the local benefits of immigration and the Welcoming Communities programme, including success stories.
2.2 The council is well informed about newcomers to their region and pro-actively seeks data about newcomers from relevant sources.
2.3 The council’s engagement with all residents is two-way, culturally appropriate and fit for purpose.
2.4 Council communication materials and messages are inclusive and reflect the diversity of the local community. Council encourages other agencies, businesses and organisations to follow this model.

Information

Information about population growth and other demographic changes is mainly accessible through statistics provided by the Census. Census data is available on Knowledge Auckland and Auckland Counts, aggregated by the local board. The council does not collect data on newcomer settlement location trends beyond what is available in the Census, so it isn’t easy to know where new families are settling or where they are arriving from.

The council collects data to assess the sense of wellbeing, belonging and participation in the community, for example through the Quality-of-Life Survey² or support to research projects led by organisations such as the Auckland Resettled Communities Coalition or Ethnic Health Collective.

Migration and settlement stories are related through mainstream and community language media, and community-led initiatives such as Pass the Mic (Belong Aotearoa), New Resident Magazine (Aotearoa Resettled Communities Coalition), Think Diversity Magazine (Eyeview Ethic Trust) or the Culture magazine (Nepalese Cultural Centre New Zealand).

Communications and community engagement

The council has developed guidelines, tools and approaches to increase engagement from the diverse communities of Tāmaki Makaurau. These include:

- partnering with community connectors to assist reach and accessibility of key consultation documents
- translation of summaries of key strategies, consultation documents and feedback forms, e.g. Auckland Plan, Long-term Plan 2024-2034, Ngā Hapori Momoho / Thriving Communities Strategy
- translation of factsheets about services, e.g. Recycling Made Easy, Storm Recovery
- telephone/video interpreting service through the Call Centre

² In 2023 Auckland Council published an analysis of indicators of perception of social inclusion and cohesion. Social cohesion in Auckland: Results from the Quality-of-Life Survey, Ashley Prakash, Auckland Council Research and Evaluation Unit, 2023

- practice guides for staff: Translating for a Diverse Auckland – A Guide to Decide how and when to translate (Oct 2021); Kakala (Pacific Engagement and Practice).

Many local staff within Puketāpapa council facilities such as librarians, and partner community organisations like Migrant Action Trust, New Settlers Family and Community Trust, NZ Ethnic Women’s Trust, Global Hope Mission, Refugees as Survivors NZ, Aotearoa Resettled Community Coalition and Asylum Seekers Support Trust are from diverse backgrounds and can interact with diverse communities in their language.

The local board plan 2023 includes aspirations to improve the way the local board communicates and engages with its diverse communities. However local plans, strategies and consultation documents are only available in English. There is limited use of ethnic or Pacific language media to share information on local consultations, news or activities.

In three years, we wish to see:

- local communications highlighting newcomer stories and successes
- better access to information on newcomers settling in the local board area
- greater use of translation and cultural consultancy to improve communication and engagement with local communities
- increase use of local community languages and media to share information on events and activities.

By June 2025

What we’ll do	What we’ll achieve	Who will be involved
Auckland Council website development	A web portal to access information about settling in Auckland	Welcoming Communities team
Information on newcomers to the local area	Investigate research/data available from Statistics New Zealand, Electoral Commission, Department of Internal Affairs, local schools/Ministry of Education, local medical facilities/Ministry of Health, Kainga Ora	Welcoming Communities team
Event and information finder on community social media	Investigate options for an information platform that can be shared on diverse social media	Welcoming Communities team

Cultural capability

Opportunities exist within the council for employees to develop an understanding of unconscious bias and how that impacts how we engage with others. There are also opportunities to develop competency around Māori and Pacific cultures. These opportunities do not yet extend to other cultural groups.

In three years, we wish to see intercultural competency training opportunities available to community-facing staff, recruitment staff and people leaders within Auckland Council, as well as to staff of community organisations.

In the short term

What we'll do	What we'll achieve	Who will be involved
Intercultural capability building for Auckland Council staff	Develop and test a programme	Capability team

3. Equitable Access

Welcoming Communities Standard – What success looks like
Opportunities to access services and activities and to participate in the community are available to all, including newcomers.
3.1 The council partners with local businesses, organisations and sector to identify and address barriers for newcomers to accessing services and participating in the community.
3.2 The council and other organisations in the community research, design and deliver services that take account of the different circumstances (for example, rural/urban) and cultural backgrounds of all service users, including newcomers.
3.3 All community members are well informed about the services available in the community. Newcomers are made aware of and are using these services.

The council supports a network of community facilities (Citizen Advice Bureaux, libraries, leisure centres, community hubs) and programmes that aim to encourage participation, community connections and learning for everyone in the community. Through its consultation processes, the council seeks community feedback using a range of engagement methods to determine community priorities. However, Māori, ethnic and Pacific communities are less likely to engage with these processes. And there is limited information on how much newcomers participate or what their specific needs may be.

It can be difficult for many newcomers to know where and how to access the services that they need, and for service providers to know how to engage with newcomers. Some organisations are increasing efforts to translate information or organise targeted programmes using community languages, for example.

There are opportunities for service providers to work better together and with the community to improve engagement.

In three years, we wish to see:

- easier access to information about living in Puketāpapa for newcomers
- more coordinated and targeted efforts to reach out to newcomers
- Ethnic and Pacific leaders supported to connect with services to discuss issues of concern.

In the short term

What we'll do	What we'll achieve	Who will be involved
Collaborations across the Puketāpapa community to engage with newcomers	Contribute to Kainga Ora initiatives Broker relationships between emerging Ethnic and Pacific	Welcoming Communities team

	<p>community connectors and service providers</p> <p>Open Day for Puketāpapa, Expo of all community services & groups in the area.</p>	
Orientation programme	Collaborate with community service providers to trial an orientation programme to improve access to information about living in Puketāpapa	Welcoming Communities team, community service providers
Event and information finder on community social media	Support development of online resources of local support services and groups	The local board, Welcoming Communities team

4. Safe, Connected and Inclusive Communities

Welcoming Communities Standard – What success looks like

People feel safe in their identity and that they belong in the community. There are high levels of trust and understanding between members.

4.1 Coordinated, comprehensive and appropriate initial welcoming support services are available from the council, other agencies and community organisations.

4.2 The receiving community is well equipped and supported to welcome and interact with newcomers.

4.3 Members of the receiving community and newcomers build relationships and are at ease with connecting and learning about and from each other.

4.4 Different cultures are celebrated and people are supported to express their cultural beliefs and customs, including language and religious practices.

Migrant settlement support

A number of regional organisations offer migrant settlement support services, such as Chinese New Settlers Services Trust (CNSST), Kahui Tu Kaha, NZ Red Cross, Aotearoa Resettled Communities Coalition (ARCC), Asylum Seekers Support Trust (ASST), The Asian Network Inc (TANI), Belong Aotearoa, New Settlers Family and Community Trust (NFACT), New Zealand Ethnic Women’s Trust (NZEST), Fatimah Foundation, UMMA Trust etc. Services range from a structured settlement programme at the Mangere Resettlement Centre, to assistance with accessing housing, education, training, income support, English language etc. Some organisations offer advocacy support, and employment programmes. Others offer socialization, craft, skills development (digital and barista) and playgroup programmes for women and children to bridge language barriers, build social confidence, social support network and develop sense a belonging as they settle into their new home.

Within the Puketāpapa area, Migrant Action Trust, English Language Partners, Dynaspeak and Te Wananga o Aotearoa offer free English language services. These and many other local organisations provide informal orientation advice for newcomers.

Intercultural connections

Auckland Council and community organisations work across the region with local communities to celebrate cultural events and create opportunities for inter-cultural exchanges. The Puketāpapa Local Board through its local grant and partnership programmes supports local initiatives with funding and advice. Examples of activities taking place in the Puketāpapa area include Lunar New Year, World of Cultures, Culturefest, Albert-Eden-Puketāpapa Eco Festival, NZ Sign Language week, Eid, celebration of Pasifika languages, Matariki, Moon Festival, Diwali and Christmas celebrations.

In three years, we wish to see:

- increased opportunities across Puketāpapa for inter-cultural exchanges, where opportunities exist to learn about shared values and experiences, as well as differences
- increased opportunities for newcomers to learn about Te Tiriti o Waitangi and its relevance in modern New Zealand society
- increased opportunities for intercultural exchange and learning across the diverse communities.

In the short term

What we'll do	What we'll achieve	Who will be involved
Te Tiriti introduction workshops	Workshops trialled in libraries and/or community venues	Treaty education provider, Auckland Libraries, community organisations
Intercultural exchanges at marae	Investigate with local marae opportunities such as wānanga that enable intercultural exchanges	Welcoming Communities team
Storytime in community languages	Collaborations with local residents	Auckland Libraries
Intercultural activities	Create connections and increase access to resources	Welcoming Communities team

5. Economic Development, Business and Employment

Welcoming Communities Standard – What success looks like
Communities maximise and harness economic development opportunities that newcomers can offer. The council/local board work with the business association to promote the contribution that newcomer business owners and skilled migrants make to the region’s economy.
5.1 Newcomers, including international students, are supported to access local employment information, services and networks.
5.2 Newcomers, including international students, are supported with the local knowledge and skills to ensure they can operate successfully in the New Zealand work environment, either as a business owner or an employee.
5.3 The receiving community recognises the value of diversity in the workplace, of newcomers’ contribution to the region’s growth and of the resulting wider economic benefits.
5.4 Local employers and workforces develop their intercultural competency.
5.5 Mutually beneficial connections and initiatives are set up with migrant business by local business community and professional networks.

Local employment assistance

Information and assistance to international students is provided by international student services of secondary and tertiary education providers, colleges and local training institutions. Connected.govt.nz and WINZ support and promote employment pathways for newcomers, including young people. The NZ Red Cross runs a Pathways to Employment programme for former refugee job seekers.

Migrant business development

Migrant businesses play an important role across Puketāpapa town centres and local Business Improvement Districts (BIDs) providing local employment and retail opportunities. However, the voice and specific needs of migrant businesses, and especially new businesses, are not always heard.

The local board support emerging small business enterprises and aspiring entrepreneurs test their business concepts and products through a Business Pop-up laboratory which offers enabling mechanism and innovative platform to engage with the wider public.

In three years, we wish to see newcomer entrepreneurs recognized and supported in local town centres, and cultural diversity becoming an attractor for local communities, visitors and businesses.

What we’ll do	What we’ll achieve	Who will be involved
Newcomer business development and support.	Trial new initiatives for newcomers.	Welcoming Communities team

6. Civic Engagement And Participation

Welcoming Communities Standard – What success looks like

Newcomers feel welcome to fully participate in the community. Newcomers are active in all forms of civic participation.

6.1 The council’s elected members and staff effectively communicate with newcomers to promote their engagement in local government processes.

6.2 Newcomers are encouraged and enabled to get involved in local government and civil society.

6.3 Newcomers’ efforts and achievements in civic participation and community life are acknowledged and celebrated.

The council’s Voter Participation Initiative aims to increase voter participation, by reducing barriers to voter participation, increasing understanding of council and local elections, and encouraging candidates from all parts of the community.

The council’s Engagement and Communications team works with community partners to increase community engagement and participation during consultations on regional plans and policies. Local boards have dedicated engagement advisors who plan focused engagement with diverse communities in their area.

The participation of new migrants in council and community activities (e.g. Zero Waste promotion, Water Safety advocacy and pest control (Pest Free Puketāpapa) is increasing.

However, newcomers continue to experience barriers to full participation in civic activities sometimes due to limited awareness of New Zealand's civic society, laws, and values. There is underrepresentation of newcomers in key civic roles such as school boards of trustees, local board, and council memberships, limiting their influence in local governance.

Participation of newcomers in local government elections and planning processes is not at an optimal level, indicating a gap in civic engagement and decision-making processes.

Local board members participate in community events and network meetings and interact with community leaders and members, however, there’s no specific recognition of newcomers' achievements.

In three years, we wish to see programmes in place to increase the participation of newcomers in local elections and local consultation processes.

In the short term

What we’ll do	What we’ll achieve	Who will be involved
Civic orientation	Include civic education as part of an orientation programme for newcomers	Welcoming Communities team
Increase civic participation	Promote civic participation in partnership with diverse	Welcoming Communities team

	ethnic leadership forums and the Electoral Commission	
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7. Welcoming Public Spaces

Welcoming Communities Standard – What success looks like

Newcomers and members of the receiving community feel welcome in and comfortable using public spaces.

7.1 The design and operation of public spaces and facilities are culturally appropriate and reflect the diversity of the community.

7.2 Welcoming public spaces such as local town centres provide opportunities to build trust and relationships between newcomers and members of the receiving community.

7.3 Public spaces and buildings create a sense of community ownership and inclusion for all, including newcomers.

Within Puketāpapa there has been a focus on the development of Māori narratives and celebrating the Māori cultural heritage of the area. There are several programmes that cater for diverse communities such as Women’s Swimming for Muslim Women at Cameron Pools or the Women’s Wellness and Network Projects such as Zumba Classes at Wesley Community. Communities Feeding Communities - Presbyterian Support Northern helps newcomers learn about food security, gardening and cooking using local garden grown ingredients. These offer networking opportunities to foster local connections for youth, forced migrants and migrant women. Existing residents and arriving newcomers in Roskill South, Waikowhai and Wesley have opportunities to connect through activities in parks, shared kai, celebrations/festivals, arts and crafts, creative and sports activities organized by communities themselves.

In three years, we wish to see

- increased participation from diverse communities, including newcomers, in community environmental and leisure activities in public spaces
- increased use of Māori arts or other diverse cultural designs, motifs and crafts into public spaces.

In the short term

What we’ll do	What we’ll achieve	Who will be involved
Facilitate pathways for connections for newcomers	Contribute towards social engagement opportunities (where applicable) within new housing developments to reflect diverse needs – seniors, disability and cultural, e.g. to reflect inter-generational living and large households	Welcoming Communities team

8. Culture and Identity

Welcoming Communities Standard – What success looks like

There is a shared sense of pride in being part of a culturally rich and vibrant community. People feel their culture is respected and valued by other members of the community. There are opportunities to learn about each other’s cultures.

8.1 Receiving communities and newcomers share and celebrate their cultures with each other, facilitated by the council and others in the community.

8.2 Newcomers and the receiving community understand what values they each hold dear.

Community-led cultural events are celebrated across Auckland, such as Waitangi Day, Matariki, Diwali, Pasifika Festival, PolyFest, Moon Festival, Lunar New Year, Korean Day, Japan Day and Eid celebrations. World of Cultures provides a platform for intercultural activities across the region. Libraries celebrate language weeks and cultural celebrations and hold regular storytimes in some community languages.

In Puketāpapa community-led cultural events are celebrated and funded by the local board that embrace and celebrate the diverse communities. Some examples of these include the Safari Playgroup, Ahi Raranga (Māori Weaving) workshop, Matariki Kids, Manu Aute Kite Day, Punjabi Festival, Lord Ganesh - Ganapati Festival, Mid-Autumn (Moon) Festival celebration in Mt Roskill Library / Roskill Chinese Group, Mt Roskill Library / Arabic storytime, Mt Roskill Library / Arabic storytime, Fefine Fita o Puketāpapa (Tongan), Vaikona Tufuga (Samoan Craft Group), and TupuFoou (Niue Craft Group).

We see strong support for diverse and vibrant communities through library services and programmes, and community facilities.

In three years, we wish to see a continued rich tapestry of activities across the community, that build intercultural connections, understanding of different worldviews and collective pride.

In the short term

What we’ll do	What we’ll achieve	Who will be involved
Intercultural activities	<p>Continue to support cultural celebrations and celebrations of languages</p> <p>Connect community groups with the resources they need to lead their own activities.</p>	Community Programme Delivery, Events, Welcoming Communities team.

(Local Board logo)

STATEMENT OF COMMITMENT

We commit to partnering with our community and Immigration New Zealand (INZ) to build and maintain a welcoming environment. We recognise that proactively fostering an inclusive community where everyone can belong and participate creates social, economic, civic and cultural benefits for our community. To do this, we will engage with newcomers (recent migrants, international students and former refugees) and local residents.

We resolve to participate in the Welcoming Communities programme and commit to:

- Joining a network of councils and communities that are committed to becoming more welcoming and inclusive.
- Publicly communicating our commitment to becoming an intentionally Welcoming Community.
- Appointing a dedicated coordinator to establish and facilitate implementation of the Welcoming Communities programme.
- Signing a funding agreement with the Ministry of Business, Innovation and Employment and completing the associated project tasks and reporting requirements.
- Communicating regularly with INZ's Welcoming Communities team to progress planning and share learnings with other councils and communities participating in Welcoming Communities.

INZ supports our Council in a number of ways, including:

- Advice and guidance. Personalised and regular contact with Wellington and regional-based INZ staff.
- Knowledge sharing. Supporting the council and community to network, share best practice, learn from each other and access international and national resources.
- Standard, Welcoming Plans and Accreditation. Providing the Welcoming Communities Standard for New Zealand (the Standard) to benchmark council policies, services, programmes and activities. Supporting us to develop and implement our Welcoming Plan to meet the Standard's outcomes. Supporting us to seek accreditation as an Established, Advanced or Excelling Welcoming Community.
- Celebrating success. Showcasing success in Welcoming Plan activities and shining a light on achievements.

The intent and commitment to participate in Welcoming Communities – Te Waharoa ki ngā Hapori is made by the following parties:

Name of local board

Local Board Chair

General Manager Community Wellbeing

Te Auaunga catchment flood resilience

Making Space for Water

Puketāpapa Local Board workshop – 29 August 2024



Workshop content



FLOOD
INTELLIGENCE



INCREASED
MAINTENANCE



COMMUNITY
PARTNERSHIP



TE AUAUNGA
BLUE-GREEN
NETWORK



Flood Intelligence “virtual eyes”

- Reduces flood risk and maintenance costs
- 50 more cameras regionally by end of 2024 (initial tranche)
- 1 in Puketāpapa local board
- Integral part of MSFW initiative
- Award-winning technology for stormwater management



Increased maintenance

- Responded to 60 Requests for Service between 1 May – 20 August
- More frequent and proactive maintenance at 19 hot-spots across the local board area, plus a cluster on Lewin Road (Albert-Eden LB)



Community partnership



Stream clean-up in Te Auaunga (Stoddard Rd)

- Working with Kāinga Ora, local businesses, NZ Women's Ethnic Trust, Flood Navigator, Puketāpapa LB Advisor, Ecomatters
- Scope: weeding, rubbish removal, planting, education
- 136 volunteer hours
- 150 new plants

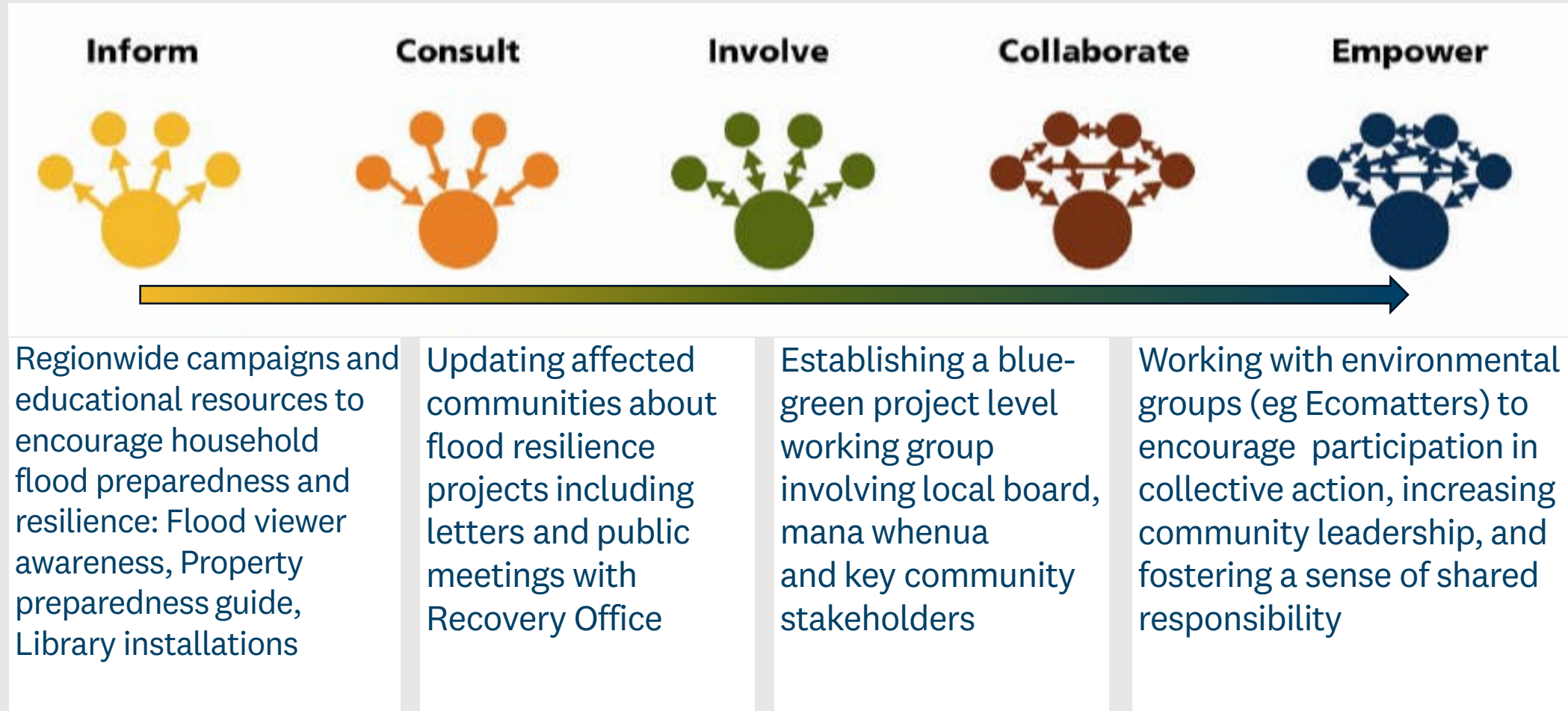


Stakeholder identification

LOCAL BOARD	MANA WHENUA + MATAAWAKA	COMMERCIAL PROPERTIES
COMMUNITY/ ENVIRONMENTAL GROUPS	AFFECTED RESIDENTS	KĀINGA ORA
BLUE- GREEN WORKING GROUP	AUCKLAND TRANSPORT	WATERCARE



Engaging communities: our approach



Preparing your property for flooding



What is stormwater?

Stormwater is the water that runs off surfaces when it rains.

During wet weather, stormwater naturally flows overland to the lowest point. In regular, small rain events, this usually has minimal impact on people or property. However, when there is heavy rain and the stormwater network reaches capacity or there is a blockage, greater volumes of water flow overland and may cause flooding. Climate change is increasing the number and intensity of extreme rain events, so we all need to be prepared and become more resilient to flooding.



DO YOU KNOW YOUR FLOOD RISK?



Te Auaunga 2 blue-green network

Konrad Heinemann – Blue-green networks initiative lead



Note presentation slides beyond this point are withheld due to the following clauses under LOGIMA

s7(2)(c)(i)

The withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information or information from the same source and it is in the public interest that such information should continue to be supplied.

s7(2)(f)(i)

The withholding of the information is necessary to maintain the effective conduct of public affairs through the free and frank expression of opinions by or between or to members or officers or employees of any local authority in the course of their duty.





AT Update to Puketāpapa Local Board

by **Jennifer Fraser**
Elected Member Relationship Partner
Auckland Transport

Thursday, 29 August 2024



Topics we will cover today

1. Improving Safety on Saint Andrews Road, Three Kings

presented by Vincent Evans-Welsh, Billy Smith & Darren Govindasamy.

2. Richardson Road Bus Stop upgrade project

presented by Rahul Gowtham, Project Manager.

3. Update on other AT Projects

presented by Jennifer Fraser, Elected Member Relationship Partner

- Frost Road Shared Path refer memo 26 August 2024 (collaborate) .
- Hillsborough Bus Layover & Driver Rest Facilities. (inform)
- Mt Albert Road (Marcellin College) pedestrian crossing safety improvement refer memo dated 26 August 2024. (inform)

4. Community Issues

- Outer Link bus changes by Ed Newbigin, Principal Comms & Engagement.
- Assessment of footpaths request.
- Denbigh Avenue /Dominion Road roundabout. (Advocacy)
- Stamford Park Road/Rainford Street safety improvement project.(inform)

5. Focus areas for the upcoming Forward Works Programme engagement in October, refer memo dated 26 August 2024.





Enhancing Child Safety: Improving Safety on Saint Andrews Road



29 August 2024



Introduction

Enhancing Child Safety

We're improving safety by upgrading the existing crossing near Three Kings School on St Andrews Road.

The new crossing facilities will prioritise people crossing, especially our Tamariki, school whānau and the local community.

This initiative plans to raise the current crossing to the same level as the footpath, directly addressing the need for a secure pedestrian pathway for local students and the community.



Site location – existing crossing



Project Overview

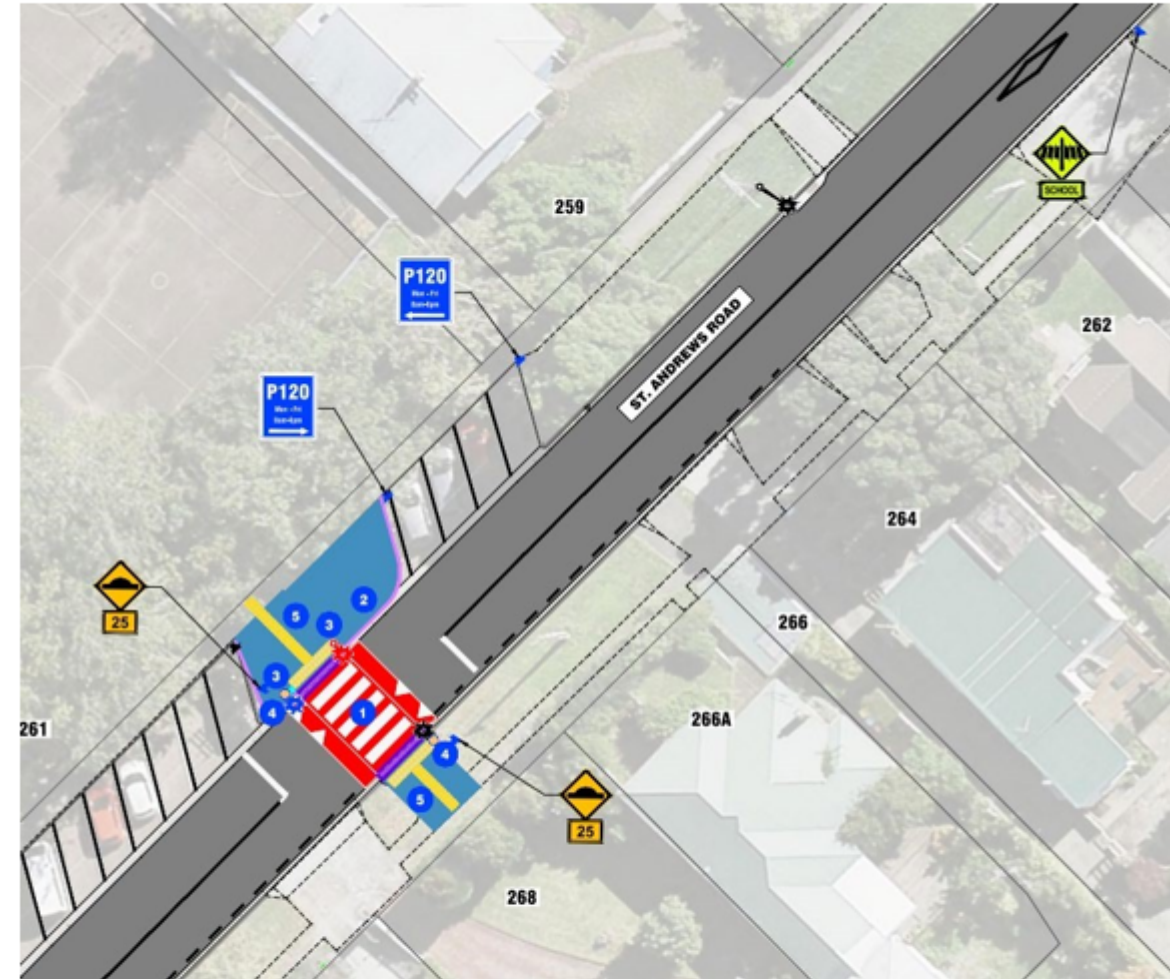
We plan to:

Raise the existing crossing to the level of the footpath on St Andrews Road, near the east entry gate to Three Kings School.

Upgrades include new kerb build out and improvements to the existing footpath on both sides of the crossing.

We plan to remove 1-2 car parks on either side of the crossing to improve sightlines for children and people waiting at the crossing.

New tactile pavers and signage will be installed. We will also shift existing poles, beacons, and street lights to improve safety and security when crossing at night.



The Need for Change

What we have done:

The letter from Three Kings School states that vehicles “are often well in excess of those prescribed by speed signage.”

After a site assessment and hui with school leadership, the project team determined that speed-calming and upgrading the crossing are required to improve safety and support crossing options on the increasingly busy road.

Volumes of traffic have increased significantly in recent months.

- 3,196 in 2006
- 5,734 in July 2018
- 7,384 vehicles per day in Nov 2020

As the area continues to grow, these numbers will only increase.

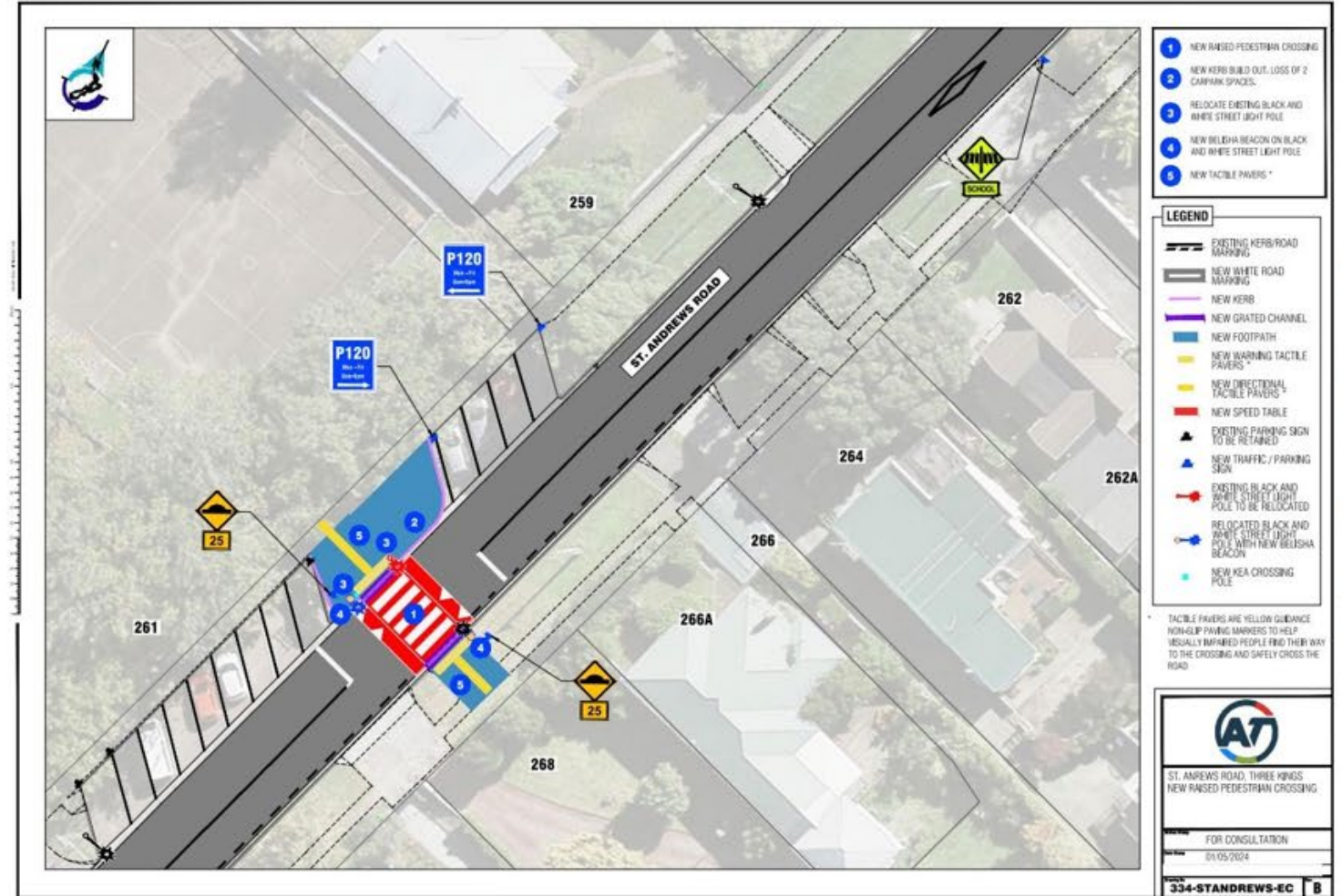


Design and Features

Community need

The design is not just about slowing vehicles; it reshapes the flow of traffic to prioritise pedestrian safety.

These designs were developed after investigating the school's needs, considering community concerns, and using modern traffic engineering to improve pedestrian visibility.



Alternative Considerations

Options investigated

In our quest to find the optimal solution, we explored various designs such as speed tables, speed humps earlier up the road, just improving crossing facilities, signs and lighting etc.

However, the need for safety improvements and practicality led us to install speed calming measures at the existing crossing, making it safer for people on foot in the area.

This decision was made with the community in mind, ensuring that the final design would serve not just for today, but for the many safe crossings of tomorrow.



Site location – existing crossing



Community Engagement

We seek to share the message by:

- Pre-engagement with the school and local stakeholders
- Postcards delivered to surrounding suburbs
- Social media campaign to digitise the message
- A landing webpage to establish understanding, including a project overview, survey questions, FAQs, and ways to submit feedback.
- Engage with the school to support their social media channels and help with parent communications, building the community's commitment to protecting its youngest members.



Collateral design examples



Project Impact

Impacts on the community

The project includes:

- A reduction of 1-2 parking spaces
- View of increased congestion and slower journeys
- Construction impacts
- Noise from crossing



Three Kings Kindergarten – Near existing crossing



Call to Action

What we need

We seek champions to aid our communication efforts and help share the message.

The project is sourced and funded through the Community Initiated Engineering Programme.

Spreading the message during the inform phase is pivotal, as it will help progress towards a safer St Andrew Road.

It's not just a raised crossing – It's a commitment to safety!

Puketāpapa Local Board
4K followers • 144 following

Posts About Reels Photos Videos

Intro
Puketāpapa Local Board's official Facebook page providing news and events updates.

Page • Government organisation

560 Mt Albert Road, Three Kings, Auckland, New Zealand

09-367 4301

puketapapalocalboard@aucklandcouncil.govt.nz

aucklandcouncil.govt.nz/Puketapapa

Open now

Photos See All Photos

Puketāpapa Local Board
22h · 🌐

Climate champions, this one's for you! Apply now for Auckland Climate Grants to seek funding assistance with your climate action project.

Live Lightly
18 August at 15:28 · 🌐

Auckland Climate Grant applications are now open! Got a project to reduce emissions, build community resilience, or support Māori-led climate action? Get fund... See more

Conclusion

Benefits to the community

Safer crossing facilities make it easier and stress-free for everyone, especially our Tamariki to move about your neighbourhood with confidence.

It offers better connections to schools, parks, public transport and other local amenities.

It also alerts drivers to slow down on approach and highlights pedestrians crossing, helping to slow speeds around the school.



Site location – existing crossing



Richardson Road Bus Stop upgrade project to Puketāpapa Local Board

Presented by Rahul Gowtham, Project Manager

29 August 2024



Contents

1. Project Progress Update and Proposed Improvements
2. Concept Plan
3. Planned Forward Works



1. Project Progress Update and Proposed Improvements



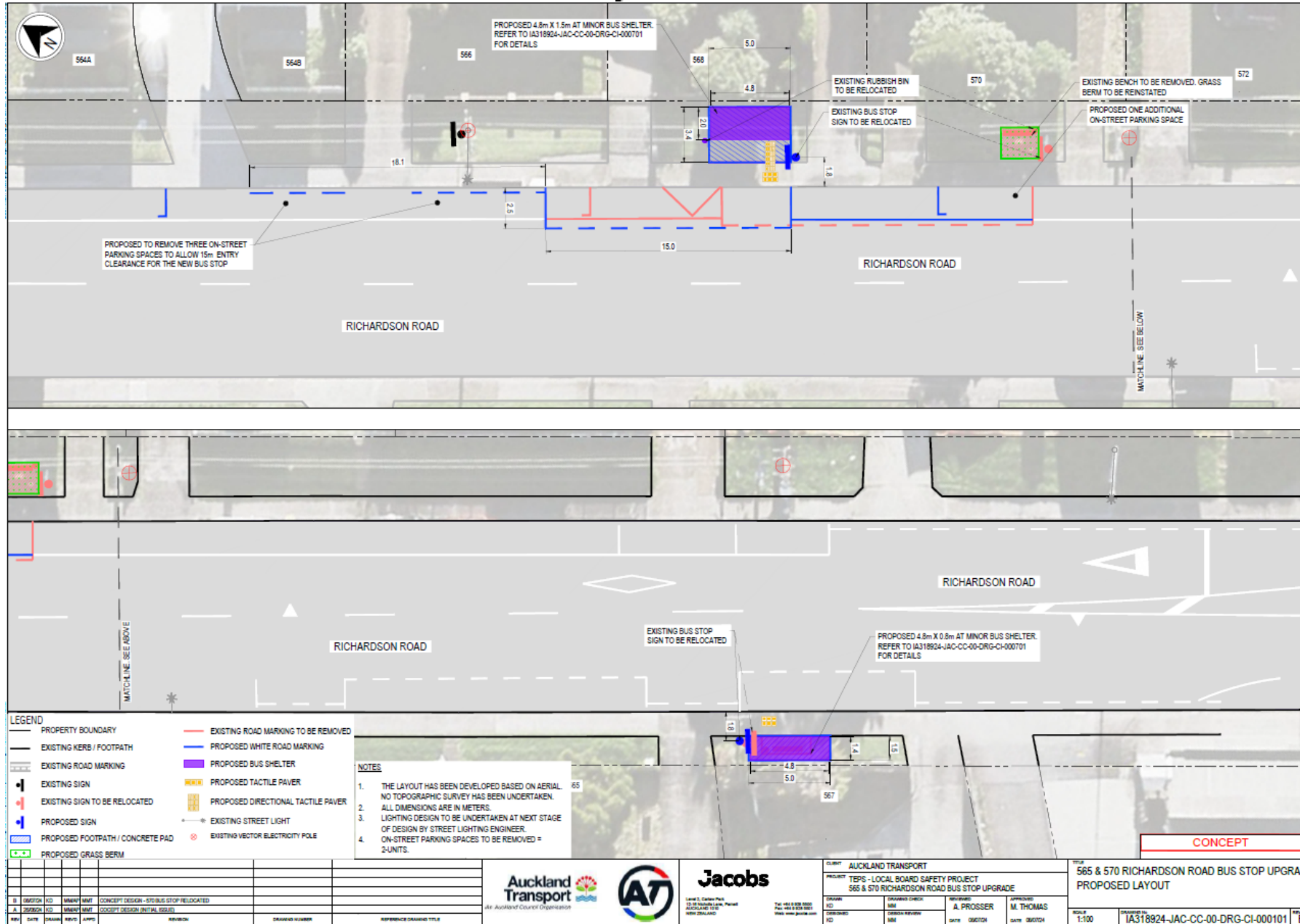
- Following Puketāpapa LB's initiative, Auckland Transport proposes to improve Bus Stops #8939 and #8934 on Richardson Road.

- The proposal will include upgrading existing Bus Stop with new concrete hardstand and installation of new Bus Shelters. To improve tracking in and out of Bus Stops, new No stopping lines – NSAAT (broken yellow lines) will also be installed.

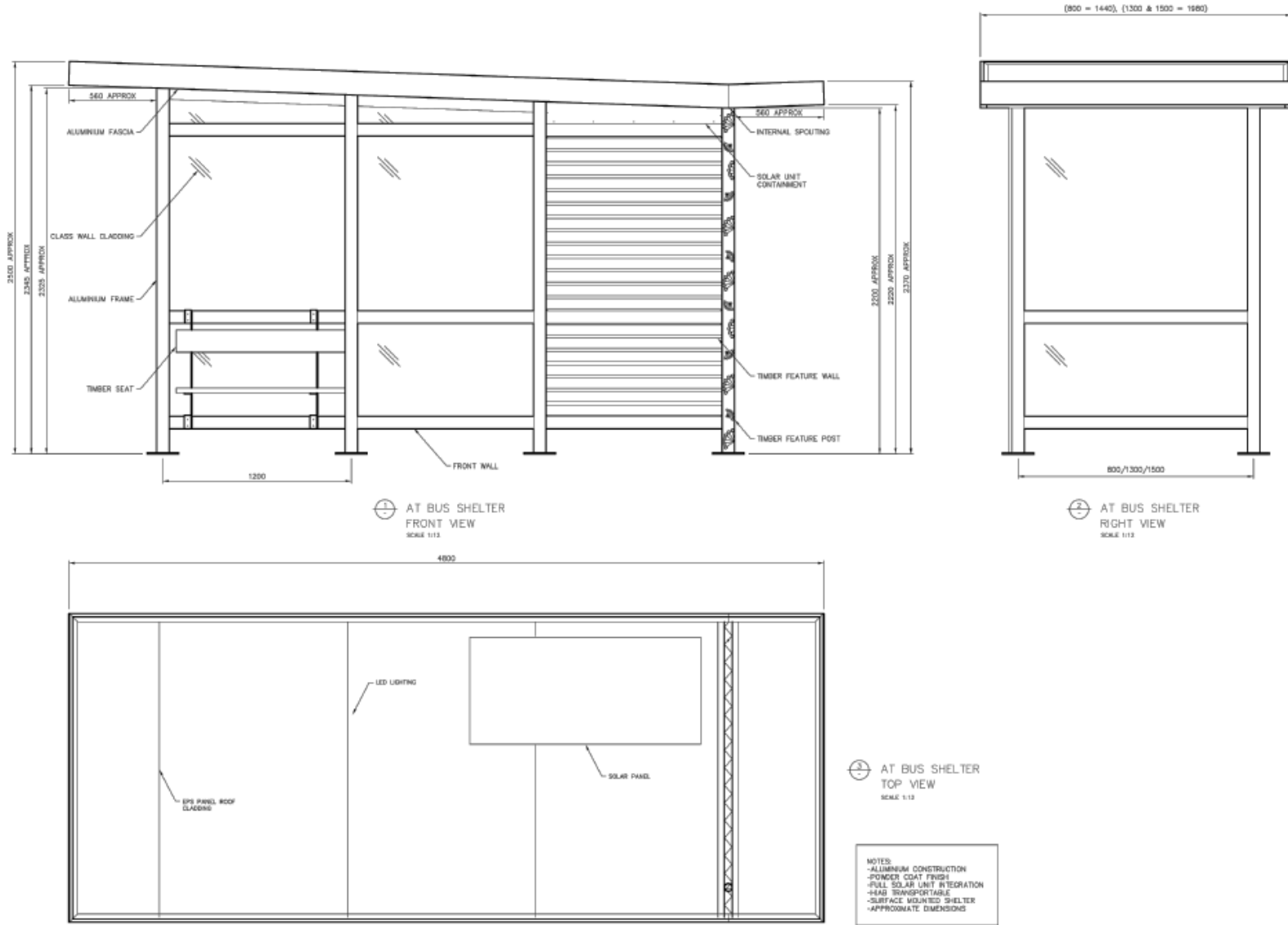
- The proposed improvements will result in Net loss of 2 on streetcar parks.



2. Concept Plan



2. Concept Plan



4. Planned Forward Works

- Local Board to confirm their support to the proposal.
- Public consultation planned in September 2024.
- Planned for construction during December and January.





Thank You



Central Crosstown Bus Changes 2024 (including Outer Link change)

Puketāpapa Local Board

by Edward Newbigin, Principal Communications and Engagement



Central Crosstown Bus Changes

Redesign of central crosstown bus services to be implemented 17 November 2024

The following bus changes are planned in your electorate.

1. **OuterLink**
 1. A section is replaced by new **64** and **65** routes through Mt Eden
2. **64** route extended to St Lukes
3. **65** (650) frequency increased to every 15 minutes, seven days a week
4. **66** more evening trips
5. **67** (670) frequency increased to every 15 minutes, seven days a week between New Lynn and Onehunga
6. **68** extended to Onehunga Trains Station
7. **27H & 27W** more peak-hour, peak-direction trips



Changes in your ward



Crosstown routes in Puketāpapa Local Board area from 17 November

66, 67, 68 will run at least every 15 minutes 7am to 7pm, seven days a week.

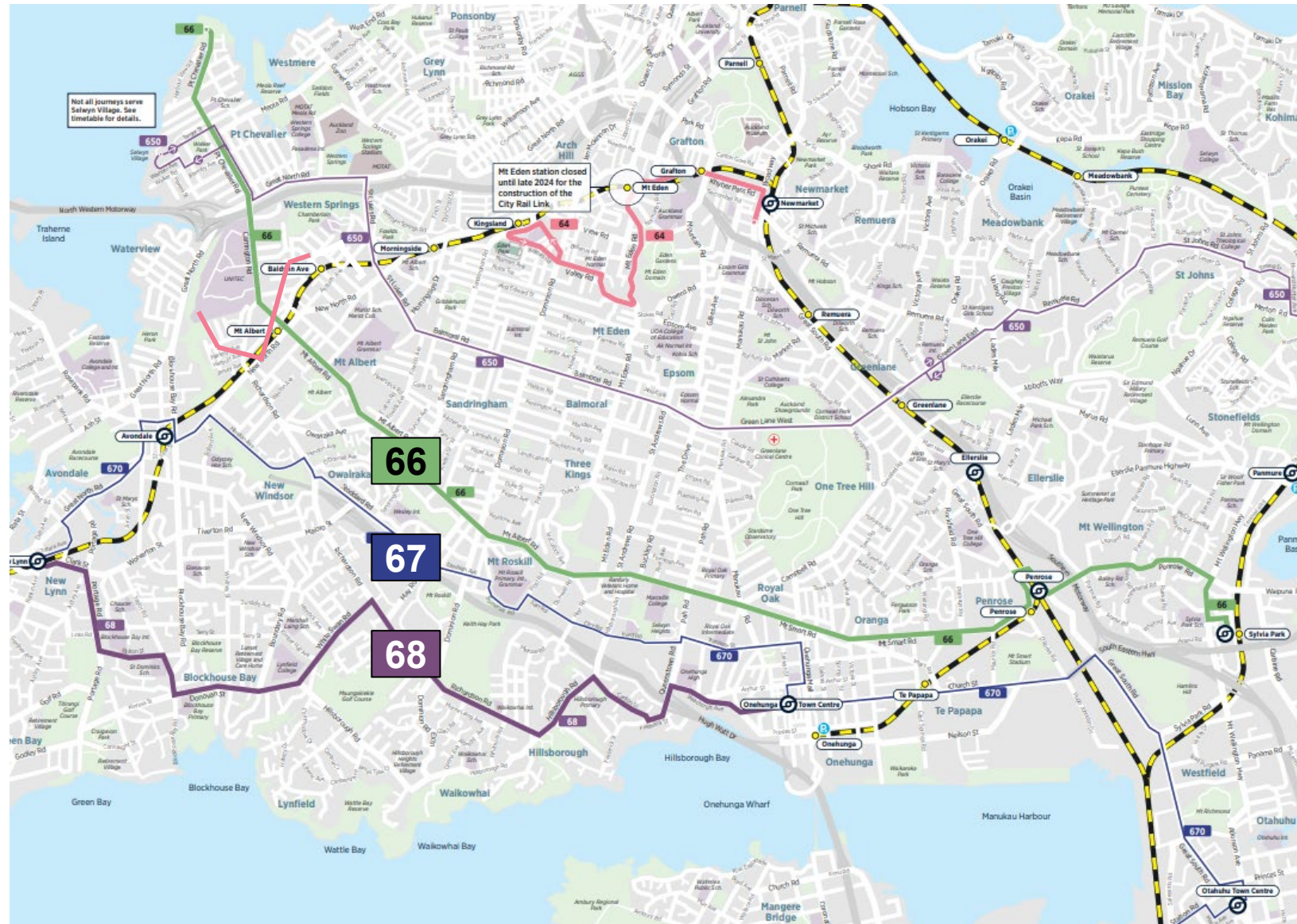
66 – Pt Chevalier to Sylvia Park via Mt Albert Rd

67 – New Lynn to Ōtāhuhu via Stoddard Rd, Denbigh Ave, Carr Rd, Onehunga.

68 – New Lynn to Onehunga via Blockhouse Bay and Hillsborough.

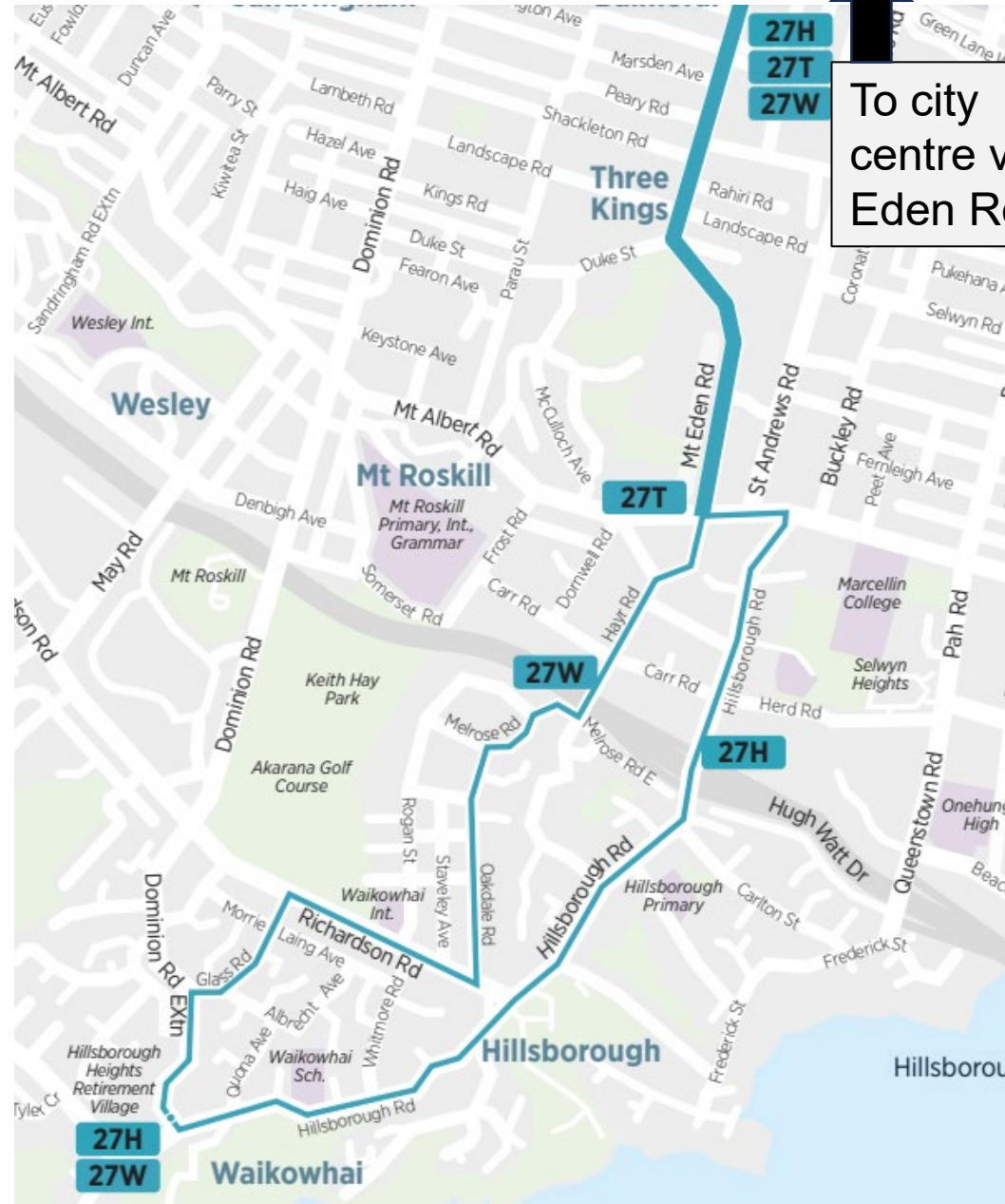
67 will run more frequently between New Lynn and Onehunga. It will run at its current frequency between Onehunga and Ōtāhuhu.

(All two-digit routes run at least every 15 minutes 7am to 7pm, seven days a week.)



More Mt Eden Road buses

- More 27H and 27W to the city centre via Mt Eden Road in the mornings and from the city centre in the afternoon/evenings on weekdays.



Journey examples

These changes facilitate trips between suburbs

E.g. Stoddard Rd to Cornwall Park.

67 to Manukau Rd and change to 30.

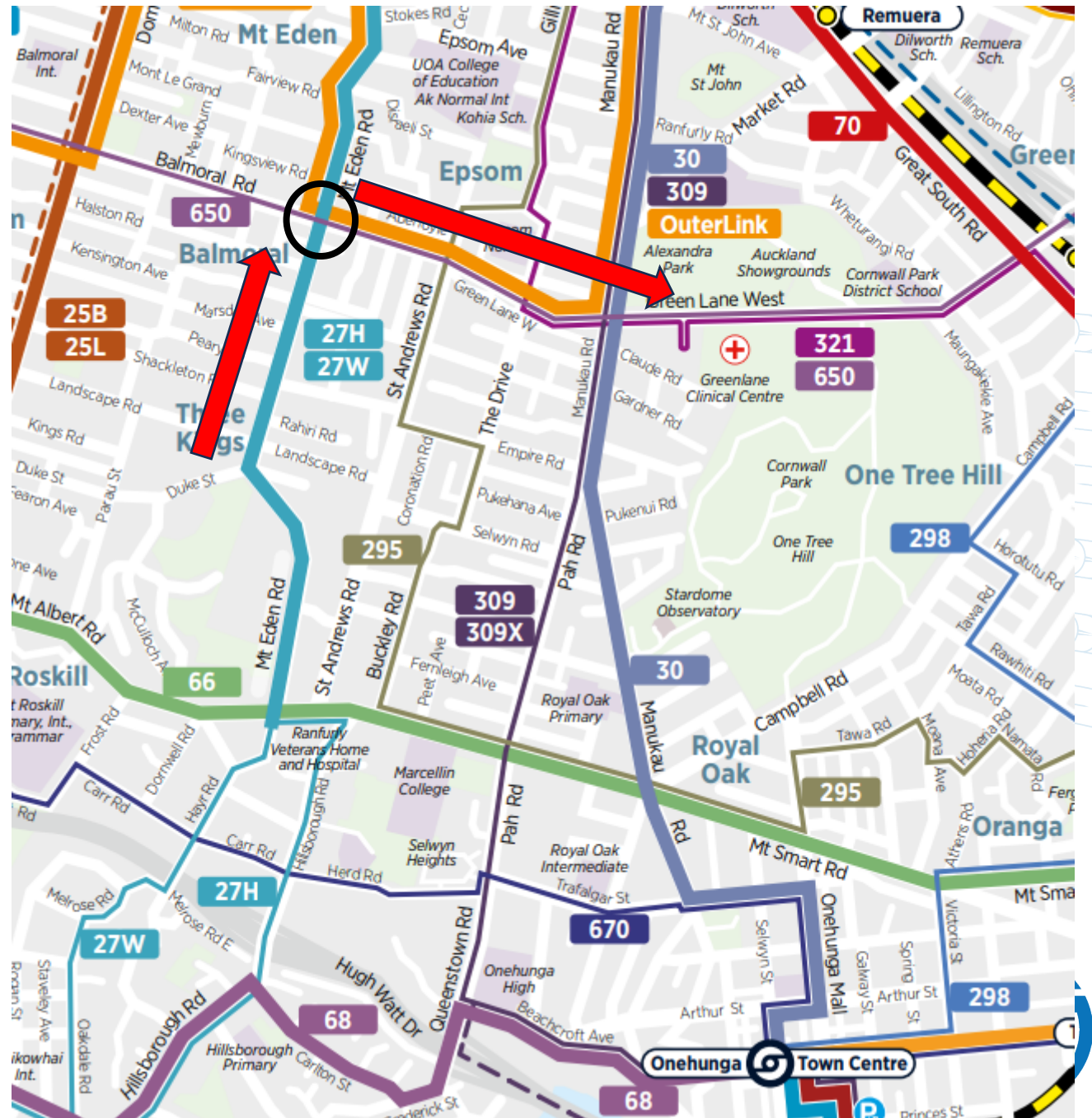
Average wait time between buses is 7.5 minutes.



Journey examples

These changes facilitate trips between suburbs

E.g. Hillsborough Road to Greenlane Clinical Centre
27H to Balmoral Rd and change to 65.



Changes across whole isthmus



Refer to City Centre Routes Map

Shortened **OuterLink** route

64 extended to St Lukes via Sandringham Road

More trips on **66** in the evening

More trips on **27H** and **27W** at peak times

Additional 30 trip at school times

More frequent **650** – becomes **65**

68 extended to Onehunga Train Station





Refer to
City Centre
Routes Map

Maungawhau (Mt Eden)
station closed until late
2024 for the construction
of the City Rail Link

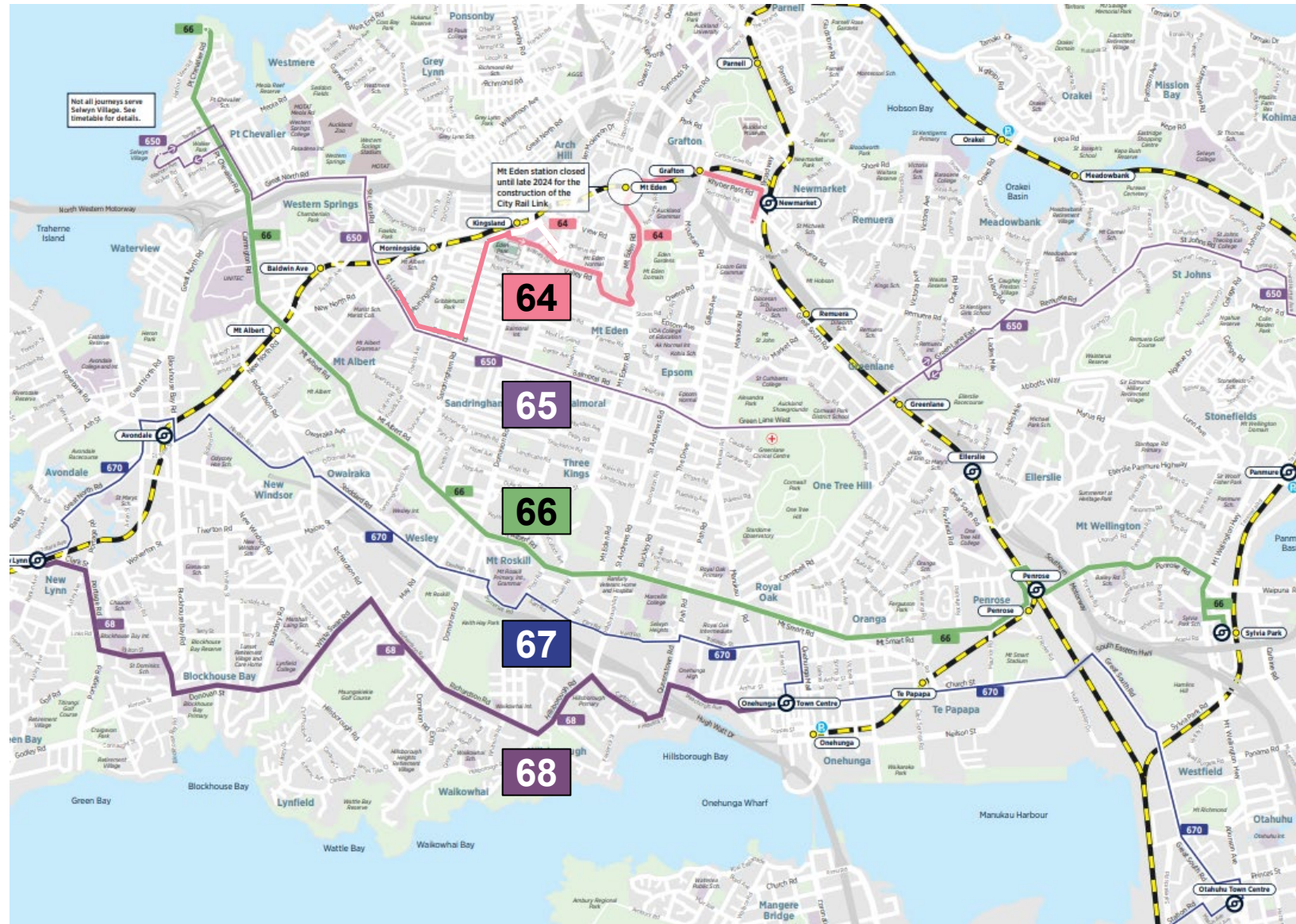
Moving bus stops
closer to each other
plus shelters and
wayfinding to make
transferring
between buses
easier and safer.
At Mt Eden
Road/Balmoral
Road and Manukau
Road/Green Lane
West intersections.



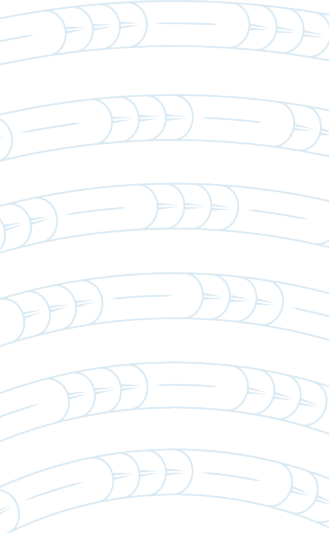
Crosstown routes from 17 November

64, 65, 66, 67, 68 will run at least every 15 minutes 7am to 7pm, seven days a week.

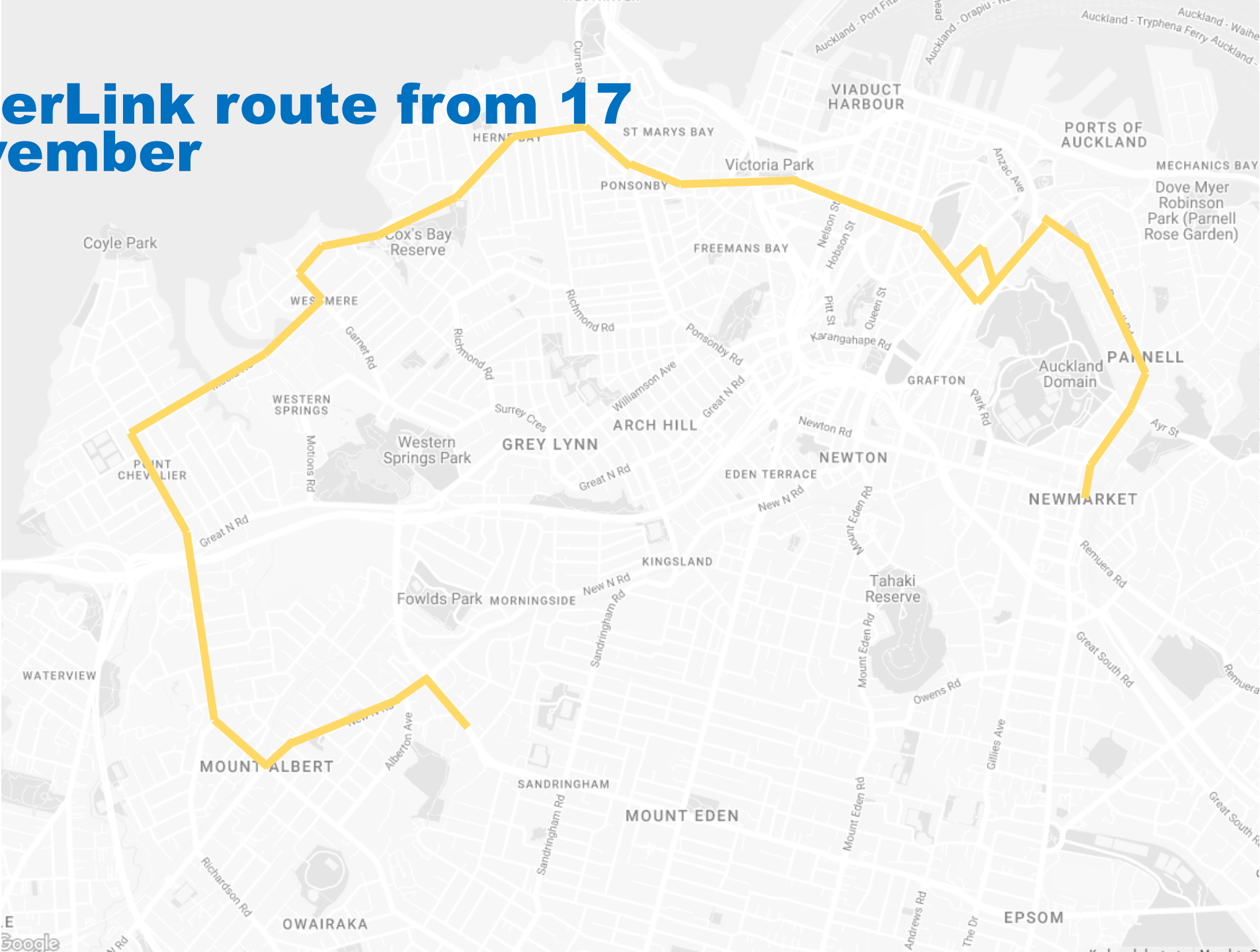
(All two-digit routes run at least every 15 minutes 7am to 7pm, seven days a week.)



Current OuterLink route



OuterLink route from 17 November



OuterLink

OuterLink route will change

Why?

- To make this 23 km continuous loop bus service more reliable.
- These changes will help avoid bunching and enable drivers to adhere to the timetable better without needing to stop for extended periods of time while passengers are sitting on board. This will make the bus reliable so more people use it.
- To enable the promise of a bus every 12-15 minutes
- To give Mt Albert, Pt Chevalier, Westmere, Herne Bay and Parnell a bus service they can rely on
- To remove unnecessary waiting at Victoria Park and Albert Park
- Removes duplication of frequent bus routes through Mt Eden.



What we are trying to fix

OuterLink issues

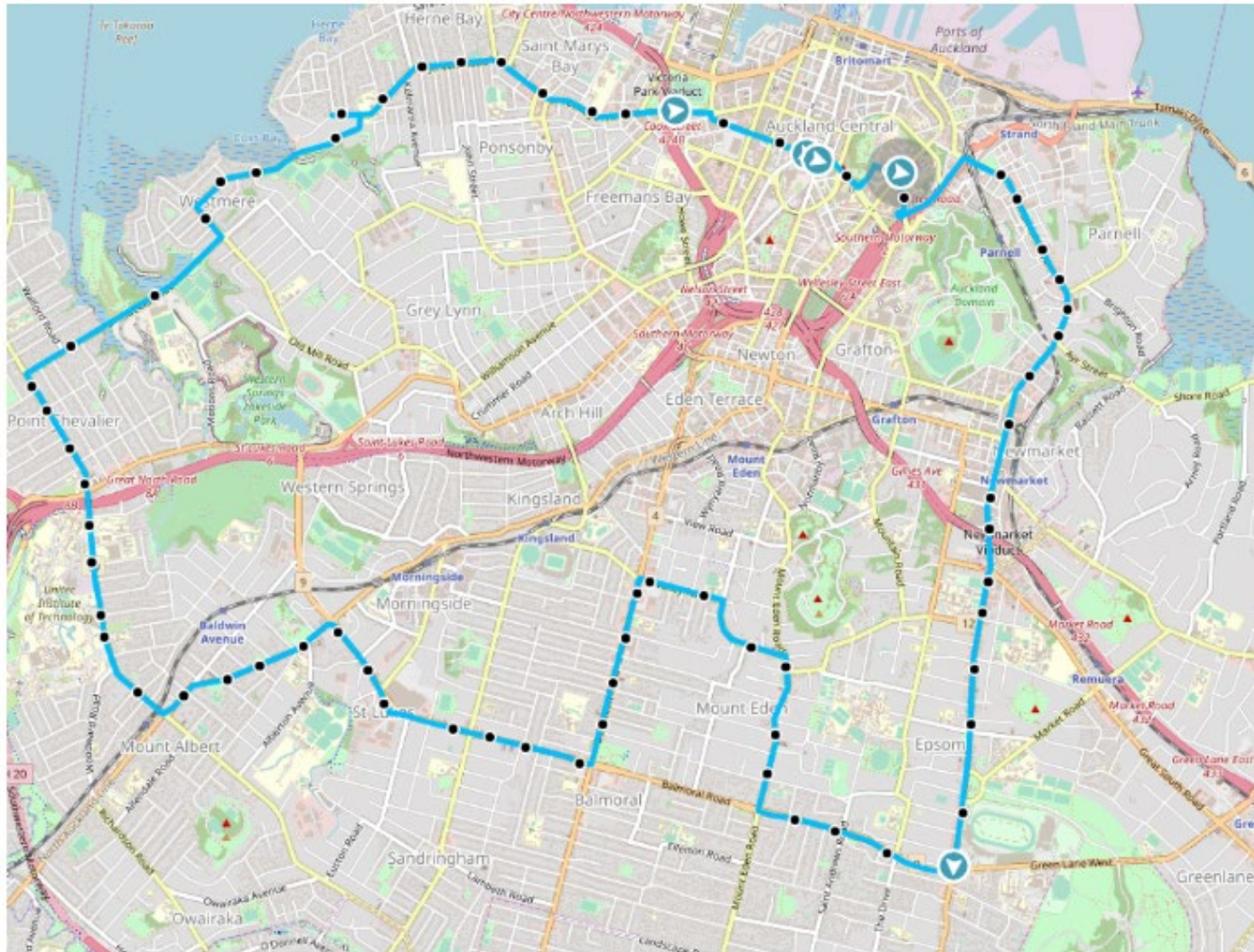
- With more traffic on the road since then, and no bus lanes along most of the route, the OuterLink consistently fails to meet the promise of a bus every 12-15 minutes, and AT has received many complaints.
- The overall reliability problems with the OuterLink bus service will be addressed for those areas that rely solely on this bus route: St Lukes, Mt Albert, Pt Chevalier, Westmere, Herne Bay, City Centre, Parnell, Newmarket.
- Having a bus service that is consistently unreliable creates distrust and dissatisfaction with the public transport network, makes it unfeasible to use to get to time-sensitive appointments such as jobs and meetings, and creates safety concerns as people wait at bus stops for much longer than they expect to.



• These changes improve access to a frequent bus services for more people.

OuterLink bunching

Screenshot of real-time map showing OuterLink buses bunching (catching up to each other and unevenly spaced)



OuterLink

So you won't wait 30 minutes and then two buses turn up at once.



4:16 4G

STOP 7119
Stop 7119 - Lawrence Street

Save stop Filter routes

OUT Parnell	32 min
Sched 4:20pm	26 stops
OUT Parnell	35 min
Sched 4:32pm	26 stops
OUT Parnell	47 min
Sched 4:44pm	34 stops
OUT Parnell	49 min
Sched 4:56pm	38 stops
OUT Parnell	56 min
Sched 5:08pm	46 stops
OUT Parnell	5:27pm
Sched 5:20pm	57 stops
OUT Parnell	Scheduled 5:33pm



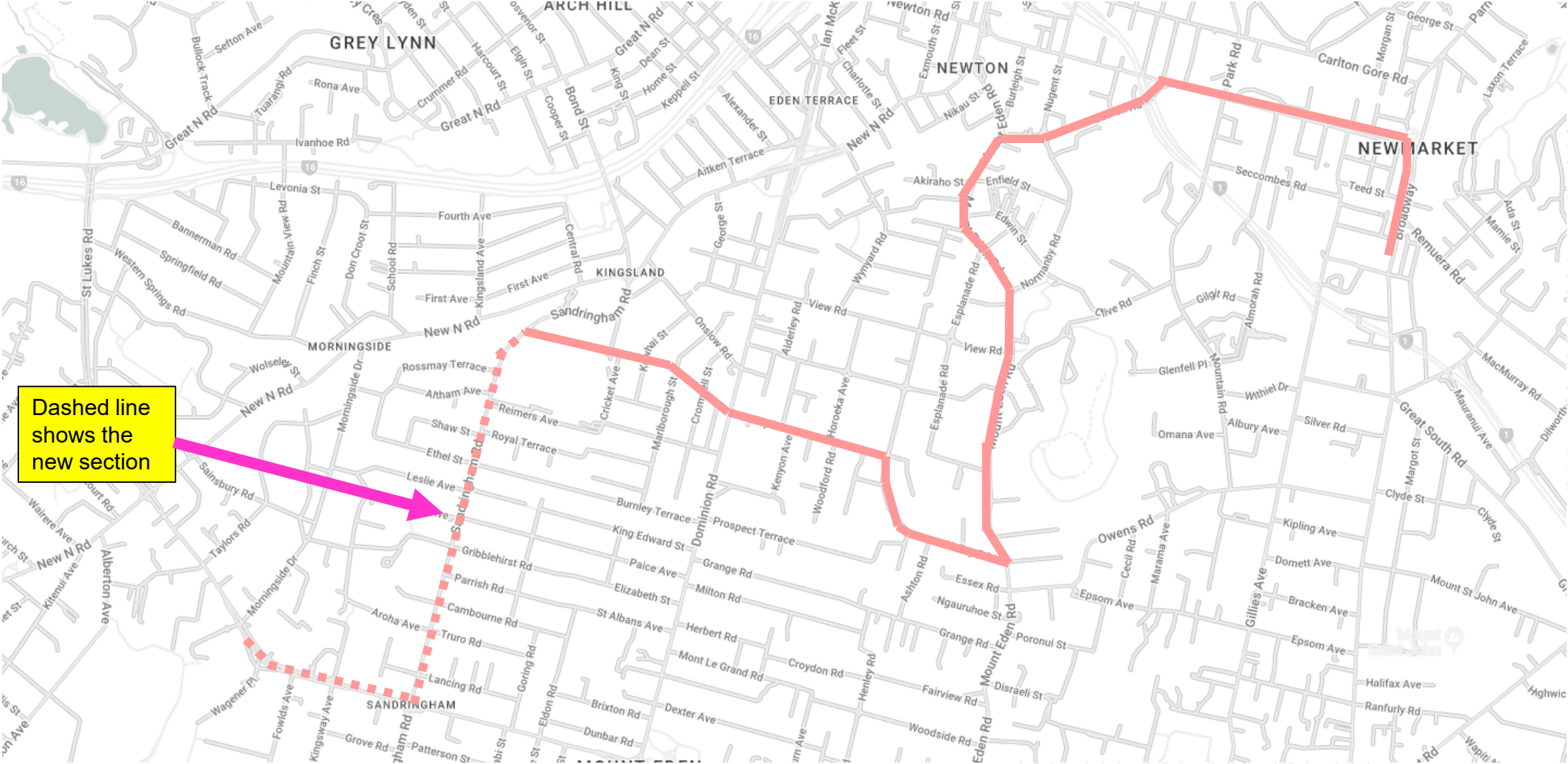
Route 64

From 17 November 2024:

- Extend it to St Lukes (route option A)
- Remove from Onslow Rd and run it both ways on Walters Road
- Continue it to Kingsland Station until after Maungawhau Station reopens
- Monitor it for 12 months afterwards to see how travel patterns change
- Consult with users and Walters Road residents during this time
- If no one needs it to go to Kingsland we could re-route it via another route (e.g. route option B)
- Make it a permanent route



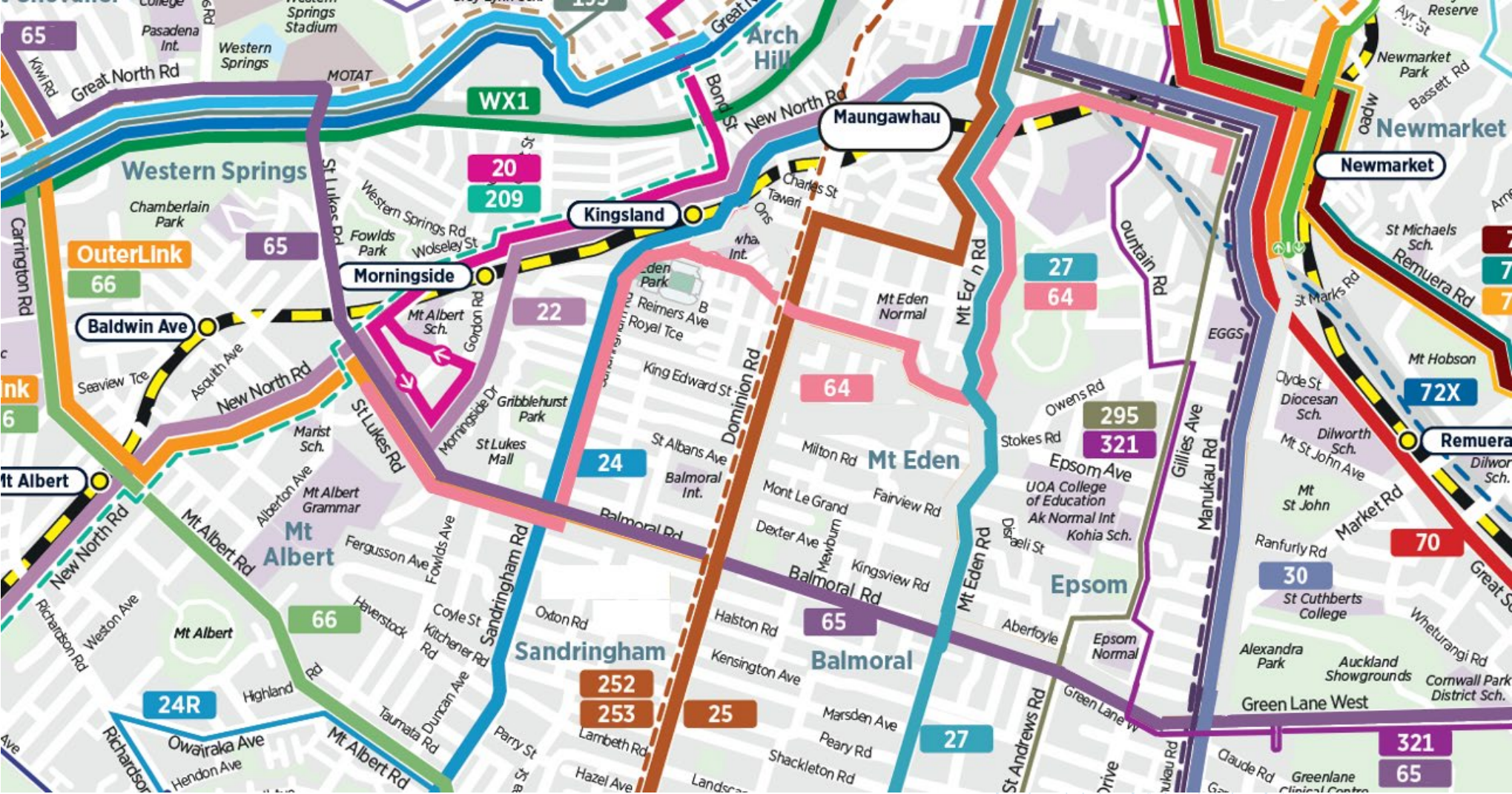
Route 64 from 17 November



Dashed line shows the new section



There are still Frequent bus options in this area



There are a range of benefits

- Reduced waiting times for buses.
- Frequency increases makes it easier to make connections between buses with reduced waiting times and greater reliability to make it feasible to travel to more destinations across Auckland.
- Frequent routes **65** and **67** should gain the same success of **66** and **68** following post-COVID patronage response.
- Improved frequency of route **65** to every 15 minutes all day, provides a frequent connection between Remuera, Greenlane, Greenlane Clinical Centre, Balmoral Rd, St Lukes, Western Springs, and Pt Chevalier.
- Improved frequency of route **67** to every 15 minutes all day, provides a frequent connection between New Lynn, Avondale, Stoddard Road, Keith Hay Park, Mt Roskill schools, Carr Road, and Onehunga.
- Simplifies the bus network making it easier for new users to understand and use it.



Timeline

- 2016** Consultation on OuterLink changes as part of Central Isthmus changes
- 2018** Central Isthmus changes go live – no change to OuterLink
- 2019** public consultation on revised Crosstown / OuterLink changes
- 2020** Mt Eden station closes – decision to defer Crosstown changes
- 2023** Revised Crosstown proposals included in RPTP
- 2024** engagement with affected communities



Public Feedback

2019 consultation told us:

- 39% told us they didn't want to take more than one bus to complete their journey
- 20% told us they liked the promise of a more reliable OuterLink service
- 10% told us they liked the increased frequency on the 650 route.
- 5% stated they would need to walk further if the proposed changes were made



Public Feedback

2019 consultation told us:

Those currently using the St Lukes to Newmarket (via Mount Eden) section of route see the change as less convenient and have concerns about transferring.

- “We don’t want to lose our connection to St Lukes”
- “I don’t want to transfer” / “Interchanges on Balmoral Rd are not good enough”

But are also least happy with:

- Reliability (frequent users and those travelling for work)
- Time waiting (at the bus stop or on the bus).



Public Feedback

The recent RPTP consultation also showed similar community views

Outer Link changes		
Type	Comment	Mentions
Support	Support proposed changes	71
N/A	No comment	37
Support	Change because of existing service unreliable	7
Support	Changes will be more efficient	2
Concern	Retain the loop	2
Concern	Achieves nothing	2



Next Steps

- Talk to affected communities and other stakeholders about plans



Thank you



Memorandum

To: Puketapapa Local Board Chair & Board Members
From: Michaela Spratt, Communications & Engagement and Jennifer Fraser, Elected Member Relationship Partner
Date: 26 August 2024
Subject: Frost Road Shared Path update (Local Board Transport Capital Fund project)

Introduction

This memo provides a further update to our memo dated 31 July 2024, to Puketapapa Local Board. This project is noted in Kokiri Transport Plan as having a **collaborate** level of engagement.

Project Update

External Engagement Analysis

Please note the affected external parties below were informed of the above project proposal between 5 August 2024 and 19 August 2024.

Stakeholder:	Methodology:	Response:
Residents / Businesses	71 via letters	Concerns addressed below
Mount Roskill Grammar School	1 via email and letter	No response
Saint Therese School	1 via email and letter	No response
Saint Therese Catholic Church	1 via email and letter	No response
Emergency services (police, fire, and ambulance)	1 via email	No response
Bike Auckland	1 via email	No response
Walk Auckland	1 via email	No response
Kainga Ora New Zealand	1 via email and letter	No response

Communication Channel (Used/Not Used)			
Online Content	Not Used	Public Meeting	Not Used
Other Materials			Not Used

One resident raised concerns about shared path safety and useability

The resident raised concerns about the safety of pedestrians on the shared path, particularly during busy times like school runs. They noted that pedestrians often walk in groups or stop to rest at the top of the hill, which could be dangerous if cyclists come around corners at speed. They expressed concern that proposed shared path markings might force pedestrians, including the elderly, to navigate uneven surfaces due to cyclists using the inside lane. Additionally, concerns were raised about power poles obstructing the path and potential issues with rubbish bins on bin days.

Memorandum

A response from AT project team was sent confirming that the shared path design was optimised within the existing footpath geometry and passed a safety audit. The design includes widened sections at critical points and ensures clear visibility around corners. While the issue of rubbish bins was acknowledged, it was deemed an infrequent occurrence and low-risk, and monitoring will take place post-construction. The shared path markings will be clarified by changing the symbols from a horizontal to a vertical layout, which will provide clearer guidance on lane usage and address marking confusion. Additionally, hazard markers will be installed on power poles to improve safety.

Final Proposal

The final proposal features no changes but clarifies the shared path footpath markings by shifting from a horizontal to a vertical layout. This adjustment reduces confusion by clearly indicating that there are no dedicated sides for shared path users. Additionally, hazard markers are proposed on utility poles to enhance visibility, especially in low light conditions, alerting cyclists to potential obstacles and improving overall safety.

The internal stakeholders in AT were informed of the final proposal via email on 20 June 2024. All comments from internal teams have been responded to through the design review process (DRP) with no further comments received. The DRP approval was granted on 20 June 2024.

Further Updates

Further updates will be communicated to the community regarding the proposed works before construction takes place.

Ends



Memorandum

To: Chair Ella and Board Members, Puketapapa Local Board

From: Jennifer Fraser, Elected Member Relationship Partner, Auckland Transport

Date: 26 August 2024

Subject: Auckland Transport Forward Works Engagement Programme Workshops

Introduction

In October and November 2024, Auckland Transport (AT) will be conducting the annual cycle of Local Board Forward Works Programme Engagement (FWEP) Workshops. The intent is to outline the provisional capital works programme for the 2025/26 financial year. You have an opportunity to give feedback and two-way dialogue.

In addition, it is critical that a “joined-up” view of AT’s capital programmes is presented so that local boards see how important interactions occur between capital works. To this end, the presentation includes key programmes that are not discussed in the FWEP but are potentially of interest to the local board.

To better facilitate your ability to inform the programme it is proposed to dedicate most of the time to discussing programmes which are the highest priority for your local board while a summarised update will be provided for the remaining programmes. Following the workshop, if there are any areas which you would like to find out more information about, we will provide follow up information.

It is intended that an AT Executive Team Member will provide an introduction and be available to answer questions at the workshop, and subject matter experts will be present to talk to the focus areas in greater detail.

This memo is to seek your feedback on the suggested focus programme areas for your local board – **see below.**

Action:

We would ask that Local Board Services work with AT’s Elected Members Relationship Partners to confirm AT has the correct priority areas as soon as possible or **by 3 September 2024**. This will ensure that the workshops are best tailored to your greatest areas of interest and that the appropriate personnel from Auckland Transport are able to be present to answer questions.

Focus Programme Areas:

Based on review of your Local Board Plan, your preferences in the Kokiri Agreement and AT’s understanding of your transportation priorities we suggest the below programmes be the focus for the workshop discussion – noting this a **suggestion** only and subject to your feedback:

1. Road Corridor Renewals {Focus area 1}
2. Community Initiated Engineering Programme {Focus area 2}
3. Network Optimisation {Focus area 3}
4. Public Transport Minor Projects {Focus area 4}

Memorandum

For your reference, below are the focus areas selected in the previous year.

1. Road Safety {Previous focus area 1}
2. Active Modes {Previous focus area 2}
3. Road Corridor Renewals {Previous focus area 3}
4. Metro Operations and Infrastructure {Previous focus area 4}

The workshop will provide a high-level summary of the following programmes if there are projects planned in your area:

Programme	Description	Engagement Method
Local Board Transport Capital Fund	Local Board identified projects.	Collaborate
Auckland Cycling Programme	Delivering cycle facilities to connect town centres, public transport schools and employment. Urban Cycleways involved development of 4 key cycle networks.	Consult
Public Transport Minor Projects (including Metro Operations and Infrastructure)	Improving bus related infrastructure and services, including Bus Access and Optimisation and Bus Routes for Climate Action.	Consult
Parking	Addressing strategic and community-initiated parking management improvements.	Consult
Community Partnerships Programmes	Road safety behavior change initiatives in communities and schools through partnership. Travel demand management in schools, early learning, educational facilities, kohanga reo, kura kaupapa and marae.	Consult
Sustainable Mobility	Promoting active modes, improving safety, and encouraging mode shift targeted at schools and communities and workplaces.	Consult
Public Transport Services	Planned new bus, train and ferry services	Consult
Community Initiated Engineering Programme	Programme to respond to community concerns for functional improvements to the network. Delivers pedestrian, cycling protection and network roading improvements.	Consult/ Inform
Capital Projects	Major projects: e.g., Bus projects, Ferry Projects, Rapid Transport Access, Infrastructure to support Property Growth Areas	Inform
Road Safety	Addressing high risk corridors and intersections, for our most vulnerable road users and setting safe and appropriate speeds across the network.	Inform

Memorandum

Network Optimisation	Making best use of the existing roading network by increasing the capacity for people and freight movement, considering all modes	Inform
Road Corridor Renewals	Maintenance of assets within the road corridor	Inform

Please let me know if you have any questions.

Regards

Jennifer

DRAFT

From: [Jennifer Fraser \(AT\)](#)
To: [Ella Kumar \(Puketapapa Local Board\)](#); [Fiona Lai \(Puketapapa Local Board\)](#); [Jon Turner \(Puketapapa Local Board\)](#); [Bobby Shen \(Puketapapa Local Board\)](#); [Mark Pervan \(Puketapapa Local Board Member\)](#); [Roseanne Hay \(Puketapapa Local Board Member\)](#)
Cc: [Vanessa Phillips](#); [Mary Hay](#)
Subject: Auckland Transport proposal outcome: Marcellin College (617 Mount Albert Road) - Pedestrian Crossing Upgrade
Attachments: [Mt Albert Road External Consultation Plan 23.07.2024.pdf](#)

Kia ora Chair Ella and Board Members

In November 2023, we sought your feedback on our proposal to raise the pedestrian crossing in front of Marcellin College. We are now connecting with you to let you know the outcome of this proposal.

Proposal Outcome

Earlier this year, Auckland Transport reviewed its approach to raised devices (like raised crossings) on arterial roads. This was done in response to the government's strategic direction on speed management.

We developed an alternative design option, and after further engagement with the Local Board, we will be proceeding with the following safety improvements:

- High friction surfacing (HFS) approaching the pedestrian crossing to improve the skid resistance of the road surface, to assist with vehicle braking.
- Driver feedback signs (also known as speed indication devices) on approaches to the pedestrian crossing to display the speed of approaching vehicles.
- Advance stop boxes to provide a safe place for cyclists to stop and wait at the lights.
- These changes will increase drivers' awareness of their travel speed as they approach the pedestrian crossing.

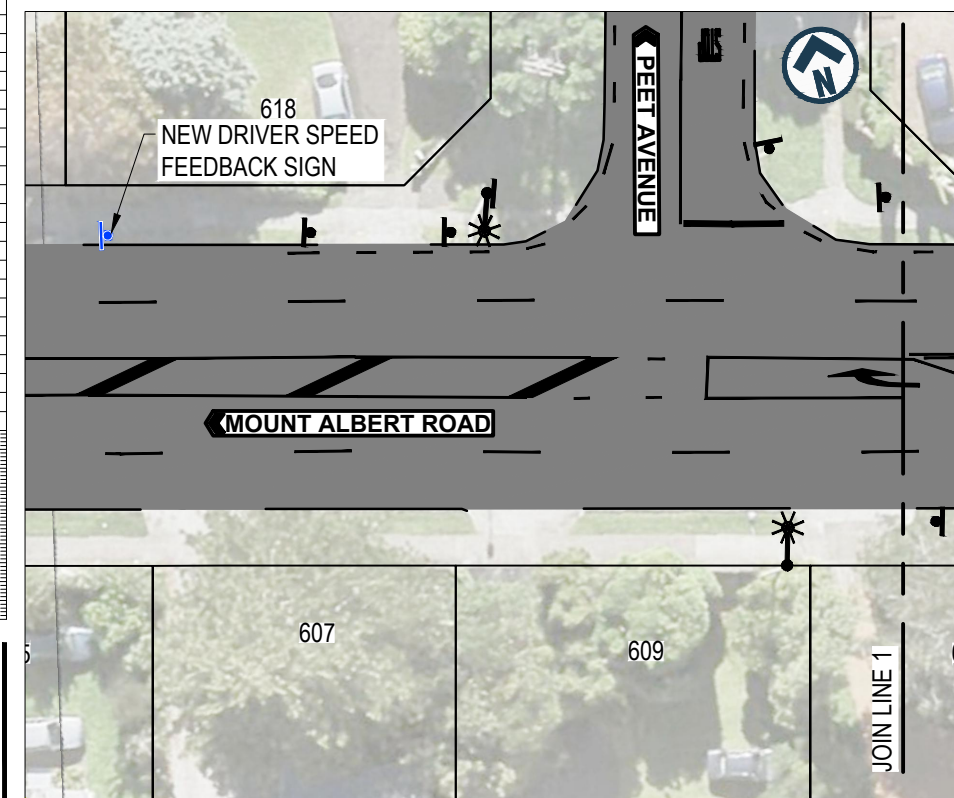
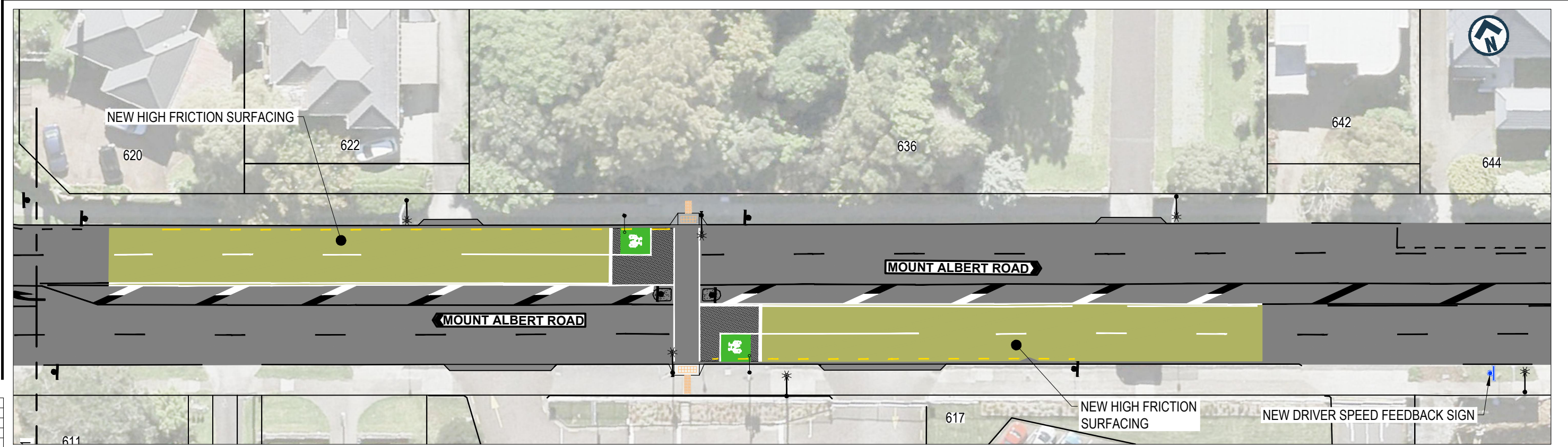
Auckland Transport will continue to monitor the speed and safety risk in front of Marcellin College and make further safety improvements if required. We will let the community know before any further improvements take place.

These works are scheduled for October/November 2024.


For more information, a summary of all the submissions we received and answers to questions and concerns, please [click here](#) to visit our website. If you have any questions or concerns during construction, please call (09) 447 4671 or email us at projects@at.govt.nz.

Regards
Jennifer

ORIGINAL SIZE A1



LEGEND			
	EXISTING KERB AND CHANNEL		NEW ADVANCE STOP BOX
	EXISTING DRIVEWAY		EXISTING TRAFFIC SIGN
	EXISTING ROAD MARKING		NEW TRAFFIC SIGN
	NEW WHITE ROAD MARKING		EXISTING STREETLIGHT
	NEW YELLOW ROAD MARKING		EXISTING SIGNAL POLE WITH PEDESTRIAN PUSH BUTTON
	EXISTING WARNING TACTILE PAVERS		EXISTING SIGNAL POLE WITH MAST ARM
	EXISTING DIRECTIONAL TACTILE PAVERS		ROAD CORRIDOR
	EXISTING TRAFFIC ISLAND		EXISTING PROPERTY BOUNDARY
	NEW BEIGE HIGH FRICTION SURFACING		
	NEW GREY HIGH FRICTION SURFACING		



AUCKLAND TRANSPORT
MOUNT ALBERT ROAD
HIGH RISK CORRIDOR IMPROVEMENTS

Status Stamp			
CONSULTATION			
Date Stamp			
23/07/2024			
A1 Scale	1:200	A3 Scale	1:400
Drawing No.			Rev.
12592039-G030			B



Community Wellbeing Puketāpapa Work Programme Implementation

Puketāpapa Local Board / August 2024

Kat Teirney – Tūhono Hapori o Puketāpapa | Community Broker - Puketāpapa



Purpose

- Overview of work programme
- Update and direction on areas of interest
 - Local Implementation of Ngā Harpori Momoho
 - Welcoming Puketāpapa
 - Placemaking Puketāpapa



Overview of Community Delivery Work Programme

Resourcing	Continuing	Discussion / Direction
Local Implementation of Ngā Haportī Momoho	Manu Aute Kite Day	Local Implementation of Ngā Haportī Momoho
Library Services	Youth	Welcoming Puketāpapa
Community Development and Youth Specialist	Access to Community Places	Placemaking Puketāpapa
	Strategic Relationship Grants	
	Operational grant for Pah	
	Wesley/RYZ - resourcing plus programming	
	RYZ business plan initiatives	
	Healthy Puketāpapa	



Local Implementation of Ngā Harpori Momoho

Local board contribution towards the capability required to deliver community development activities and outcomes.



Ongoing service delivery from Wesley, RYZ, Mt Roskill Library and Fickling Centre

Problem Statement:

Local Community Services in Puketāpapa, specifically Wesley Community Centre, Roskill Youth Zone, Mt Roskill Library and Fickling are not currently funded or structured in a way that allows them to develop and deliver new, innovative services and programmes that support new incoming communities in areas of rapid growth.

Objectives:

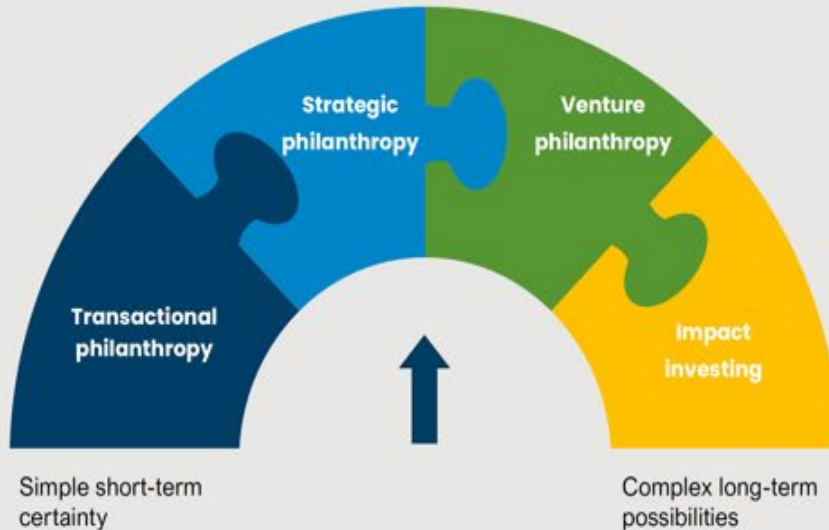
- Have enough information and insight to inform advice to the LB and Council on future:
 - funding requirements
 - staffing resources / structures
 - programme / service focus areas
 - to support delivery of local community services and community programmes.
- We would like short, medium and long term stepped changes recommended that reflect the changes planned in the communities over the next 10 years.
- Consider the contribution of other council delivered services in the wider catchment
 - i.e. Mt Albert Library and Sandringham Community Centre



Funding landscape update

Philanthropy dial

A framework to show the continuum of grant making
Source: Centre of Social Impact, NZ



Insight of local programme

Informed by indepth sector analysis and finding

Barrier free funding opportunities examples and options to investigate:

- EcoNeighbourhoods
- Arts and Events Brokerage – workshop 12 September
- Enabling use of shared space



Funding landscape update

In Puketāpapa the local board has already showed an interest in increasing its contestable grants fund.

Broker is working on coordinating and providing advice on:

- criteria
- priorities
- amounts
- accountability
- ongoing resourcing requirements

if the funding envelope is increased, and the amount of individual grants increases.

For us in Puketāpapa there are some significant questions and advice needed around operational and staffing costs being funded, as many of our organisations could potentially lose Government contracts and funding for some of their services over coming months.

We also have some significant issues around saturation, as many of our groups are small and very tailored to our CALD (Culturally and Linguistically Diverse) communities.



Welcoming Puketāpapa

Support for activities identified, developed and delivered by the Welcoming Communities Coordinator for Puketāpapa, funded through MBIE:

- Implementation activities that support delivery of Welcoming Plan.
- Contribute to the creation of key orientation resources and activities, for example community resource maps, directories, activations, workshops.
- Facilitate collaboration between community, mana whenua groups, service providers and council services to implement new welcoming activities.
- Document what is taking place, to assist with reporting to the local boards and MBIE and the accreditation of the local boards as Welcoming Communities.
- Deliver Social enterprise outcomes.



Welcoming Puketāpapa - \$30,000

Activities has been \$5k previously, with a significant amount of regional resourcing in relationship to MBIE application.

Now working on accreditation and delivering on Audit findings. Coordinator resource funded through MBIE.

Activities for FY2024/2025:

- \$8k - Neighbours Day – holding to March
- \$10k - Seed funding for Welcoming Activities
 - Women's swimming
 - Women's Zumba
 - Welcoming Day at Wesley Community Centre (compass work)
- \$10k - Neighbourhood Support – Diverse Communities pilot



Placemaking Puketāpapa

Develop and support placemaking projects that support safety, promote community identity and encourage shared action.

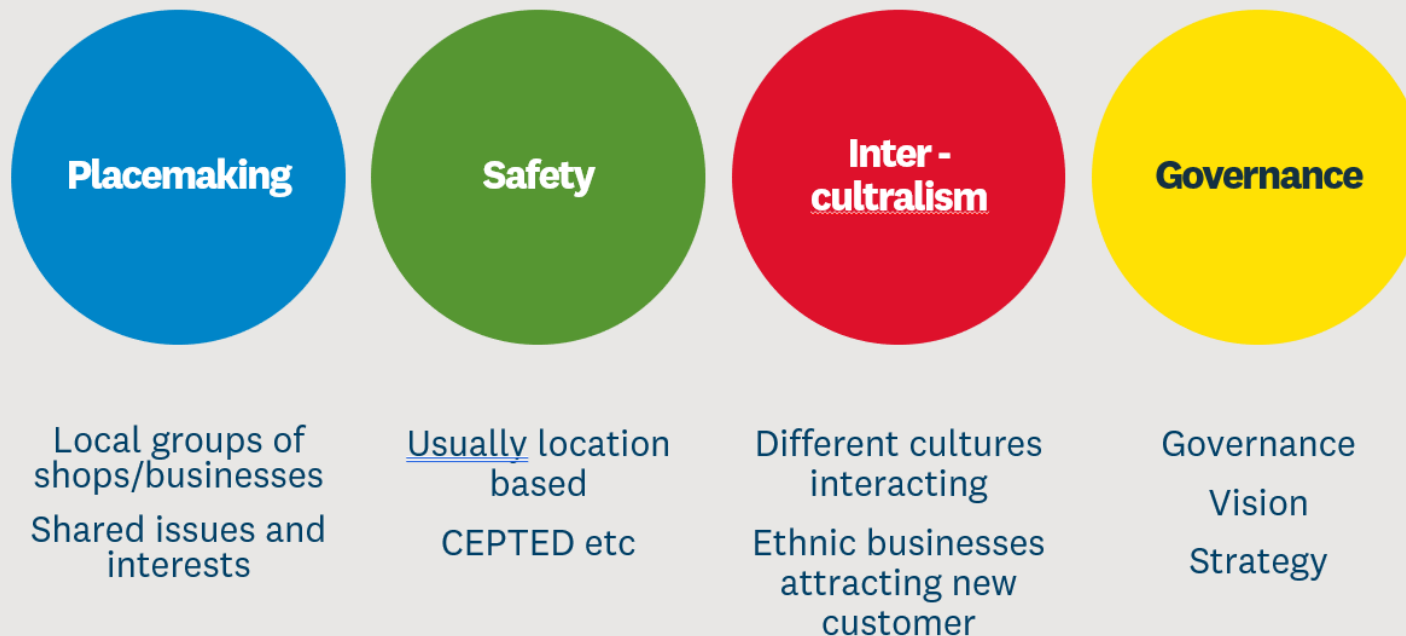
Support community-led placemaking activities and initiatives that engage diverse communities, promote safety and disaster resilience, increase the connectedness and participation of businesses and community members.



Placemaking Puketāpapa - \$20,000

Working with Puketāpapa Business Voice and others to identify key areas and opportunities including delivery on Stoddard Road findings

- Draft CEPTED report received
- Ongoing delivery of engagement and project delivery in Stoddard Road west
- Neighbourhood Support Activator in role and will provide additional insights



Additional Placemaking opportunities

- Carr Road
- Roskill South
- Stoddard Road – May Road
- Lynfield – Hillsborough Road

Working with Puketāpapa Business Voice and others to find opportunities

Inter-cultural programme opportunities

- African / Middle Eastern food / groceries
- In discussions with EATAuckland



Opportunities for additional safety work

**Territoriality
and access**

Patrols / wardens /
ambassadors /
physical access
elements

**Beautification
and activity**

Parks / planters /
“look and feel” /
events / use of
spaces

Connectivity

Safe physical design
connections /
wayfinding /
connection between
people

**Culture and
Cohesion**

Building sense of
community / multi-
party approaches to
safety

Working closely with Puketāpapa Business Voice to identify opportunities



Pātai

