



MAORI STANDING COMMITTEE

Agenda
12 February 2018

Notice of a meeting of the Maori Standing Committee of the South Wairarapa District Council to be held in the South Wairarapa District Council Chambers, 19 Kitchener Street, Martinborough on Monday 12 February 2018 at 6.30pm.

MEMBERSHIP OF THE COMMITTEE

Reuben Tipoki (chair), Teresa Aporo, Demetrius Potangaroa, Horipo Rimene, Michael Roera, Johnny Shaw, Terry Te Maari, Amiria Te Whaiti, Cr Paora Ammunson and Cr Pip Maynard.

OPEN SECTION

1. APOLOGIES:

2. PUBLIC PARTICIPATION:

- 2.1 Tia Tuuta, speaking on a Waka Ama race in Wairarapa **6:30pm**

3. ACTIONS FROM PUBLIC PARTICIPATION:

4. MINUTES FOR RECEIPT AND CONFIRMATION:

- 4.1 Maori Standing Committee Minutes of 3 December 2017 **Pages 1-4**

Proposed Resolution: *That the minutes of the Maori Standing Committee meeting held on 3 December 2017 be confirmed as a true and correct record.*

- 4.2 Action Items from previous meeting **Pages 5-6**

- 4.3 SWDC Minutes from 12 December 2017 **Pages 7-16**

Proposed Resolution: *That the minutes of the South Wairarapa District Council meeting held on 12 December 2017 be received.*

5. OPERATIONAL REPORTS – COUNCIL OFFICERS:

- 5.1 Officers' Report **Pages 17-51**

5.2 Bilingual Signage

Pages 52-98

6. MEMBER ITEMS:

6.1 Iwi Input into South Wairarapa Resource Planning

6.2 Waka Ama Race in Wairarapa and funding requirement; Michael Roera

6.3 New Logo for Council; Reuben Tipoki

6.4 Long Term Plan Update; Amiria Te Whaiti/Reuben Tipoki

7. CORRESPONDENCE:

7.1 Outwards

To David Kershaw, Martinborough Dark Sky Reserve, from Reuben Tipoki, Maori Standing Committee, dated 8 November 2017

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Maori Standing Committee

Minutes – 4 December 2017

- Present:** Reuben Tipoki (Chair), Michael Roera, Teresa Aporo, Johnny Shaw, Terry Te Maari, Amiria Te Whaiti, Demetrius Potangaroa and Cr Pip Maynard.
- In Attendance:** Suzanne Clark (Committee Secretary) and for part only Murray Buchanan (Group Manager Planning and Environment), Honor Clark and Michael Hewison (Eastern Consulting).
- Conduct of Business:** The above attendees gathered in the South Wairarapa District Council Chambers, 19 Kitchener Street, Martinborough. The meeting was conducted in public between 6:30pm and 8:05pm.
- Also in Attendance:** David Kernohan (Featherston Camp Memorial Trust), David Kershaw and Ray Lilley (Dark Sky Reserve).

PUBLIC BUSINESS

Mr Tipoki opened with a karakia and a mihi to guests and acknowledged the passing of James Rimene.

1. APOLOGIES

MSC RESOLVED (MSC 2017/29) to receive apologies from Mayor Napier, Cr Ammunson, and Paul Crimp.

(Moved Te Maari/Seconded Cr Maynard)

Carried

2. PUBLIC PARTICIPATION/PRESENTATIONS

2.1 David Kernohan, Featherston Camp Memorial Trust

Mr Kernohan gave attendance apologies for Jean McDowall and spoke about the Featherston training camp history and the commissioned sculpture to commemorate WWI. The Trust were aiming to unveil the sculpture on the 10 November 18, a day prior to Armistice Day, and invited maori participation in the unveiling. Mr Kernohan undertook to liaise with members about the unveiling closer to the time.

2.2 David Kershaw and Ray Lilley, Dark Sky Reserve

Mr Kershaw and Mr Lilley outlined a project to preserve the Martinborough and surrounds dark night sky by registering the area as a reserve. Light pollution around the world meant 50% of the world's population could not see stars. Wairarapa councils supported the project and had undertaken to keep LED lighting at no more than the requisite 3000 kelvin. Opposition from NZTA was noted. Mr Kershaw requested Committee support for the project.

MSC NOTED:

1. Action 752: Write to the David Kershaw giving Maori Standing Committee support of the Dark Sky Reserve project; P Crimp

3. OPERATIONAL REPORTS – COUNCIL OFFICERS

3.1 Greytown Structure Plan

Ms Clark outlined the proposed Greytown Structure Plan for the 35ha future development area named in the Wairarapa Combined District Plan as the future development area. Members queried how the additional effluent from Greytown growth was going to be handled and where additional holding ponds would be sited. Mr Buchanan assured members that wastewater applications would be formally considered by Greater Wellington Regional Council and encouraged members to make a submission to the Structure Plan Proposal. Members discussed the housing crisis and the affect it was having on families.

MSC RESOLVED (MSC 2017/30) to receive the Greytown Structure Plan Report.

(Moved Shaw/Seconded Cr Maynard)

Carried

3.2 Officers' Report

Members discussed the reported actual figure for the key performance indicator for resource consent applications consideration by the Committee.

MSC RESOLVED (MSC 2017/31) to receive the Officers Report.

(Moved Tipoki/Seconded Cr Maynard)

Carried

3.3 Schedule of Ordinary Meetings

MSC RESOLVED (MSC 2017/32):

1. To receive the Schedule of Ordinary Meetings Report.
2. To adopt the 2018 schedule of ordinary meetings for the Maori Standing Committee.
3. To set 6:30pm as the regular meeting time of the Committee.

(Moved Tipoki/Seconded Te Maari)

Carried

4. MINUTES FOR RECEIPT AND CONFIRMATION

4.1 Maori Standing Committee Minutes – 11 September 2017

MSC RESOLVED (MSC 2017/33):

1. That the minutes of 11 September 2017 be confirmed as a true and correct record.

(Moved Aporo/Seconded Roera)

Carried

2. Action 746: Send an email to the Maori Standing Committee advising if granted annual plan funding can be carried forward to the next financial year if the funds are not used; J Mitchell

4.2 Action Items from previous meeting

MSC NOTED:

1. Action 747: Resend the email to the Maori Standing Committee about the planned signs and locations for Lake Ferry toilets; M Allingham
2. Action 748: Liaise with Cr Ammunson and Maori Standing Committee members about the Te Reo wording for the 'Welcome to the South Wairarapa' sign on the Remutaka Hill and forward the agreed Te Reo wording to Council officers; R Tipoki

4.3 SWDC Minutes from 25 October 2017

The minutes were received.

5. MEMBER ITEMS

5.1 Resource Consent Timeframes and Resourcing of Members

Members agreed to hold over discussion until after a delegation had met with the Chief Executive or until the next meeting. Members discussed how iwi reviewed the applications and whether there was adequate local knowledge input to applications.

MSC NOTED:

1. Action 749: Meet with Mr Crimp to discuss resource consent timeframes and resourcing of members to provide input into resource consent applications; M Roera, H Rimene
2. Action 750: Invite Ra Smith and Haami Te Whaiti to the next Maori Standing Committee meeting to discuss iwi input into South Wairarapa resource consent applications; D Potangaroa

5.2 Long Term Plan Process Update

Ms Te Whaiti had provided an update from the long term plan meetings in a workshop.

5.3 Featherston Maori Community Member

Mr Tipoki reported there was still interest in Featherston having a Maori representative on the Committee, but the onus remained on the Featherston Maori community to put the correct framework in place and to progress.

6. CORRESPONDENCE

6.1 Inwards

From Mavis Mullins, Rangatane Tu Mai Ra Trust, forwarded to Maori Standing Committee by Mayor Viv Napier

MSC NOTED:

1. Action 751: Determine whether presentations and discussions from the Rangatane Tu Mai Ra Trust and the Settlement Negotiations Trust could be incorporated into Treaty training along with a formal powhiri; R Tipoki

Mr Tipoki closed with a karakia.

Confirmed as a true and correct record

.....**Chairperson**

.....**Date**

**Maori Standing Committee
Action Items
From 12 December 2017**

Ref #	Date	Action Type	Responsible Manager	Action or Task details	Status	Notes
66	13-Feb-17	Action	Terry Te Maari	Follow-up the outcome of the proposal to move the waka currently held at Te Papa to Aratoi and then discuss in workshop	Open	27/3/17: The owner wanted the waka to be in the public space.
69	13-Feb-17	Action	Cr Ammunson	Provide agreed wording that could be 'added' to the Welcome to South Wairarapa sign on the Remutaka Hill	Open	27/3/17: Underway
339	19-Jun-17	Resolution	Cr Ammunson	MSC RESOLVED (MSC 2017/22) to support the concept of a waharoa for the Remutaka Pass area and that Cr Ammunson would drive the process. (Moved Roera/Seconded Aporo) Carried	Open	
541	11-Sep-17	Action	Johnny	Prepare a resource consent application to have the MSC information sign erected at Lake Ferry	Open	
542	11-Sep-17	Action	Mayor Napier, R Tipoki, Cr Ammunson	Progress treaty training for councillors	Open	
543	11-Sep-17	Action	Mark	Locate and review advice from Te Puni Kōkiri regarding use of Te Reo on signage	Actioned	Report in 30/1/18 agenda
746	4-Dec-17	Action	Jennie	Send an email to the Maori Standing Committee advising if granted annual plan funding can be carried forward to the next financial year if the funds are not used	Actioned	
747	4-Dec-17	Action	Mark	Resend the email to the Maori Standing Committee about the planned signs and locations for Lake Ferry toilets	Actioned	7/12 Email to be sent today but signs were installed 6/12
748	4-Dec-17	Action	Reuben	Liaise with Cr Ammunson and Maori Standing Committee members about the Te Reo wording for the 'Welcome to the South Wairarapa' sign on the Remutaka Hill and	Open	

Ref #	Date	Action Type	Responsible Manager	Action or Task details	Status	Notes
				forward the agreed Te Reo wording to Council officers		
749	4-Dec-17	Action	Roera, Rimene	Meet with Mr Crimp to discuss resource consent timeframes and resourcing of members to provide input into resource consent applications	Open	
750	4-Dec-17	Action	Demetrius	Invite Ra Smith and Haami Te Whaiti to the next Maori Standing Committee meeting to discuss iwi input into South Wairarapa resource consent applications	Open	
751	4-Dec-17	Action	Reuben	Determine whether presentations and discussions from the Rangatane Tu Mai Ra Trust and the Settlement Negotiations Trust could be incorporated into Treaty training along with a formal powhiri	Open	
752	4-Dec-17	Action	Paul	Write to the David Kershaw giving Maori Standing Committee support of the Dark Sky Reserve project	Actioned	

SOUTH WAIRARAPA DISTRICT COUNCIL MEETING MINUTES

13 December 2017

- Present:** Mayor Viv Napier (Chair), Deputy Mayor Brian Jephson, Councillors Paora Ammunson, Lee Carter, Pam Colenso, Margaret Craig, Dayle Harwood, Pip Maynard, Colin Olds and Colin Wright (from 11:10am).
- In Attendance:** Paul Crimp (Chief Executive Officer), Suzanne Clark (Committee Secretary) and for part only Mark Allingham (Group Manager Infrastructure and Services), Murray Buchanan (Group Manager Planning and Environment) and Jennie Mitchell (Group Manager Corporate Support).
- Conduct of Business:** The meeting was held in the Council Chambers, Martinborough and was conducted in public between 9:30am and 1:45pm except where expressly noted.
- Forum and Other Presenters:** Frank Cornelissen (Martinborough TOP 10 Holiday Park), Mike Gray, Heather Atkinson (South Wairarapa Biodiversity Group) and Alistair Plimmer (South Wairarapa primary schools).

Open Section

A1. Karakia

Cr Harwood opened with a karakia.

A2. Apologies

*COUNCIL RESOLVED (DC2017/162) to receive lateness apologies from Cr Wright.
(Moved Cr Craig /Seconded Cr Colenso)* Carried

A3. Conflicts of Interest

Cr Colenso and Cr Harwood declared non pecuniary conflicts of interest with agenda item C4 'Proposed Lake Ferry Walking Track and Visitor Lookout.'

A4. Acknowledgements and Tributes

Cr Colenso acknowledged the passing of Ric Geisler who was a founding member of the Martinborough Mens Shed, a member of the Martinborough Volunteer Fire Brigade and a member of the Community Safety and Resilience Working Party.

Cr Jephson acknowledged the passing of Gaye Didsbury who was a well-known resident of the Martinborough district.

Cr Ammunson acknowledged the passing and contribution of Jim Rimene, a civic and maori leader. Mr Rimene had previously been a Masterton District Council councillor.

A5. Public Participation

Mr Cornelissen stated that properties accessed by Dublin Street West could continue to be subdivided and residential addresses increase and that it was preferable to clarify the road name confusion now by preferably renaming the road and then renumbering. Renumbering in 2007 had not been done properly and there was difficulty with locating addresses using Google maps.

Mr Gray requested that Council create a South Wairarapa identity and positive legacy within the Long Term Plan and noted a district desire for change with a focus on stewardship, accountability and service partnerships. Mr Gray requested that the Council Strategic Plan was integrated with the Long Term Plan.

Ms Atkinson, with members Jane Lenting and Perry Cameron in attendance, outlined the work of the South Wairarapa Biodiversity Group. The Group was seeking permission to create a walking track through the planted area they had established at Lake Ferry. Ms Atkinson noted the officer's report showed the incorrect location of the proposed track and that the track would be laid through unplanted areas and that financial support was required in order to complete the track.

A submission from Mr Cutfield was tabled in Mr Cutfield's absence.

Mr Plimmer, Greytown School Board of Trustees Chairman, asked for Council assistance in designing a shirt that could be used by students when they were representing the South Wairarapa in regional sporting and other cluster events. The South Wairarapa schools would fund the shirts and Greytown School would manage their distribution.

A6. Actions from Public Participation

Dublin Street West renaming would be considered under item C2.

Mayor Napier noted Mr Gray's presentation and comments would be considered during LTP planning.

Councillors discussed the written submission provided by Mr Cutfield.

Mayor Napier undertook to discuss branding under item E1.

COUNCIL NOTED:

1. Acton 778: Write to Paul Cutfield thanking him for bringing his concerns about rural roads to Council's attention and advising that Council officers are aware of the issues and undertaking maintenance and correction as appropriate; P Crimp

A7. Community Board Participation

There was no community board participation.

A8. Minutes for Confirmation

COUNCIL RESOLVED (DC2017/163) that the minutes of the Council meeting held on 25 October 2017 are a true and correct record.

(Moved Cr Jephson/Seconded Cr Colenso)

Carried

COUNCIL RESOLVED (DC2017/164) that the minutes of the public excluded Council meeting held on 25 October 2017 be received in public.

(Moved Cr Maynard/Seconded Cr Olds)

Carried

COUNCIL RESOLVED (DC2017/165) that the minutes of the public excluded Council meeting held on 25 October 2017 are a true and correct record.

(Moved Cr Jephson/Seconded Cr Carter)

Carried

A9. Extraordinary Business

There was no extraordinary business.

A10. Notices of Motion

There were no notices of motion.

B Council Committee and Community Board Minutes

B1. Reports and Minutes of Council Committees and Community Boards

COUNCIL RESOLVED (DC2017/166)

1. To receive the Reports and Minutes of Council Committees and Community Boards.
2. To receive the minutes of the Featherston Community Board 21 November 2017.
3. To receive the minutes of the Greytown Community Board 22 November 2017.
4. To receive the minutes of the Martinborough Community Board 27 November 2017.
5. To receive the minutes of the Audit and Risk Working Party 29 November 2017.
6. To receive the minutes of the Maori Standing Committee 4 December 2017

(Moved Cr Ammunson/Seconded Cr Harwood)

Carried

B1. Community Groups Use of and Access to Council Parks, Reserves and Open Spaces Policy

COUNCIL RESOLVED (DC2017/167)

1. To receive the Community Groups Use of and Access to Council Parks, Reserves and Open Spaces Policy Report.
2. To endorse the recommendation from the Hearings Committee and adopt the community Groups Use of and Access to Council Parks, Reserves and Open Spaces Policy.

3. To approve 2020 as the next review date of the Policy
(*Moved Cr Craig/Seconded Cr Colenso*)

Carried

C Decision Reports from Chief Executive and Staff

C1. Wairarapa Waste Minimisation Survey Report

The Zero-waste Coordinator discussed the low respondent rate, differing Carterton District Council recommendations, waste minimisation education, and visitor recycling with members.

Mr Crimp advised that there was provision in the waste contract for these activities to be added as options, and following costing they could be consulted on via the Long Term Plan.

Members undertook to review costed options in an LTP workshop and prioritise options for consultation.

COUNCIL RESOLVED (DC2017/168):

1. To receive the Wairarapa Waste Minimisation Survey Report.
2. To agree in principle to support the four waste streams proposal.
3. To recommend that the following are included in the Long Term Plan 2018-28 consultation document for community consultation:
 - a. To further investigate costs of kerbside food waste collections, including how the ratepayers would utilise the service.
 - b. To consider kerbside recycling with 240 litre wheelie bins for comingled recycling and yet still utilise the crates, for example, for glass on alternate weeks.
 - c. To consider an e-waste service at transfer stations or an advertised collection service scheduled throughout the year.
 - d. To consider a recycling/recovery centre at a transfer station where the general public can dispose their useable goods for resale, to divert from landfill.

(*Moved Cr Craig/Seconded Cr Olds*)

Carried

C2. Community Board Request to Change Street Names: New York and Dublin Streets West

The Group Manager Planning and Environment discussed the 2007 street renumbering and naming review, that New York Street West residents did not want change, and that the Martinborough rezoning proposal would not place New York or Dublin Streets West in the urban area.

COUNCIL RESOLVED (DC2017/169):

1. To receive the Community Board Request to Change Street Names: New York and Dublin Streets West.
2. To refer the matter back to the Martinborough Community Board and request that the Board come up with a consultation proposal which includes a question on whether residents support a change as well as street names for consideration for both New York Street West and Dublin Street West.

3. Note that Council officers are to work with Martinborough Community Board to develop a consultation proposal.
(*Moved Cr Harwood/Seconded Cr Jephson*) Carried

C3. Pain Farm Trust Lands Income

COUNCIL RESOLVED (DC2017/170):

1. To receive the Pain Farm Trust Lands Income Distribution Report.
2. To approve expenditure from Pain Farm to the amount of \$2,400 plus GST for the aztec inflatable for Martinborough Pool as recommended by Martinborough Community Board resolution MCB2013/88.
(*Moved Cr Olds/Seconded Cr Colenso*) Carried

C4. Proposed Lake Ferry Walking Track and Visitor Lookout

Councillor Wright joined the meeting at 11:10am.

Members discussed access to the proposed track, opportunities for further visitor development, funding requirements to build and maintain the track and provide appropriate signage with Council officers.

COUNCIL RESOLVED (DC2017/171):

1. To receive the Proposed Lake Ferry Walking Track and Visitor Lookout Report.
(*Moved Cr Colenso/Seconded Cr Jephson*) Carried
2. To approve the proposed walking track and visitor lookout.
3. To acknowledge and thank the South Wairarapa Biodiversity Group for their work at Lake Ferry.
(*Moved Cr Jephson/Seconded Cr Colenso*) Carried

C6. Naming of New Road, Wharekauhau Country Estate

Members discussed the proposed road names noting the governing policy requires new roads to have significant local content or meaning, that the roads were private, and that the names had been approved by the Featherston Community Board.

COUNCIL RESOLVED (DC2017/172):

1. To receive the Naming of New Road, Wharekauhau Country Estate Report..
(*Moved Cr Harwood/Seconded Cr Carter*) Carried
 2. To approve the names “Black Knight Lane” and “Top Stone Lane”.
(*Moved Cr Olds/Seconded Cr Harwood*) Carried
- Cr Ammunson voted against the motion.

C6. Naming of New Road, Elaine Sutherland, 237 Fraters Road Martinborough

COUNCIL RESOLVED (DC2017/173):

1. To receive the Naming of New Road, Elaine Sutherland, 237 Fraters Road Martinborough Report.
2. To approve the names “Willow Lane” and “Draper Lane”.
(*Moved Cr Craig/Seconded Cr Colenso*) Carried

C7. Changes to Resource Management Act 1991 Delegations for Deemed Permitted Activities and Boundary Activities

The Group Manager Planning and Environment advised that a declined application could still go through a committee hearing review and that approval of the proposed recommendations would speed up processes and reduce costs for applicants.

COUNCIL RESOLVED (DC2017/174):

1. To receive the Changes to Resource Management Act 1991; Delegations for Deemed Permitted Activities and Boundary Activities Report.
2. To delegate to officers the consideration and decision making in relation to exempt activities (deemed permitted) activities and boundary activities.

(Moved Cr Olds/Seconded Cr Ammunson)

Carried

C8. Local Government Members Determination 2017 – Communication Allowance

COUNCIL RESOLVED (DC2017/175):

1. To receive the Local Government Members Determination 2017 – Communication Allowance Report.
(Moved Cr Jephson/Seconded Cr Carter)
2. To adopt the Remuneration Authorities proposed payment of the full communication allowance up to a maximum of \$1,190 per year per councillor for the 2017/18 financial year and amend policy A300 Remuneration – Elected Members to reflect this.

(Moved Cr Olds/Seconded Cr Carter)

Carried

C9. Library Policies

COUNCIL RESOLVED (DC2017/176):

1. To receive the Library Policies Report.
2. To approve the amendments to the Library Policies L100 to L1300.
3. To agree that the next review date should be October 2019.

(Moved Cr Craig/Seconded Cr Colenso)

Carried

C10. Procuring Goods and Services Policy M500 Report

Mr Crimp discussed incorporating 3-yearly contract reviews, Audit NZ pricing, gifts registers and financial delegation levels with members. The renewal of contract wording had been strengthened and there was an auto review in contracts but the Group Manager Corporate Support undertook to consider further strengthening contract review requirements.

COUNCIL RESOLVED (DC2017/177):

1. To receive the Procuring Goods and Services Policy Report.
2. To approve the amendments to the Procuring Goods and Services Policy M500.
3. To agree the next review date should be December 2020.

(Moved Cr Jephson/Seconded Cr Wright)

Carried

C11. Tenders Wording Party Terms of Reference

COUNCIL RESOLVED (DC2017/178):

1. To receive the Tenders Working Party Terms of Reference Report.
(*Moved Cr Ammunson/Seconded Cr Colenso*) Carried
2. To approve the proposed Terms of Reference for the Tenders Working Party with minor grammatical changes as discussed.
3. To update Policy A100 to reflect the adoption of the Terms of Reference for this Working Party.
(*Moved Cr Ammunson/Seconded Cr Olds*) Carried

C12. Application for Funding – New Zealand Cycle Classic

Mr Crimp noted that the application had missed the annual planning funding round and that in the 16/17 year the application had been made in conjunction with the Huri Huri application. Members noted that the application was late and that requests for funding from other groups had been declined as there was no unallocated annual plan budget amount.

COUNCIL RESOLVED (DC2017/179):

1. To receive the application for grant funding in relation to the Trust House New Zealand Cycle Classic.
(*Moved Cr Colenso/Seconded Cr Carter*) Carried
2. To decline the funding request.
(*Moved Cr Craig/Seconded Cr Olds*) Carried

Cr Maynard voted against the motion.
Cr Carter voted against the motion.
Cr Wright voted against the motion.

C13. Lime Path, North Road, Greytown

Members discussed retrieval of Council owned land from private use for a lime path to link with existing development as well as widening North Street to accommodate growing use and to support the road as a feeder route to the Greytown future development area.

COUNCIL RESOLVED (DC2017/180):

1. To receive the information on the North Road, Greytown lime path.
2. To secure Council's land ownership interests on the northern side of North Road.
(*Moved Cr Ammunson/Seconded Cr Jephson*) Carried
3. That Council officers investigate the costings and feasibility of widening North Road in conjunction with placement of a lime path.
(*Moved Mayor Napier/Seconded Cr Wright*) Carried

D Operational Reports

D1. Planning and Environment Group Report

The Group Manager Planning and Environment discussed preparations for the coastal summer season and planned work on the St Luke's protected gum tree in Greytown with members.

COUNCIL RESOLVED (DC2017/181) to receive the Planning and Environment Group Report.

(Moved Cr Olds/Seconded Cr Carter)

Carried

D2. Infrastructure and Services Group Report

The Group Manager Infrastructure and Services discussed roading contracts, swimming pools, transfer station maintenance over the Christmas period, the increase in waste and recycling, Featherston wastewater consent application notification delays, water use monitoring and safety testing, and GWRC monitoring and alerting of swimmers for toxic algae in rivers with members.

COUNCIL RESOLVED (DC2017/182):

1. To receive the Infrastructure and Services Group Report.

(Moved Cr Craig/Seconded Cr Jephson)

Carried

2. Action 779: Depending on the GWRC response to the CE's email, write and express concerns to the chair of GWRC about the timeliness of SWDC's consent application; Mayor Napier

D3. Chief Executive Officer Report

Mr Crimp discussed the citizenship ceremonies and ratepayer survey frequency, timing and cost with members.

COUNCIL RESOLVED (DC2017/183):

1. To receive the Chief Executive Officer's Report.

(Moved Cr Maynard/Seconded Cr Olds)

Carried

2. Action 780: Investigate legislative requirements of citizenship and whether holding one ceremony a year at a marae (in lieu of one of the ceremonies held) would meet requirements; P Crimp
3. Action 781: Review timing of the National Research Bureau survey to see if it could be undertaken at a time that does not coincide with the end of a triennium; P Crimp

D4. Action Items Report

COUNCIL RESOLVED (DC2017/184):

1. To receive the District Council Action Items Report.

(Moved Cr Jephson/Seconded Cr Colenso)

Carried

2. Action 782: Prepare a report correcting resolution DC2017/127 (3) so that it is clear that payment for hearings is only for hearings under the Resource Management Act and that the Policy is changed to reflect the amended resolution; J Mitchell

E Chairperson's Report

E1. Report from Her Worship the Mayor

Mayor Napier discussed the LTP workshop presentation by economist Ganesh Nana, part three of the Remuneration Authorities consultation document, Get Welly Moving consultation options, and SWDC branding with members.

COUNCIL RESOLVED (DC2017/185):

1. To receive the Mayor's Report.
(Moved Mayor Napier/Seconded Cr Colenso) Carried
2. To approve the SWDC submission to the Remuneration Authority regarding Part Three of the Consultation Document.
(Moved Cr Jepson/Seconded Cr Wright) Carried
3. Form a Council Branding Working Party, with terms of reference to be written, to consist of councillors Ammunson, Carter and Maynard and Mayor Napier.
(Moved Cr Wright/Seconded Cr Harwood) Carried
4. Action 783: Submit Council's preference of Option D for 'Get Welly Moving'; Mayor Napier
5. Action 784: Advise Alistair Plimmer that the brief of the Council Branding Working Party would also be to provide branding that could be used by South Wairarapa primary schools for representative uniforms; Mayor Napier

F Members' Reports

F1. Reports from Councillors

Cr Craig

Wairarapa Road Safety Council, Wellington Region Waste Forum, Wellington Region Waste Management and Minimisation Plan Joint Committee (WRWMMP), Civic Awards Working Party

A Wellington Region Waste Forum Report and Wairarapa Road Safety Council Report had been included in Council papers and Cr Craig tabled a report for the WRWMMP Joint Committee which met on 11 December 2017.

Cr Colenso

Wairarapa Library Service, Community Safety and Resilience Working Party

Cr Colenso had attend a Wairarapa Library Service meeting and a Community Safety and Resilience Working Party meeting as well as a suicide awareness meeting.

Cr Harwood

Cr Harwood had attended a road controlling authorities meeting; the rising road toll was discussed along with NZTA special regional road planning in order to combat the toll.

Cr Wright

Cobblestones

Cr Wright had attended a Cobblestones meeting on the 12 December 2017 and outlined plans for a new war exhibition to be housed at Cobblestones.

F2. Reports from Appointments to Greater Wellington Regional Council (GWRC) Committees

Cr Jephson

Awhea Opouawe Scheme Committee, Wairarapa Committee, Regional Climate Change and Natural Hazards Working Group

Cr Jephson reported that good progress was being made with Ushers Hill improvements.

Cr Jephson had attended the first meeting of the Regional Climate Change Working Group on the 4 December 2017.

Cr Olds

Ruamahanga Whaitua Committee, Lower Valley Development Scheme Advisory Committee

Minutes from the Lower Ruamahanga Valley Floodplain Management Advisory Committee had been included in Council papers.

Cr Olds reported that stakeholder discussions would be held in January 2018; modelling had shown matters that needed further clarification.

Cr Wright

Waiohine Floodplain Management Plan Steering Group, Wairarapa Committee

Cr Wright had attended a Waiohine Floodplain Management Plan Steering Group meeting on the 10 November 2017 as well as once to twice weekly meetings of the project team. The project team had recommended to GWRC that the maps produced by the new model be approved for interim flood map use by SWDC.

Cr Wright had attended a meeting of the Wairarapa Committee; re-plumbing Lake Wairarapa was discussed.

G Reports from Appointments and Outside Organisations

G1. Appointments

There were no reports from appointments.

COUNCIL RESOLVED (DC2017/186) to receive councillor reports.

(Moved Cr Maynard/Seconded Cr Colenso)

Carried

Confirmed as a true and correct record

.....(Mayor)

.....(Date)

MAORI STANDING COMMITTEE

12 FEBRUARY 2018

AGENDA ITEM 4.1

OFFICERS' REPORT

Purpose of Report

To update community boards and the Maori Standing Committee on Council activities.

Recommendations

Officers recommend that the Community Board/Committee:

1. *Receive the Officers' Report.*

CHIEF EXECUTIVE

1. Executive Summary

Adoption of the 2016/17 Annual Report marks the end of a busy few months, as the Annual Report follows quickly on the heels of the Annual Plan. Phew!

We are all awaiting the result of the poll on Governance in the Wairarapa, it will be good to have a decision, whichever way the vote goes.

I always find citizenship ceremonies inspiring, peoples from many countries choosing to make New Zealand their home. It is useful to reflect on the very big picture, away from the day to day minutiae, this is a great country and we are fortunate to live here.

2. Governance/Leadership/Advocacy

The following table provides the year to date results for KPI's set for the Governance output.

GOVERNANCE, LEADERSHIP AND ADVOCACY MEASURING SERVICE DELIVERY PERFORMANCE					
SERVICE LEVEL	KEY PERFORMANCE INDICATORS			COMMENTS	
		2016/17 TARGET	2016/17 ACTUAL		
Opportunities are provided for the community to have its views heard	Ratepayers and residents feel they can contact a Council member to raise an issue or problem	75%	79%	The National Research Bureau (NRB) Customer Satisfaction survey was carried out late 2016. In addition to the 79% (2014:73% 2011 75%) positive response, 13% (2014; 16% 2011 14%) felt they were unable to comment.	
	Ratepayers and residents feel that the Mayor and councillors give a fair hearing to their views	72%	63%	The NRB Customer Satisfaction survey was carried out late 2016. In addition to the 63% (2014; 62% 2011 55%) positive response, 23% (2014:21% 2011 28%) felt they were unable to comment.	
Council determines what activities it should engage in through consultation and regulatory requirements then sets clear direction	Ratepayers and residents are satisfied with Council's decisions and actions	80%	70%	The NRB Customer Satisfaction survey was carried out late 2016. In addition to the 70% (2014; 76% 2011 73%) positive response, 14% (2014; 8% 2011 9%) felt they were unable to comment.	
	Ratepayers and residents are satisfied with how Council allocates rates/funds to be spent on the services and facilities provided (target peer group age)	79%	65%	The NRB Customer Satisfaction survey was carried out late 2016. In addition to the 65% (2014; 64% 2011 59%) positive response, 14% (2014; 14% 2011 9%) felt they were unable to comment.	
Community Boards make decisions that consider local issues	Community Board decision - making reports on local issues	90%	Greytown 98% Featherston 97% Martinborough 97%	This measure reports on the percentage of resolutions made that relate solely to local issues. (year ended 30 June 2016)	
	% of ratepayers and residents who know how to contact a community board member	68%	69%	The NRB Customer Satisfaction survey was carried out late 2016. In addition to the 69% (2014; 64% 2011 59%) positive response, 0% (2014; 14% 2011 9%) felt they were unable to comment.	
Opportunities are available to raise local issues and understand what will happen as a result	Ratepayers and residents satisfied with the way Council involves the public in the decision it makes	70%	47%	The NRB Customer Satisfaction survey was carried out late 2016. In addition to the 47% (2014; 49% 2011 50%) positive response, 31% (2014; 26% 2011 25%) indicated they were neither satisfied nor dissatisfied, and 5% (2014; 5% 2011 5%) felt they were unable to comment.	
Opportunities are available to raise issues relating to Maori through the Maori Standing Committee	The Maori Standing Committee makes recommendations to Council in relation to policy and plan development and resource management applications	100% applicable applications	100%	Maori Standing Committee met on 6 occasions. In total 5 resource consent applications were considered, however due to the timing of the meetings 1 was considered outside normal meetings.(Year ended 30 June 2016)	

2.1 Local Government Commission

The result was announced on 12th December and it is pleasing this long debated matter has some resolution.

3. Strategic Planning and Policy Development

3.1 Meetings/Conferences

3.1.1. Chief Executive Forum

One CE forum was held covering Civil Defence, Local Government Commission regional integration, City/Region deal.

The City Deals involve the devolution of money and powers to a local level (from Central to Local Government on an agreed basis) as well as negotiated bespoke variations to national policies, where local performance could be improved or solutions need to be tailored to local conditions.

Central Government officials travelled to the UK to observe City Deals in operation, so it would appear there is some commitment to this approach. The Wairarapa Councils will be involved in these discussions, not only through our participation from a regional perspective, but from an individual Wairarapa perspective (which will still need to be as part of the regional initiative.

3.1.2. Mayoral Forum

One Mayoral forum was held during covering elected members remuneration (Fran Wilde Remuneration Authority presented), NZ Police on P in the region, Local Government Commission on regional integration, funding ambulance services in New Zealand, Wellington Electricity on network resilience, Wellington Community Trust, and Te Matatini kapa haka festival.

3.1.3. Community Boards

A further round of Community Board meetings were held.

3.1.4. Rural and Provincial

The Rural and Provincial sector meeting was held 16/17 November.

Presentations from the Government on Priorities for Local Government, LGNZ update, Fire and Emergency New Zealand update, stormwater & flood protection, natural resources – swimmability and biodiversity, housing including urban development and transport, regional growth and employment.

These sessions were all interesting, particularly on the back of a new government.

The ministers that spoke were Hon Nania Mahuta, and Hon Phil Twyford, constrained somewhat by the fact they had only had their portfolios for a week or so.

4. Corporate

4.1 Occupational Health and Safety

We continue to make good progress on health and safety matters.

In particular we are focusing on working with volunteers. This has proven somewhat more complex than first thought. We will have working guidance available in due course.

4.2 Waihinga Centre/Martinborough Town Hall

The project continues as planned, completion as previously advised will be somewhere around May next year.

Fortnightly construction team meetings continue to be held, ensuring the project is monitored closely. The construction team includes Mayor Napier, Vicky Read (Waihinga Trust / users rep), Max Stevens (Waihinga Trust / user rep), David Borman (SWDC Project Manager), Mike Arnopp (Riggs) and I. The pleasing aspect of this group is we are all working toward a common goal, having an excellent facility for the best price.

The financial summary, attached as Appendix 1, is reviewed by the construction committee and also presented and discussed at the audit and risk meeting. This summary includes variations to the original programme; variations are approved at the construction team meetings.

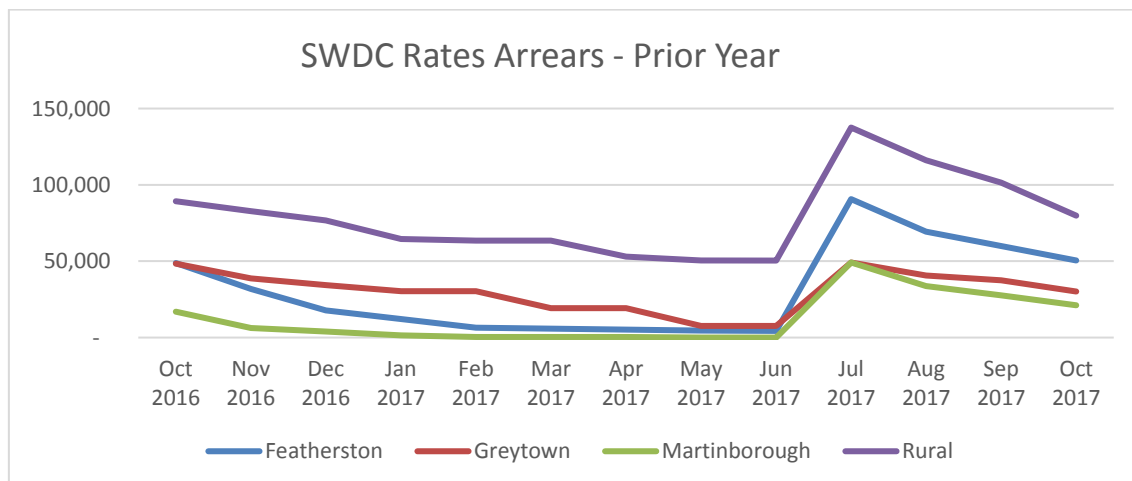
The project is progressing well, and there are no red or even orange flags at this stage.

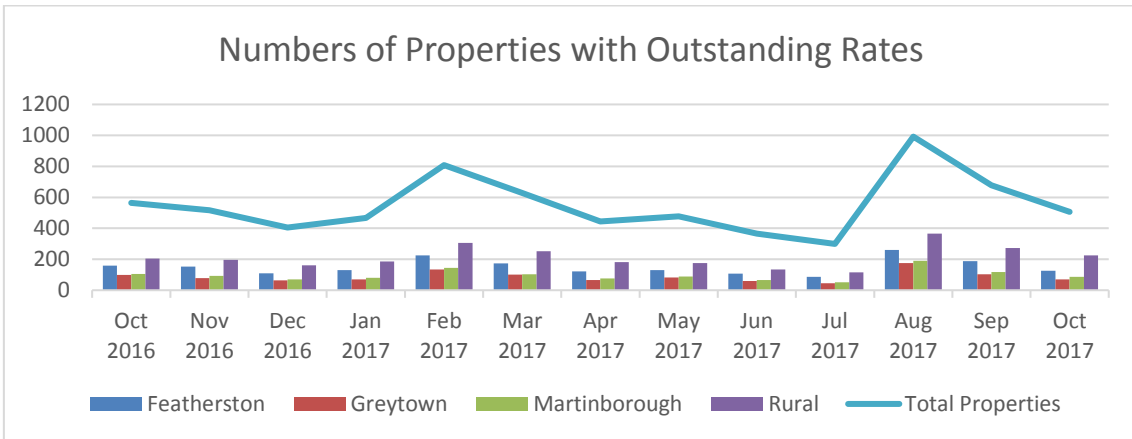
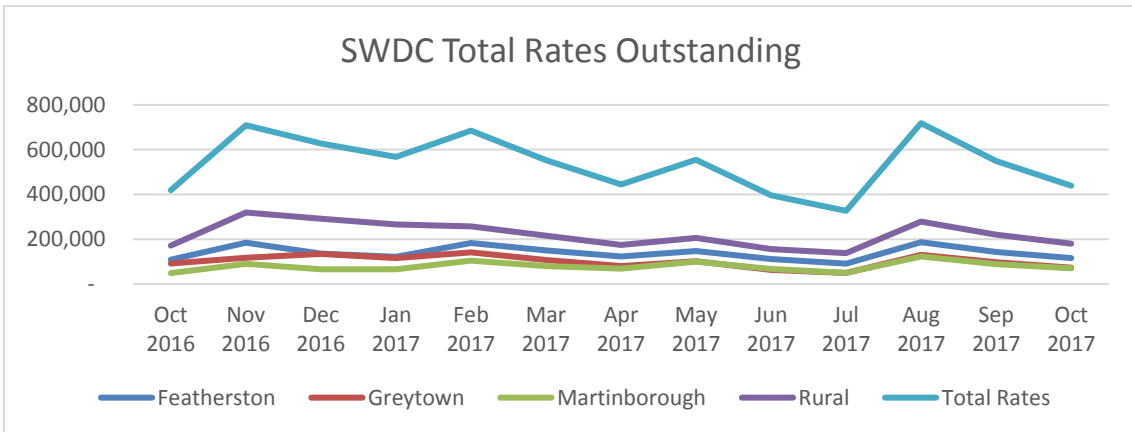
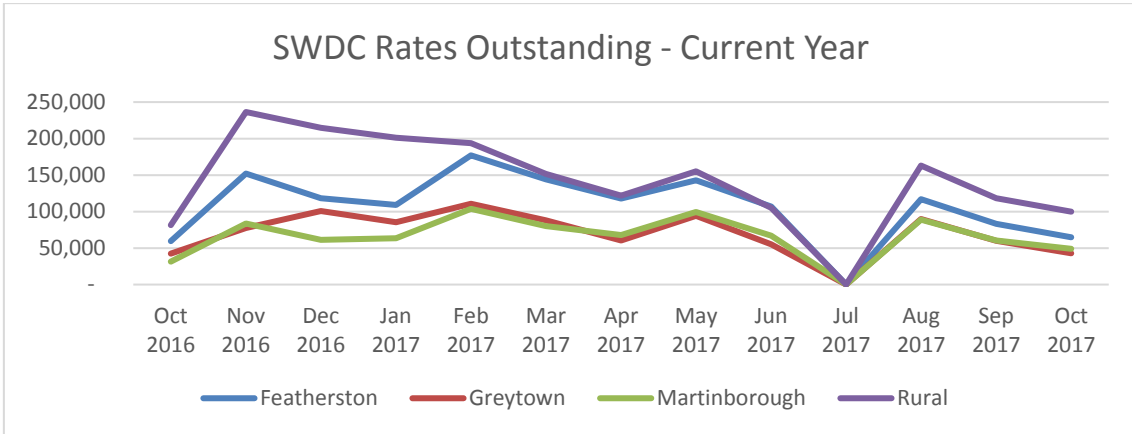
4.3 Rates Arrears (Incl. GST)

The continued good work on the rates debt front shows in the trends. As previously discussed, these trends are very sensitive and can change, however our consistent approach appears to be paying dividends.

Total rates outstanding is slightly down on the same period last year.

Total outstanding is very similar to the same time last year, we continue to monitor the situation closely.





4.4 LGOIMA Requests

TOPIC OF INFORMATION REQUEST	REQUEST RESPONSE
Details of buildings owned by Council - those only are offices not public building such as Libraries.	
Records and Archives policy	
Street permits for collecting donations	Advice provided.
Spend on Christmas Decorations over past three years	

We continue to charge for those requests that require more than 1 hour and 20 pages of material. This charging regime is standard and used by central Government.

5. Appendices

Appendix 1 – Waihinga Centre Financial Summary

Contact Officer: Paul Crimp, Chief Executive Officer

Appendix 1 – Waihinga Centre Report

SWDC
Waihinga Centre
Project forecast - Actuals to October 2017

Per Council decision 18.1.2017

\$ 5,132,010

<u>Made up as follows:</u>	Budget	Invoiced to 31.10.2017	Invoices to come	Forecast spend
Rigg Zschokke Construction Contract	4,223,709	886,250	3,337,459	4,223,709
Rigg Zschokke Agreed Variations*		50,110	7,589	57,699
		<u>936,360</u>	<u>3,345,048</u>	<u>4,281,408</u>
Professional fees (design team) to Jan-17	509,459			
Adamsons Survey		6,581		
Engeo Geotech		17,160		
Holmes Consulting - Design & Fire		137,425		
HVAC Design		14,175		
Perception Planning		6,918		
Warren and Mahoney - Design		327,200		
		<u>509,459</u>	-	<u>509,459</u>
Other fees to Jan-17 (including SGL, QS)	268,842			
Rawlinsons (Quantity Surveyers)		38,000		
SGL		230,343		
		<u>268,343</u>	-	<u>268,343</u>
Architect & Engineer construction monitoring	80,000			
Holmes Consulting - Construction Monitoring		44,784	2,716	
Warren and Mahoney - Site Monitoring		28,008	12,992	
Warren and Mahoney - Variations*		11,578	6,000	
		<u>84,370</u>	<u>21,708</u>	<u>106,078</u>
Development & Design Variations**		71,759	11,151	82,909
QS Services to completion	50,000			
Venture Consulting		10,000	20,000	
Clendon Burns & Park		13,438	3,562	
		<u>23,438</u>	<u>23,562</u>	<u>47,000</u>
Budgeted Core costs	5,132,010			
Plus Contingency	200,000			158,186
Overall budget	\$ 5,332,010	1,893,728	3,401,468	\$ 5,290,196

***Construction Variations to date:**

Rigg Zschokke	Invoiced to 31.10.2017	Invoices to come	Forecast spend
Removal of asbestos	7,310		
Insurance obtained directly		(20,000)	
JLT Insurance	20,108		
Concrete Foundation to supper room well	6,965		
Replace piles and joists supper room		7,500	
Replace ceiling joists supper room	2,000	500	
Temporary structural support	5,500	4,000	
Concrete under existing foundation		1,000	
Supper room framing connection to external wall	500	500	
Extend concrete overlay to areas of demolished chimney		3,500	
Retain brick wall to supper room		(1,500)	
Overlay existing stage floor		5,000	
Remove existing structural steel bracing	1,000	4,000	
Supper room lintel beams		500	
Supper room brick wall connections		1,000	
Toilet to back of house		3,704	
Delete recessed floors to toilets, tiles to floor		(1,000)	
Holmes Construction issue	6,727	0	
Materials supply savings		(5,000)	
Foundation beam kitchen		3,885	
	<u>50,110</u>	<u>7,589</u>	<u>57,699</u>
Warren and Mahoney			
Alternative cladding product (Rodeca)	10,678		
Additional monitoring costs		6,000	
Revision re additional toilet	900		<u>17,578</u>

JNL and Other Savings To be confirmed

****Development & Design Variations:**

SGL	5,500		
Engeo Geotech	13,715		
Holmes Consulting - Design & Fire	8,475		
HVAC Design	2,515	6,150	
Rawlinsons (Quantity Surveyers)	5,000		
Warren and Mahoney - Design(SWDC excl from original budget)	36,554	5,001	
	<u>71,759</u>	<u>11,151</u>	<u>82,909</u>

Net cost/(savings) from Variations:

158,186

PLANNING AND ENVIRONMENT

1. Resource Management

1.1 Resource Management Act - District Plan

SERVICE LEVEL – Council has a Combined District Plan that proves certainty of land-use/environmental outcomes at the local and district levels.

RESOURCE MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET	RESULT	COMMENT SOURCE AND ACTIONS TAKEN TO ACHIEVE TARGET
Ratepayers and residents image of the closest town centre ranked "satisfied"	75%	87%	NRB 3 Yearly Survey
The district plan has a monitoring programme that provides information on the achievement of its outcomes (AER's)		-	Consultants have established data to be recorded and stored to enable effective reporting against AER's in WCDP. A final monitoring strategy is still to be completed.

Trees

Work on the proposed plan change to update the list of protected trees has halted temporarily.

The list provided by the Tree Advisory Group in Greytown covers at least 338 trees and perhaps a further 120 trees within larger 'groups' of trees listed. This number of trees may be difficult to justify under the Resource Management Act 1991.

In addition supporting reasons for listing this many trees has not been provided and there is no indication of landowner support.

Accordingly the TAG has been asked to review its list and then make prioritised suggestions of trees for evaluation (under the STEM system) and consideration by Council.

In terms of the review of the existing listed trees, this process is now complete. This detailed tree by tree review (as per the legislation) suggests that a number of currently listed trees should not have been listed given their STEM scores.

This will need to be considered by Council prior to the final drafting of a Plan Change to list trees, if this eventually proves necessary.

Martinborough Residential Growth

Work has begun formulating a work programme for determining residential expansion area(s) for Martinborough. Discussions with consultants who will undertake the technical and environmental planning work, along with key Council officers, have commenced.

An offer for service will be developed by the consultants for consideration and if appropriate a contract for service will then be agreed before Xmas.

The first step will be to commence a detailed evaluation of the preferred development area identified in the "*Martinborough Urban Area: Residential growth focus, a process for exploring growth options*" report adopted by Council at its meeting in April 2017.

This will involve work on infrastructural services (sewer, water supply and stormwater), land suitability (contaminant risk, bearing capacity, topography and features) and zone structure under the Wairarapa Combined District Plan.

The aim of this work is to provide Council with sufficient information to make a decision to rezone the land from rural to urban (residential) and to apply an appropriate set of controls for the management of development, over that land.

1.2 Resource Management Act - Consents

SERVICE LEVEL – All resource consents will be processed efficiently.

RESOURCE MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Consent applications completed within statutory timeframes	100%	100%	NCS.
s.223 certificates issued within 10 working days	100%	89%	NCS.
s.224 certificates issued within 15 working days of receiving all required information (note no statutory requirement)	95%	100%	NCS.

Council received 8 applications between 1 October 2017 and 31 October 2017. This reflects a slow-down in the number of property sales being transacted over the last 2-3 months.

Officers provide detailed information as part of regular updates, subject to data availability, on all consents direct to Council and Community Board members, so this information is not listed here.

1.3 Reserves Act – Management Plans

SERVICE LEVEL – Council has a reserve management plan programme.

RESOURCE MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Council maintains and updates reserve management plans as required.	Yes	Yes	RMP's are generally current and appropriate. It is therefore not anticipated that any updates will be undertaken this year.

1.4 Local Government Act – LIM's

SERVICE LEVEL – Land Information Memoranda: It is easy to purchase information on any property in the District.

RESOURCE MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
LIMs contain all relevant accurate information (no proven complaints)	100%	100%	G:\LIMs\LIMS PROCESSED 2017-18
Non-urgent LIMs are processed within 10 days	100%	100%	G:\LIMs\LIMS PROCESSED 2017-18

TYPE	YTD 1 JULY TO 31 ST OCTOBER 2017	PREVIOUS YTD 1 JULY TO 31 ST OCTOBER 2016	PERIOD 1 ST OCTOBER TO 31 ST OCTOBER 2017	PREVIOUS PERIOD 1 ST OCTOBER TO 31 ST OCTOBER 2016
Standard LIMs (Processed within 10 working days)	62	75	12	18
Urgent LIMs (Processed within 5 working days)	20	28	6	4
Totals	82	103	18	22

2. Public Protection

2.1 Building Act - Consents and Enforcement

SERVICE LEVEL - Council certifies all consented work complies with the building code, ensuring our communities are safe. The Council processes, inspects, and certifies building work in my district.

PUBLIC PROTECTION KEY PERFORMANCE INDICATORS	TARGET	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Code Compliance Certificate applications are processed within 20 working days	100%	97.74%	NCS – 130 of 133 CCC's were issued within 20WD. NCS status error caused incorrect report data for 3 CCC's which went overtime.
Building consent applications are processed within 20 working days	100%	100%	NCS – 165 consents were issued within 20WD
Council maintains its processes so that it meets BCA accreditation every 2 years	Yes	Yes	Next IANZ review set for January 2018. Council was re-accredited in January 2016.
BCA inspects new building works to ensure compliance with the BC issued for the work, Council audits BWOF's and Swimming Pools	Yes	Yes	Building Consents The BCA has inspected all new work to ensure compliance (328 inspections). BWOF's Total of 169 – average of 3 audits per month required, 2 audited in October. Swimming Pools Total of 279. – average of 8 audits per month required, 7 audited in October.
Earthquake prone buildings reports received	90%	N/A	Under previous legislation 148 of 229 known premises had been addressed. Under the new legislation, all buildings needed to be re-assessed. Council has now reviewed potential Earthquake Prone Buildings (EQP). Letters are yet to be sent to owners advising them of their buildings status.

TYPE	NUMBER	VALUE
Commercial (shops, restaurants, rest home – convalescence, restaurant /bar / cafeteria / tavern, motel, commercial building demolition - other commercial buildings)	12	\$1,597,000
Industrial (covered farm yards, building demolition, warehouse and/or storage, factory, processing plant, bottling plant, winery)	11	\$350,514
Residential (new dwellings, extensions and alterations, demolition of building, swimming and spa pools, sleep-outs, garages, relocations, heaters, solid fuel heaters).	136	\$19,026,721
Other (public facilities - schools, toilets, halls, swimming pools)	7	\$310,200
Totals	166	\$21,284,435

2.2 Dog Control Act – Registration and Enforcement

SERVICE LEVEL – Dogs don't wander freely in the street or cause menace to humans or stock.

PUBLIC PROTECTION KEY PERFORMANCE INDICATORS	TARGET	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Undertake public education, school and community visits to promote safe behaviour around dogs and/or responsible dog ownership	3 visits	0	Visits to South Featherston Primary prior to Christmas and Featherston Primary after Xmas are now proposed.
Complaints about roaming and nuisance dogs are responded to within 4 hours	100%	100%	K:\resource\Bylaw Officers\Registers\AC Service Requests.xls 75/75
Complaints about dog attacks on persons or stock are responded to within 1 hour	100%	100%	Three attacks on pets, one attack on a person, no attacks on stock.

INCIDENTS REPORTED 1 – 31 OCTOBER 17	FEATHERSTON	GREYTOWN	MARTINBOROUGH
Attack on Pets	2	1	-
Attack on Person	1	-	-
Attack on Stock	-	-	-
Barking and whining	4	-	2
Lost Dogs	8	3	3
Found Dogs	6	3	1
Rushing Aggressive	1	1	2
Wandering	29	7	12
Welfare	-	-	-
Fouling	-	-	-
Uncontrolled	1	1	1

2.3 Public Places Bylaw 2012 - Stock Control

SERVICE LEVEL – Stock don't wander on roads, farmers are aware of their responsibilities.

PUBLIC PROTECTION KEY PERFORMANCE INDICATORS	TARGET	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Stock causing a traffic hazard is responded to within 1 hour	100%	100%	K:\resource\Bylaw Officers\Registers\AC Service Requests.xls - 2 incidents
In cases where multiple stock escapes (more than 1 occasion) have occurred from a property taking compliance or enforcement or prosecution action against the property owner	100%	-	No incidents
Council responds to complaints regarding animals within 48 hours.	100%	100%	K:\resource\Bylaw Officers\Registers\AC Service Requests.xls - 1 incident

INCIDENTS REPORTED	TOTAL 1 JULY 17 – 31 OCTOBER 17
Stock	3

2.4 Resource Management Act – afterhours Noise Control

SERVICE LEVEL – The Council will respond when I need some help with noise control.

PUBLIC PROTECTION KEY PERFORMANCE INDICATORS	TARGET	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
% of calls received by Council that have been responded to within 1.5 hours	100%	100%	K:\resource\Health\Resource Management\Noise Control Complaints\Year Records 2010-2017.xls

AFTER HOURS NOISE CONTROL COMPLAINTS RECEIVED	YTD 1 JULY TO 31 OCTOBER 2017	PREVIOUS YTD 1 JULY TO 31 OCTOBER 2016	PERIOD 1 OCTOBER TO 31 OCTOBER 2017	PREVIOUS PERIOD 1 OCTOBER TO 31 OCTOBER 2016
Total	21	33	8	11

2.5 Sale and Supply of Alcohol Act - Licensing

SERVICE LEVEL – The supply of liquor is controlled by promoting responsible drinking.

PUBLIC PROTECTION KEY PERFORMANCE INDICATORS	TARGET	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Premises are inspected as part of licence renewals or applications for new licences.	100%	100%	All premises inspected at new or renewal application.
Premises that are high or medium risk are inspected annually, while low risk premises are audited no less than once every three years.	100%	22.6%	31 premises are high or medium risk. 7 have been inspected to date. The rest are programmed for a compliance check during the 2017/18 reporting period.
Compliance activities are undertaken generally in accord with the Combined Licencing Enforcement Group agreement.	100%	-	CLEG has not scheduled any enforcement activity in South Wairarapa to date.

ALCOHOL LICENCE APPLICATIONS PROCESSED	YTD 1 JULY 2017 TO 31 OCTOBER 2017	PREVIOUS YTD 1 JULY 2016 TO 31 OCTOBER 2016	PERIOD 1 OCTOBER 2017 TO 31 OCTOBER 2017	PREVIOUS PERIOD 1 OCTOBER 2016 TO 31 OCTOBER 2016
On Licence	11	8	8	4
Off Licence	4	8	2	1
Club Licence	1	3	0	0
Manager's Certificate	40	35	9	4
Special Licence	19	16	10	6
Temporary Authority	0	0	0	0
Total	76	70	29	15

2.6 Health Act - Safe Food

SERVICE LEVEL – Food services used by the public are safe.

PUBLIC PROTECTION KEY PERFORMANCE INDICATORS	TARGET	YTD RESULT	COMMENTS SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Premises have appropriate FMP in place and meet the risk based standards set out in the Plan.	100%	100%	NCS data
Premises are inspected in accord with regulatory requirements.	100%	100%	NCS data

2.7 Bylaws

Between 1st – 31st October 2017, one notice relating to trees and hedges was issued, three litter and one abandoned vehicle complaint were processed.

Contact Officer: Murray Buchanan, Group Manager, Planning and Environment

INFRASTRUCTURE AND SERVICES

1. Group Manager highlights

The last period has seen the weather dry up which has impacted on the various contracts and works being undertaken. Vegetation spraying, road maintenance etc. schedules have commenced as a result of the dryer weather.

One highlight has been the commencement of the wastewater irrigation in Martinborough and as the grass elsewhere starts to dry off it will be good to see the areas irrigated make use of the waste water into a crop of biallage. Work is still ongoing with the other wastewater plants and the progress toward diverting wastewater out of the rivers is advancing. As the area starts to dry out and the river levels decrease, the clear benefits of this approach is self-evident.

With summer coming and the swimming pools opening, a lot of work has been done to pre-empt the "free pools" and expected increase in patronage. This is along with the general summer ramp up with irrigation and tasks relating to town amenities

The road contract is working well, and reseals should be almost complete by the time this report is tabled. The early start and hot weather will minimize the issues with bleeding and stripping seen elsewhere on the roads. The major rehabilitation contract currently being advertised is combined with Carterton District and should be completed over two years. This will line up with the maintenance contract allowing for more options in the future as well as gaining efficiencies with the two councils over the period.

The above approach has worked well and the recent commencement of footpath work is an example of the longer term (multi-year) contracts starting early and producing savings in unit rates. The Schedules have been received from the community boards and are being developed with costs for new works being calculated.

Work is being undertaken on asset management plans for Waters and Transport in line with the NZTA and LTP timelines as are budgets and other strategic plans such as roughness ratings on the road network.

The three Wairarapa Councils' Water Managers have attended workshops to discuss our roles in managing the region's drinking water quality standards. In conjunction with Wellington Water working together with South Wairarapa and Carterton Districts, a common approach to asset management and reporting is being improved.

On staffing, the new combined councils' Zero Waste Co-ordinator has been busy with works on community engagement and the waste survey. Both Tracy and Mel have now left with both positions having been filled with internal staff. Existing knowledge of Council systems and works will make for an easier transition for the roles.

2. Water supply

SERVICE LEVEL – Council provides reliable and safe drinking water supplies. Water provided is safe to drink and there is adequate water for urban firefighting.

2.1 Key Performance Indicators

WATER SUPPLY KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		OCTOBER	YTD	OCTOBER	YTD
The average consumption of drinking water per day per resident within the territorial authority	<400 Lt		605		
Compliance with resource consent conditions/water permit conditions to "mainly complying" or better	95%		100%		
Water supply systems comply with Ministry of Health Bacteriological Drinking Water Standards guidelines 2000*	95%		98%		
Water supply systems comply with Ministry of Health Protozoa Drinking Water Standards guidelines 2000	95%		98%		
The total number of complaints received by the local authority about drinking water taste per 1000 connections	<15	0	0	0	0
The total number of complaints received by the local authority about drinking water odour per 1000 connections	<15	0	0	0	0
The total number of complaints received by the local authority about drinking water pressure of flow per 1000 connections	<15	0.25 per1000 (1 complaints)	1.2 per1000 (5 complaints)	1	4
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0.76 per1000 (3 complaint)	1.0 per1000 (4 complaint)	1	1
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0.25 per1000 (1 complaints)	1.0 per1000 (4 complaint)	0	3
Ratepayers and residents satisfied with level of service for water	77%			NRB Survey:	59%
Attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site	< 1 Hr	(10/14) 71%	Median Time 48min	14	26
Resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	< 8 Hrs	(11/14) 77%	Median Time 3h 17m	14	26
Attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site	< 2 working days	(27/44) 61%	Median Time 1h 17min	44	101
Resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm	< 5 working days	(31/44) 70%	Median Time 19h 31min	44	101
Fire hydrants tested annually that meet NZ Fire Service Code of Practice	20%	20%	20%		
The % of real water loss from the local authority's networked reticulation system identified by establishing and measuring night flow	<20%		38.5%		

2.2 Water supply capital improvements

2.2.1. Featherston water supply

The remaining subsidy claim has been lodged with the Ministry of Health.

2.2.2 Water reticulation renewal

Tenders for Stage 3 of the trunk main renewal contract from the railway line to the plant close on November 30th and is expected to be let before Christmas. More information will be available for the Council meeting.

2.3 Water treatment plants

The Martinborough plant operated routinely over the period with some replacement of monitoring equipment. The plant is due to have the controller upgraded (existing is obsolete) which will provide improved treatment and bacteriological compliance. The Waiohine plant has been having issues with air as highlighted above, which gives a false reading on the turbidity sensor and interrupts production. This has been covered by storage tank with no interruption of supply.

The extended Waiohine water treatment plant has now been commissioned and is in service for Featherston community. Greytown was supplied from Greytown Bore while a contractor stabilises Bore 1 at Woodside and the latest reports are promising. More information will be available for the Council meeting.

Pirinoa pipeline replacement has completed the 50mm main approximately 300m to improve the failure rate. Connections for the nine individual properties are ongoing but due to finish early in December.

2.4 Water reticulation

There were 50 reticulation repairs reported and rectified during the period.

A large leak on 10 October was caused by a washout of Boar Bush Gully Road. This was isolated and replaced back within the road over two days with a new 40m long section of PE pipe. Pressure fluctuations in the system at the same time are suspected to be the cause of 3 con-current leaks on 11 October. This caused a loss of approximately 500,000L and the contractors worked overnight to repair.

2.5 Water races

Routine monthly inspections and blockage clearing of the water race network has been performed by City Care Ltd (CCL) to maintain satisfactory flows. There were 6 accounts for blockage clearing or no water flow for the Moroa network. None were reported for the Longwood network over the period.

3. Waste water

SERVICE LEVEL – Council provides waste water services that effectively collect and dispose of waste water. Waste water does not create any smells, spill or health issues and causes minimal impact on the natural environment.

3.1 Key Performance Indicators

WASTE WATER KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		OCTOBER	YTD	OCTOBER	YTD
Number of blockages per 1000 connections	<10	0.49 per 1000 (10 complaint)	6.8 per1000 (28 complaint)	10	28
Ratepayers and residents satisfaction with waste water services	70%			NRB survey:	49%
Number of dry weather sewerage overflows per 1000 connections	<10	-	0.97	0.97 per 1000 connections (4 overflow)	0.97 per 1000 connections (4 overflow)
Attendance time: from notification to arrival on site	< 1 Hr	8/12 (67%)	Median Time 50min	12	37
Resolution time: from notification to resolution of fault	< 4 Hrs	8/12 (67%)	Median Time 2h 19m	12	37
% of resource consent conditions complied with to mainly complying or better*	90%		98%		
No. of abatement notices	<2				0
No. of infringement notices	0				0
No. of enforcement notices	0				0
No. of convictions	0				0
No. of complaints per 1000 connections received about sewage odour	< 15	0	0	0	0
No. of complaints per 1000 connections received about sewage systems faults	< 15	0.49per 1000 (2 complaint)	2.19 per 1000 (9 complaint)	4	7
No. of complaints per 1000 connections received about sewage system blockages	< 15	2.44per 1000 (10 complaint)	6.8 per1000 (28 complaint)	6	18
No. of complaints per 1000 connections received about the response to issues with sewage	< 15	0	0	0	0
Proportion of urgent waste water service requests responded to within 6 hours of notification	95%	12/12 100%	-	12/12 (100%)	88% (22/25)

3.2 Waste water treatment plants

3.2.1. Capital and consents

Featherston Waste Water consent application

The consent application was lodged on 28 February 2017. Greater Wellington Regional Council (GWRC) has responded on the 19 April with an s92 request for information, which the Council replied to at the start of June. Subsequently further questions around stream clarity and land treatment methodologies have been received.

Currently our technical responses to this matter are now with the Regional Council and given the lapse of time it is unlikely that the application will be public notified before the holiday break.

Staged improvements at Martinborough and Greytown WWTPs

At Martinborough irrigation to land has commenced and commissioning is underway. Full completion of all systems, telemetry is not expected before middle December. At the Greytown site, contractual, design and cost

finalisation are under discussion with Water Force NZ and site establishment and site works are anticipated to commence before the holiday break.

3.3 Operational

Featherston, Greytown, and Lake Ferry plants operated routinely during the period with no reported issues.

The equipment failure in July at Martinborough is due to be replaced and the plant has returned to normal operation, though the flows are still high compared to the last few years.

3.2.2. Wastewater reticulation

There were 2 pipeline blockages reported during the period.

4. Storm water drainage

SERVICE LEVEL – Stormwater drains are well operated and maintained by the Council.

4.1 Key Performance Indicators

STORM WATER DRAINAGE KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
% of ratepayers and residents satisfied with stormwater drains	55%			NRB survey:	57%
% of urgent (any blockage causing extensive flooding of buildings or other serious flooding) requests for service responded to within 5 hours	95%	0	0	0	0
No. of flooding events	0	0	0	0	0
No. of habitable floors affected per flooding event per 1000 properties connected	0	0	0	0	0
No. of abatements notices	0				
No. of infringement notices	0				
No. of enforcement notices	0				
No. of convictions	0				
Median Response time to flooding events (Notification to personnel reaching site in hrs)	3	-	-	0	0
No. of complaints about stormwater per 1000 properties connected	0	0	0	0	0

5. Solid waste management

SERVICE LEVEL – Recycling stations are accessible and maintained. Refuse and recycling collection services are provided and waste minimisation actively promoted.

5.1 Key Performance Indicators

SOLID WASTE MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		OCTOBER	YTD	OCTOBER	YTD
Number of communities with recycling centres	6		6		
Volume of waste disposed out of district	Decreasing by 2.5%	Increase of 67% compared to Oct 2016	Current average month increased 41% on 2014	-	-
% of ratepayers and residents satisfied with the level of service	85%			NRB survey:	66%

5.2 Waste management

Routine services have been delivered successfully over the period. The recycling centres operated satisfactorily. High quantities of collections have been recorded on the coast with two additional runs required.

6. Land transport

SERVICE LEVEL – Roads are maintained to ensure they are safe and comfortable to travel on. Footpaths can be safely used to get around town.

6.1 Key Performance Indicators

LAND TRANSPORT KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		SEPTEMBER	YTD	SEPTEMBER	YTD
Using the RAMM measurement system, average smooth travel exposure on urban roads to be 85% and rural roads 95% with maximum variation of 5%	95%				
Ratepayers and residents fairly/very satisfied with the roads	80%			NRB Survey:	73%
5% of sealed roads are resealed each year subject to availability of NZTA subsidy	100%				
The pavement condition index as measured by the NZTA pavement integrity index	95%				
The number of crashes causing injuries is reduced	Group and control average				
The number of fatalities and serious injury crashes on the local road network	<7				
Ratepayers and residents are satisfied with footpaths in the district	70%			NRB Survey:	63%
Availability of footpaths on at least one side of the road down the whole street	88%				
Footpath Condition rating 95% compliant with SWDC AMP Standard	95%				
The % of customer service requests relating to roads and footpaths responded to within 48 hours	95%	36/39 (92%)	115/154 (75%)	39	154
Meet annual plan footpath targets	Yes				

6.2 Roading maintenance – Fulton Hogan

A major upgrade of Give Way and Stop signs within Martinborough has been completed. The pedestrian poles around the Martinborough are programmed for an upgrade to meet appropriate standards.

Bridge and box culvert painting has been completed along Lake Ferry Road.

Rural roadside markers and watertables have been sprayed, and berm mowing will be completed prior to Christmas.

A retaining wall has been completed on Haurangi Road, this was reinstatement following the July 2017 rain event.

Ongoing unsealed road maintenance grading is programmed to meet requirements.

6.3 Other activities

Reseals Contract is 80% complete with 100% completion by early December and works being carried out by Higgins Contractors.

The final stage of Whatarangi Cliffs protection has recommenced, Fulton Hogan have programmed completion prior to Christmas end of December.

A joint South Wairarapa Carterton District Council Sealed Pavement Rehabilitation contract inclusive of Shooting Butts seal extension has been advertised and closes 1st December 2017. The contract is for 2 years.

Fulton Hogan plan to commence the final year of the Footpath renewal contract in December, works in all 3 towns will carry over into the new year.

7. Amenities

The Amenities team is responsible for the management of Council's parks, reserves and other amenities. The team looks after 12 parks, 31 reserves, 41 buildings, five sports facilities, four cemeteries, seven public toilets and 22 other properties. The Amenities Manager is the contract manager for the City Care parks and reserves contract, and also for the management of the libraries.

SERVICE LEVEL – Parks and reserves enhance the quality of life in our communities. Our playgrounds are safe and enjoyed by the community. Clean safe public swimming pools can be accessed in the District. Provision of some low cost housing for the elderly (or in line with Council policy) in each town. Well maintained hall facilities that are available for the public to book. Public toilets are convenient, clean and safe. There is a wide range of library stock including up to date material.

7.1 Key Performance Indicators

AMENITIES KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
Users satisfied with parks and reserves	90%			NRB Survey:	94%
Ratepayers and residents are satisfied with Council playgrounds	80%			NRB Survey:	82%
Council playground equipment that meets national standards	100%				
Council pools comply with NZ swimming pool water testing standards	100%				
Ratepayers and residents satisfaction with Council swimming pools	67%				
Occupancy of pensioner housing	94%			Actual:	99.8%
Ratepayers and residents satisfied with town halls	76%			NRB Survey:	74%
Cycle strategy	Developed				
Ratepayers and residents satisfied with public toilet facilities	90%			NRB Survey:	85%
Taking programmes out into the community and providing a wide variety of programmes in the library	>3 per library				
% of ratepayers and residents satisfied with libraries	90%			NRB Survey:	91%

7.2 Parks and reserves

Card Reserve in Featherston is busy with summer sport, which includes athletics, touch rugby and a summer soccer league. Other parks and reserves have been busy with events, and many more events are lined up for over the summer.

7.3 Community housing

The Matthews flats have been surveyed for the presence of asbestos prior to plumbing work being carried out in two of the flats. No asbestos was detected. The plumbing repairs will now get underway. One vacant flat is ready to be let, and in the process of going through the waiting list, it was found that a number of people now no longer require accommodation.

7.4 Cemeteries

7.4.1. Purchases of burial plots/niches 10 October to 28 November 2017

	Greytown	Featherston	Martinborough
Niche	1		
In-ground ashes Beam			
Burial plot	1	4	2
Total			

7.4.2. Ashes interments/burials 10 October to 28 November 2017

	Greytown	Featherston	Martinborough
Burial		2	
Ashes in-ground		1	
Ashes wall			
Total			

7.5 Events

7.5.1. Featherston

Completed events:

NZ Trio: Exotica and Tapas (part of Kokomai Creative Festival) held Saturday, 14 October 2017 – ANZAC hall, Featherston



The Wine Project & Tell Me My Name (part of Kokomai Creative Festival) held Saturday, 21 October 2017 – ANZAC hall, Featherston



Future events:

Featherston Christmas Parade being held Saturday, 9 December 2017 – Revans, Fitzherbert & Lyon Streets, Featherston

Cross Creek Railway Ride the Rail – Friday Nights, Saturday, Sundays & Public Holidays being held from 22 September 2017 – April 2018



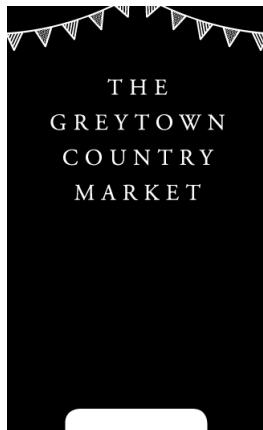
Featherston 1st Fridays being held from 1 December 2017, 5 January, 2 February & 2 March 2017

7.5.2. Greytown

Completed events:

Future events:

The Greytown Country Market being held every third Sunday of the month starting from Sunday, 15 October 2017 through to Sunday, 18 March 2018 – Stella Bull Park, Greytown



Greytown Christmas Market being held Saturday 16 December 2017

Greytown Christmas Parade being held Saturday 16 December 2017

7.5.3. Martinborough

Completed events:

Rotary Martinborough Charity Fun Ride held Sunday 29 October 2017



Friends of Martinborough Library – Family Movie Night held Friday 3 November 2017

Martinborough Community Guy Fawkes Display held Saturday 4 November 2017



Toast Martinborough held Sunday 19 November 2017



Te Heke Tuna Ki Onoke Whanau Day held Saturday, 28 October 2017 at Lake Ferry Reserve

Future events:

Martinborough Madcaps Christmas Parade & Carols in the Park being held Saturday, 16 December 2017

Pick Your Own Lavender being held 6-7 January 2018

Cruise Martinborough being held between 25-28 January 2018, Saturday, 27 January 2018 – Street Show & Shine around the Martinborough Square



Rotary Martinborough Fair being held on Saturday, 3 February and 3 March 2018



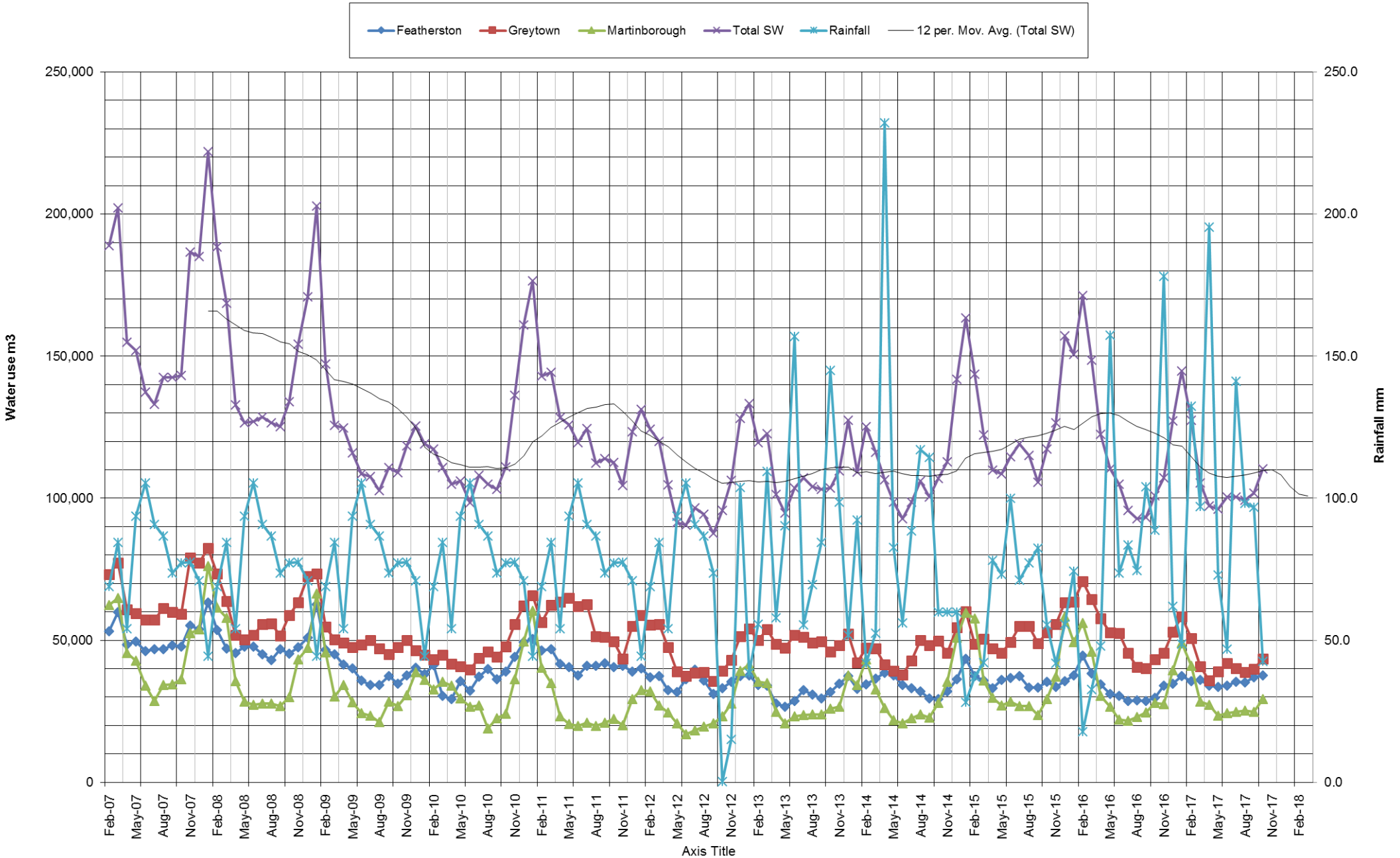
8. Appendices

- Appendix 1 Monthly water usage
- Appendix 2 Waste exported to Bonny Glen
- Appendix 3 Library statistics

Contact Officer: Mark Allingham, Group Manager Infrastructure and Services

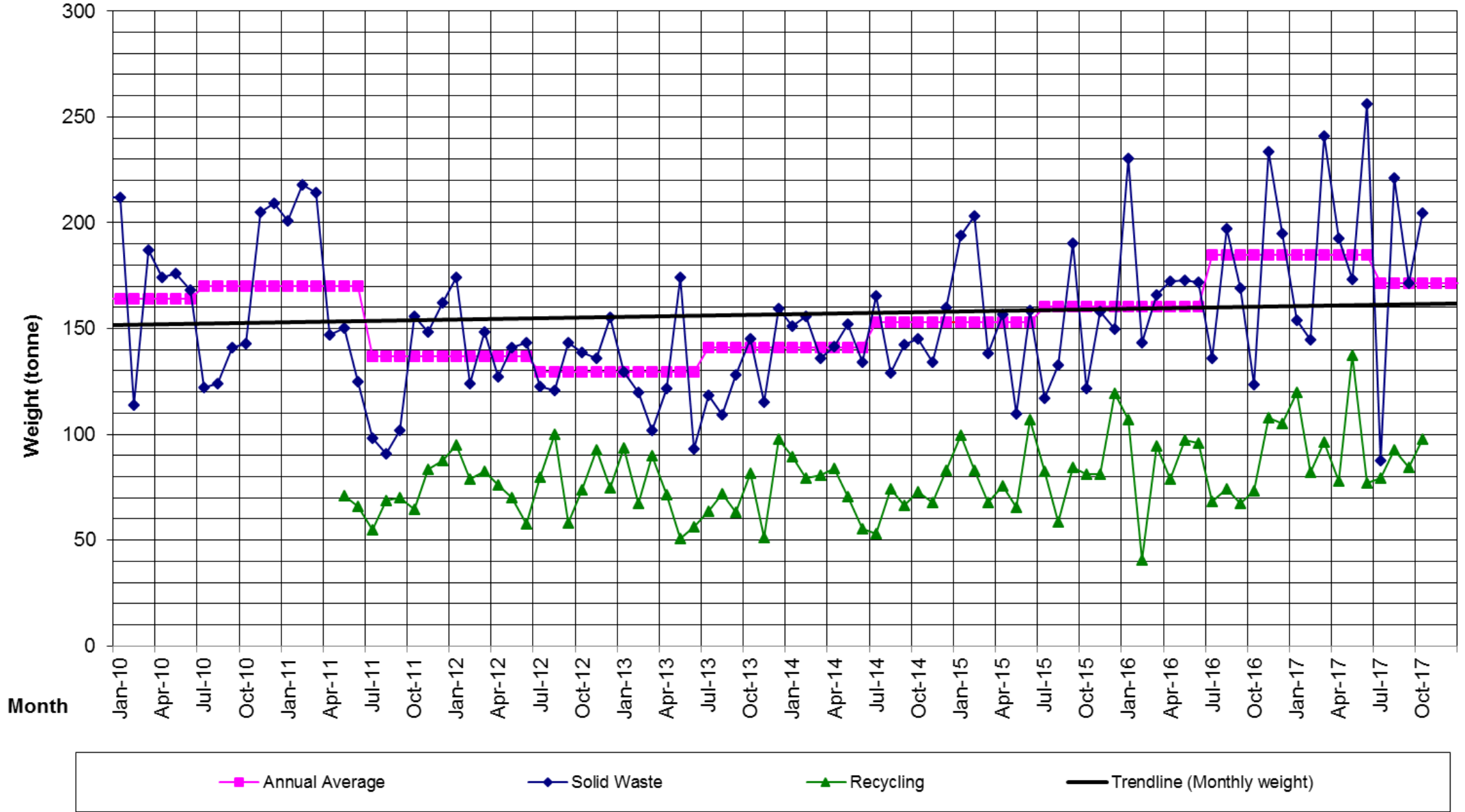
Appendix 1 - Monthly water usage

Water use South Wairarapa District Council



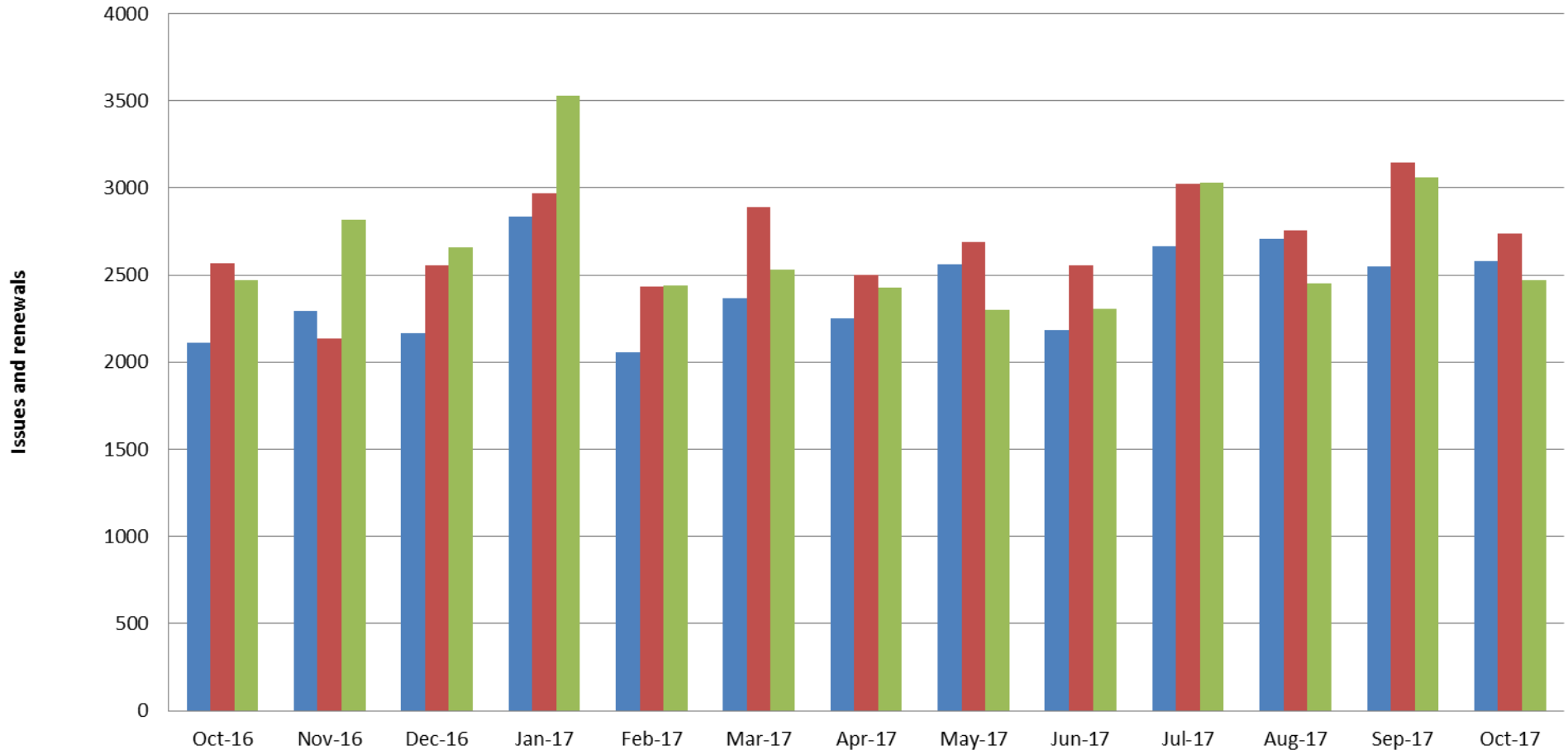
Appendix 2 -Waste exported to Bonny Glen

Monthly weight of waste transferred to Bonny Glen



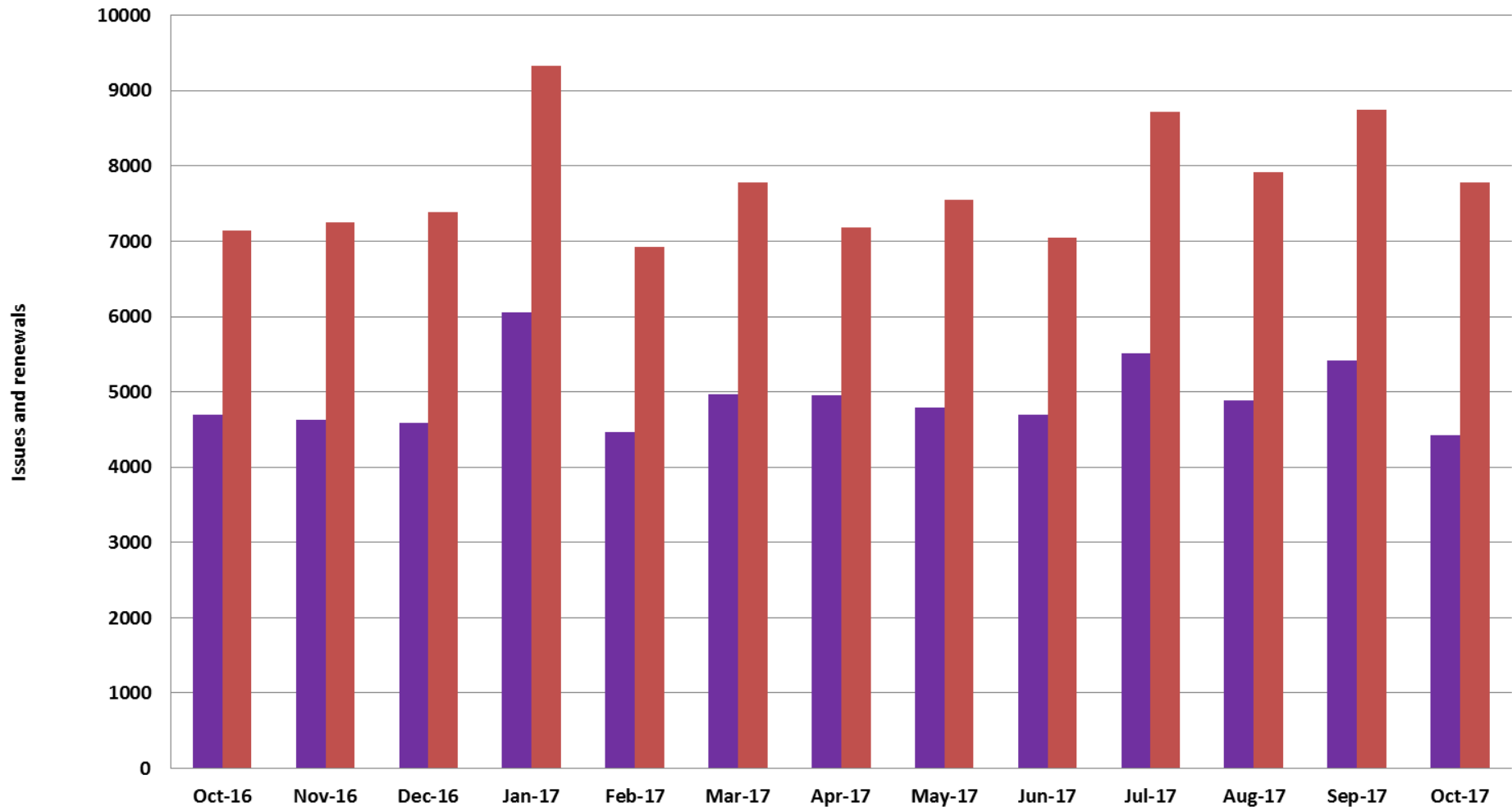
Appendix 3 – Library statistics

South Wairarapa libraries - issues and renewals to October 2017



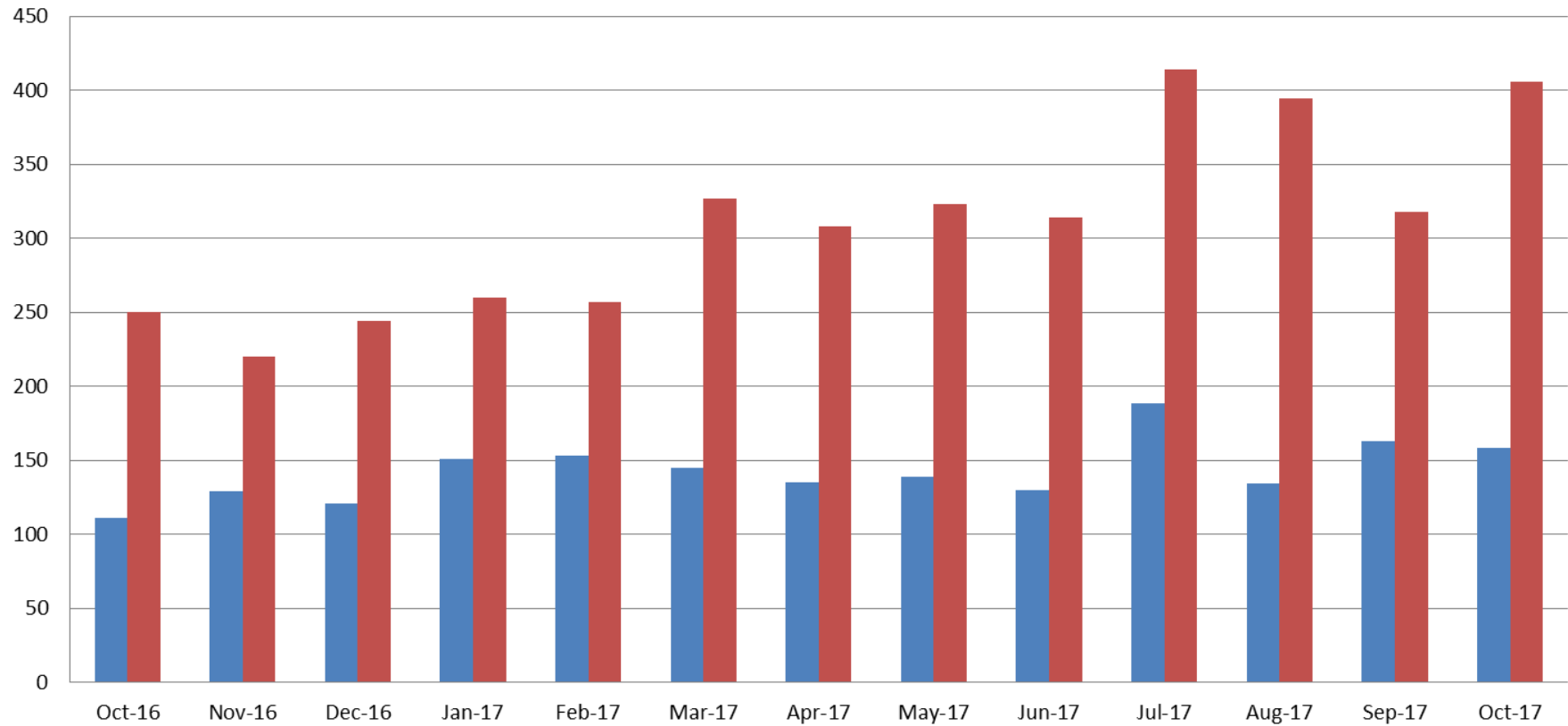
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
■ Featherston	2113	2296	2167	2836	2057	2369	2254	2563	2186	2663	2707	2550	2577
■ Greytown	2567	2136	2556	2967	2432	2888	2503	2687	2558	3023	2756	3143	2738
■ Martinborough	2467	2819	2661	3526	2442	2529	2427	2302	2306	3027	2451	3058	2468

Wairarapa Library Service - issues and renewals to October 2017



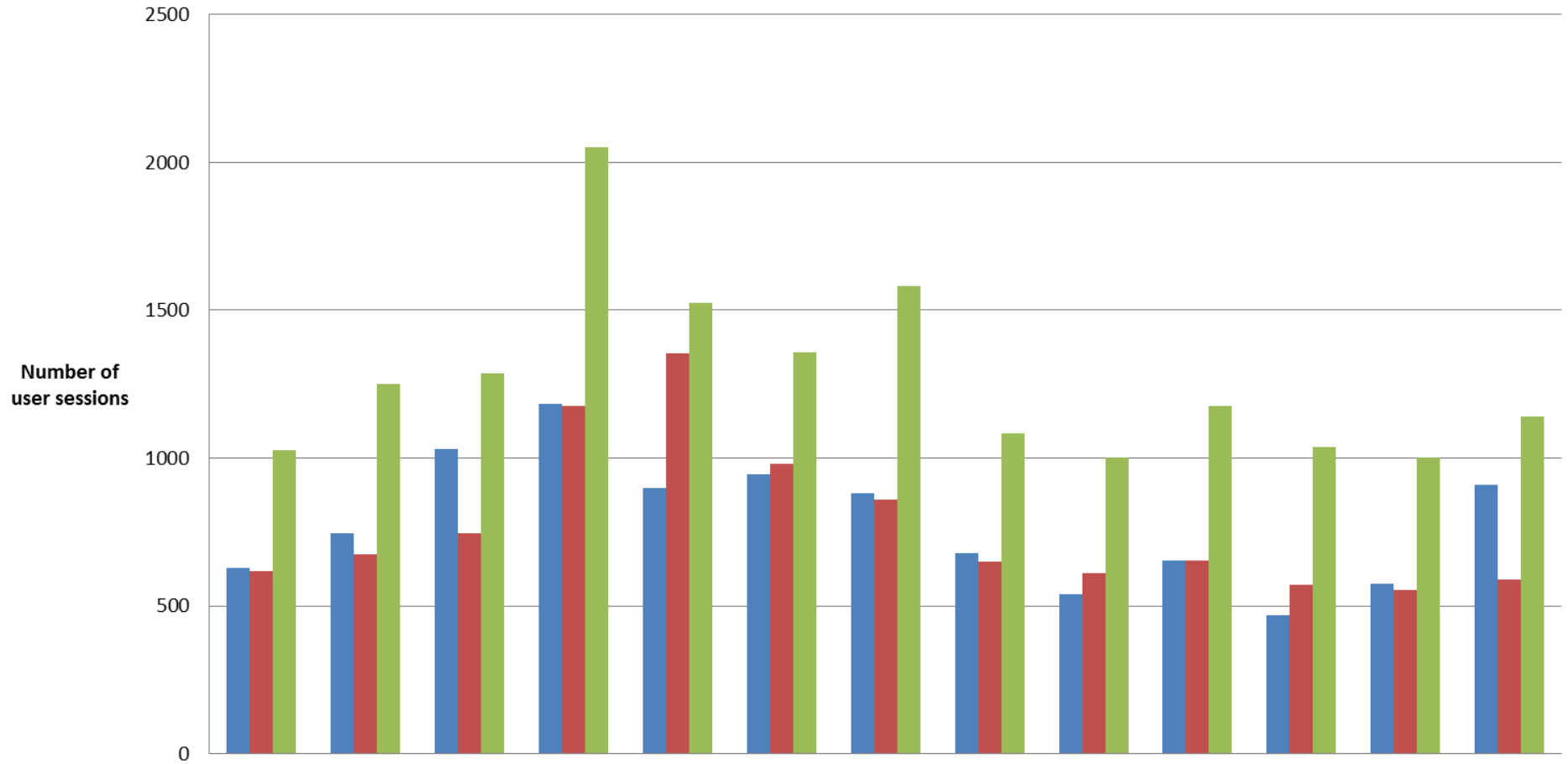
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Carterton	4698	4629	4586	6051	4468	4972	4951	4794	4694	5505	4887	5422	4418
South Wairarapa	7147	7251	7384	9329	6931	7786	7184	7552	7050	8713	7914	8751	7783

Wairarapa Library Service - audio and e-book issues to October 2017



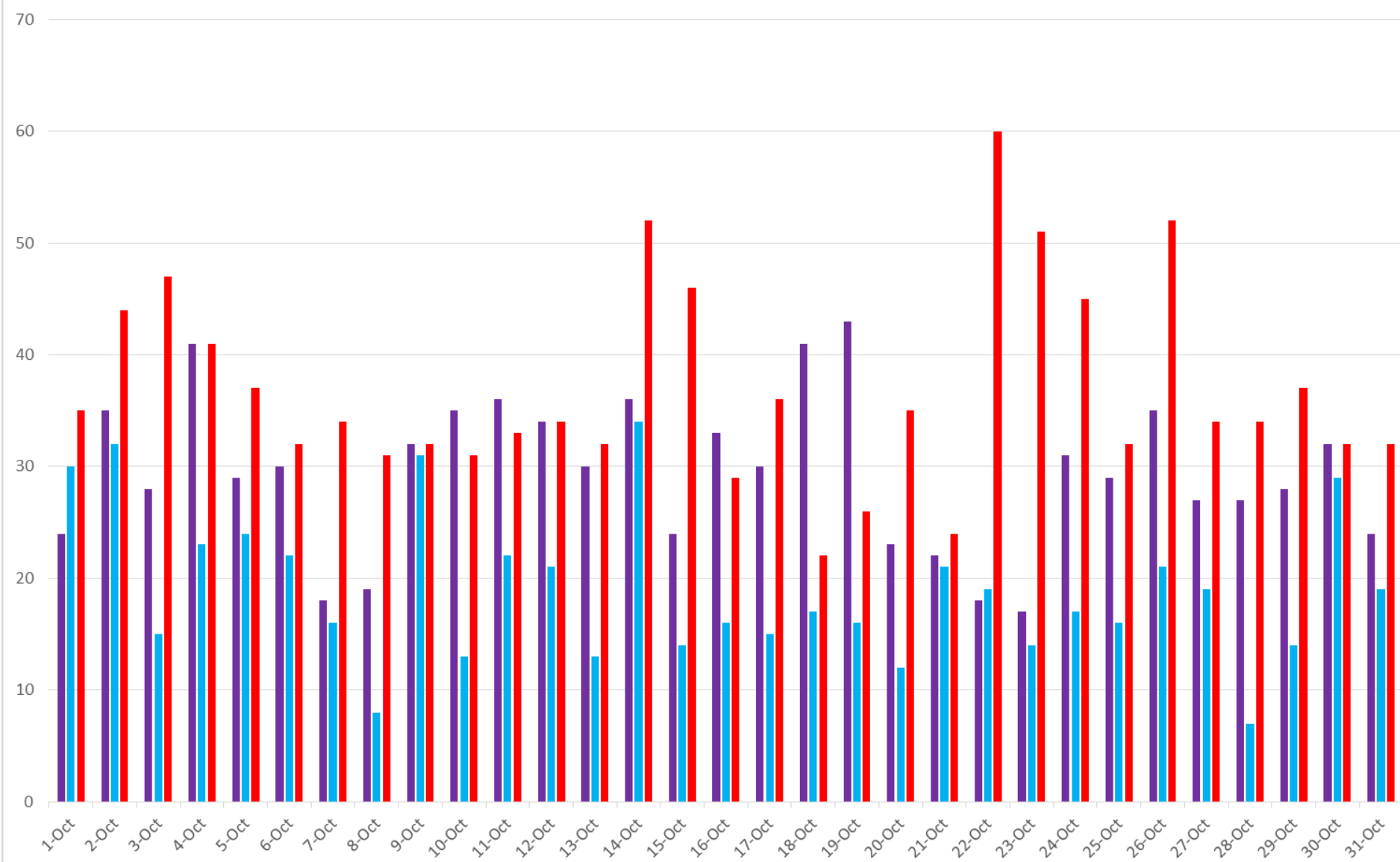
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
■ Audiobooks	111	129	121	151	153	145	135	139	130	188	134	163	158
■ E-books	250	220	244	260	257	327	308	323	314	414	394	318	406

APNK Wi-fi user sessions to October 2017



	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
■ Featherston	628	745	1030	1183	900	945	882	678	540	655	469	576	911
■ Greytown	617	675	745	1177	1354	979	861	650	610	653	572	555	590
■ Martinborough	1026	1251	1288	2050	1524	1356	1581	1085	1003	1177	1036	1001	1142

Library wi-fi user sessions October 2017



MĀORI STANDING COMMITTEE

12 FEBRUARY 2018

AGENDA ITEM 5.2

BILINGUAL SIGNAGE

Purpose of Report

To inform Committee members about planning for bilingual signage.

Recommendations

Officers recommend that the Committee:

1. *Receives the information; and*
2. *Provides guidance to the Council and officers on the future development of bilingual signage.*

1. Executive Summary

In a submission to the 2017/18 Annual Plan, Māori Standing Committee (MSC) requested Council allocate a specific budget each year to gradually introduce bilingual council signage as old signs are replaced and new signs established. Council's response was that the Amenities Manager would work with MSC to confirm the extent of application of both languages to type of signage, and to ensure that future signage is planned as bilingual. This paper is the start of that work, and accompanies a copy of Te Puni Kōkiri's best practice guide to bilingual signage¹ provided to each MSC member.

This paper discusses the matters that need to be considered in developing a bilingual signage system, including underpinning it with a more general Council policy on bilingualism, as well as the place of signage as part of Council's overall communications. The key principles of bilingual signage systems are outlined, along with the nature and extent of Council's existing signage. Finally, a process for implementing bilingual signage is suggested.

2. Background

The Māori Language Act 1987 declared te reo Māori to be an official language of New Zealand, alongside English. It created Te Taura Whiri i te Reo Māori | Maori Language Commission to, among other things, "promote the Māori language, and, in particular, its use as a living language and as an

¹ [Te Tohu Reorua i te Reo Māori me to Reo Pākehā : He kupu ārahi e kairangi ai ngā tikanga | Māori-English bilingual signage : A guide for best practice](#)

ordinary means of communication". This was reinforced by te Ture mō Te Reo Māori 2016 | Māori Language Act 2016, which created Te Mātāwai "as an independent statutory entity to provide leadership on behalf of iwi and Māori in their role as kaitiaki of the Māori language; and [to] provide for Te Mātāwai and the Crown to develop Māori language strategies to support the revitalisation of the Māori language". The best practice guide was published by Te Puni Kōkiri in November 2016 to provide guidance to public sector organisations. It was informed not only by consultation with iwi, but also by the experiences of government agencies and the practices of other countries with more than one official language, in particular the bilingual signage requirements of Scotland, Wales and Ireland.

3. Discussion

3.1 Signage as communication

Signage is a communication channel, as are publications, social networks, radio and television. Before any communication is made by an organisation, it must consider the role and function of the organisation and how this influences what it is trying to say, the purpose of the actual communication, including any sub-text, and the target audience. Planning bilingual signage ideally sits within a larger communications strategy for the organisation.

3.1.1. Role and function of SWDC as it applies to signage

As a local authority the Council is responsible for a large amount of signage (see figures 1 and 2 below) which is required in the management of the infrastructure and amenities of the district. Council signs need to communicate important information quickly and clearly to both residents and visitors to the district. These signs also publicly represent South Wairarapa District Council and sub-textually state the Council's values and priorities. This includes logos and branding, which are also a form of signage communicating the essence of the organisation.

3.1.2. Purpose of signage

The basic purpose of signage is to provide information. This can be for wayfinding, both outside around the region, as well as inside council buildings and facilities. Signage provides location-specific information – names of parks and reserves, amenities available, activities permitted or not, health and safety information and warnings, emergency information, even historical information or detail about flora and fauna. Bilingual signage has additional purposes – to provide the same information in the other official language of the country, and to promote the visibility and equality of that language to all recipients, including visitors who speak neither language. The sub-text of Māori language visibility and equality tends to be the most important purpose of bilingual signage in New Zealand.

3.1.3. Target audience of signage

All communications have a target audience, and for Council signage, this is the broadest possible audience, being anyone who is in the district whether resident or visitor. Signage therefore has to be clear and quickly

understood, particularly those signs intended for the sub-audience of people in vehicles. Bilingual signage takes account of the language needs of those who those who prefer to communicate in te reo Māori as well as those who neither speak nor read Māori or English.

3.2 Key principles of bilingual signage

3.2.1. Visibility of te reo Māori

The visibility of te reo Māori in signage is an indicator of the value the organisation places on the language. This is the sub-text of the use of te reo Māori, not just that it's an official language, but that this organisation values iwi and Māori in general. The more common and widespread the use of bilingual signage becomes, the less likely people are to see it as "political correctness" – it becomes the way we do things around here. However, not all signage must necessarily be bilingual, particularly in the early stages of developing a bilingual policy and signage system.

The other aspect of visibility is the consideration of where the use of both languages will have the most impact, and will be of most benefit to those who prefer to communicate in te reo Māori. A staged implementation of a bilingual signage system would identify and target these types of signs first, rather than adopting the more scattershot, albeit cheaper, approach of making the next sign to be designed or replaced a bilingual one.

3.2.2. Equality of language

The principle of equality of language is about differentiating both languages while at the same time giving them equal weight in terms of size, font and colour. Early bilingual signage in New Zealand tended to have the English words in a larger font than the Māori words, and the Māori text was often italicised, making it harder to read. The best bilingual signage systems have both languages in the same font, colour and size as parallel text, and use background colour to differentiate the two. Where text is stacked vertically rather than running horizontally in parallel, te reo Māori is ideally used first and English second. Internationally accepted icons or pictograms are used to reduce the number of words in the sign and/or provide clues to those who neither read and/or speak either language. (See pp28-32 of the best practice guide for examples).

3.2.3. Quality of language

Ensuring the quality of the language means ensuring that the linguistic and cultural aspects of the signage are accurate and appropriate. Iwi may be consulted, particularly where there are possible regional variations. Te Taura Whiri I te Reo Māori | Maori language Commission maintains a list of standard translations for common sign words and phrases which can be used for basic information signs². Use of a licenced translator for written Māori is recommended for more complex signs. In many cases, the Māori wording is not a literal translation of the English words, but is rather more descriptive of the concept.

² <http://www.tetaurawhiri.govt.nz/te-reo-maori/signage-list/>

3.2.4. Responsiveness and accessibility

All good communication is designed around the needs of the recipients, and signage is no exception to this. Bilingual signage should make it easy for people to get the information they need as quickly as possible. This includes people whose preferred language of communication is te reo Māori.

3.3 Signage controlled by Council

Figure 1 below shows the places where signage is under the direct control of Council, and could be considered for inclusion in a bilingual signage system.

Figure 1 – signage controlled by Council

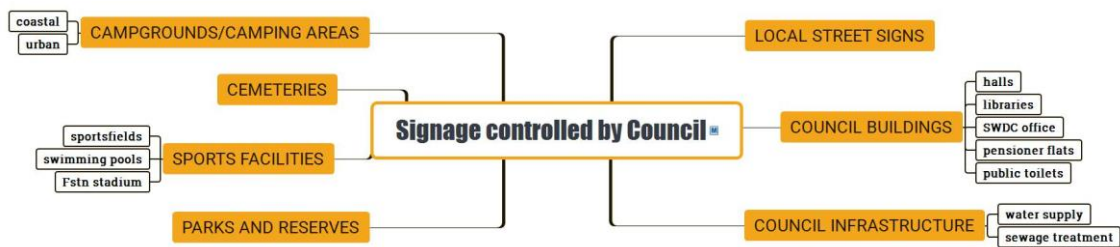
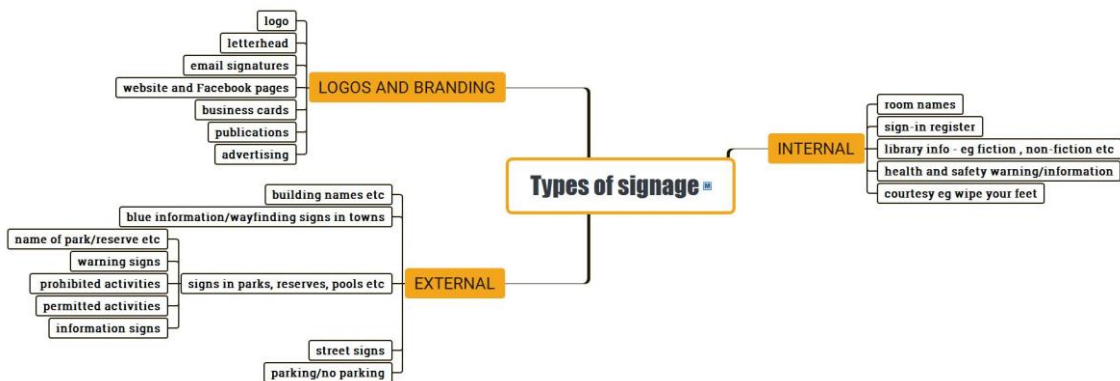


Figure 2 below shows the types of signage used by Council.

Figure 2 – types of signage



The total number of signs that Council is responsible for is not known, but the two figures above indicate the breadth and depth of the current signage.

3.4 Process for implementation of bilingual signage system

3.4.1. MSC proposal

Māori Standing Committee’s Annual Plan request for future new/replacement signage to be bilingual is being implemented where it is relatively straightforward to do so with standard signs and no translation costs. MSC asked for a sign on Lake Ferry Road indicating the public toilet, and requested that the wording be “wharepaku | toilet”. As “wharepaku” is the standard and approved word, adding it to the sign was straightforward and didn’t impact on cost. Future new or replacement signs will be considered for the bilingual approach on a case-by-case basis until a decision is made whether to develop a policy and full signage system.

3.4.2. Policy

The first step would be for Council to develop a policy on its approach to bilingualism in general. This would be a sub-policy of the existing Māori Policy, and would set council's direction and position on things such as bilingualism in all communications, including signage; as well as considering matters such as use of te reo Māori in meetings, staff training etc. Providing bilingual signage is one thing, but ultimately it fails as an expression of an organisation's valuing of Māori if it cannot be backed up by cultural understanding as a minimum, and language fluency as an optimum. In terms of bilingualism for signage, key matters to be considered in the policy's rationale and purpose sections would include:

- the overall objective(s) of making signage bilingual
 - increasing visibility of the language
 - improving access to information for speakers of te reo Māori
 - developing standardised consistent signage across the district
- the needs of the receivers of the signage messages.

It would be appropriate for Māori Standing Committee to develop the draft policy for recommendation to Council.

3.4.3. Inventory and development of signage standard templates

An inventory of all existing signage is recommended. Not only would this indicate the true extent of the current signage, which would be helpful for costing purposes, it would also allow the categorisation of types of signs. From this, standard templates could be developed for each type of sign, ensuring that future signage is consistent across the whole district, and is also recognisably distinctive as south Wairarapa signage. A standardised system and templates would also ensure that any other specific requirements, such as the District Plan and the NZTA rules, are taken into account for each sign.

3.4.4. Bilingual signage system implementation plan

From the inventory and templates, a plan for the implementation of the new signage system would be developed. This would include deciding whether to adopt an ad hoc approach ie every new or replacement sign would be in the new system, or a staged approach targeting specific signage types, prioritising them and proceeding to replace all of each type as funds permit. For example, starting with internal signage could take the opportunity of the Waihinga Centre development to make all of that building's interior signage bilingual, and then extend this to the Council's other buildings.

3.5 Financial Considerations

The size of some signs may need to increase with the additional text, but effective use of internationally-recognised icons and pictograms can be used to reduce text in both languages. There will be costs associated with conducting a systematic inventory. Officers have already created a photographic inventory of the south coast signage, so it is possible that staff could do the work by using their phones to photograph and GPS every sign they see in their travels around the district. There may also be some design costs in creating standard templates, although there may be an opportunity to have a signage contractor assist with this for little or nothing.

An ad hoc approach to making every new or replacement sign bilingual would see costs absorbed into operating budgets, which may need to be increased to accommodate this. For minor blue information signs, costs can be kept low by using ready-made signs from the larger signage manufacturers. At the moment decision-making is case-by-case – if standard te reo Māori wording is available, the sign can be bilingual. If the wording is more complex, requires the use of a licenced translator, which incurs an additional cost. A staged implementation would allow the use of capital to do each stage of work; while this would require a much larger spend for each stage of the work, it could be done over a period of three or four financial years. This would put any new signage system in place far more quickly than an ad hoc approach.

4. Conclusion

A proposal to implement a bilingual signage system can raise larger considerations for Council, including its position on bilingualism generally, and the place of signage as one element within an overall communications strategy. Te reo Māori is an official language in New Zealand, but this is not particularly obvious to residents and visitors to south Wairarapa in Council's branding and communications. While an ad hoc approach can continue to be taken with new or replacement signage, it is best practice to create a coordinated and consistent signage system which the use of English, te reo Māori and internationally-recognised icons/pictograms are all an integral part. One possible added benefit to Council of taking this approach would be that it effectively rebrands the south Wairarapa district as a homogenous entity under SWDC. It is appropriate for Māori Standing Committee to provide guidance to Council by considering and reporting on the matters discussed above, and to lead the development of any bilingual policy for recommendation to Council.

5. Appendices

Appendix 1 – Te Tohu Reorua i te Reo Māori me to Reo Pākehā : He kupu ārahi e kairangi ai ngā tikanga | Māori-English bilingual signage : A guide for best practice

Contact Officer: Helen McNaught, Amenities Manager

Reviewed By: Mark Allingham, Group Manager Infrastructure Services

**Appendix 1 – Te Tohu
Reorua i te Reo Māori me to
Reo Pākehā : He kupu ārahi
e kairangi ai ngā tikanga |
Māori-English bilingual
signage : A guide for best
practice**



TAUPAEPAE RECEPTION

Te Tohu Reorua i te Reo Māori me te Reo Pākehā

He kupu ārahi e kairangi ai ngā tikanga

Māori-English Bilingual Signage

A guide for best practice

He Whakataukī

He rau ringa e oti ai

Ko te whakamahinga o tēnei whakataukī rongonui hei tautoko i ēnei kupu ārahi tētahi whakaatanga i tō mātou hiahia kia whai punua wāhi mai ngā whakahaere maha e whai hua nui ai te kitenga, me te whakamahinga o tā tātou taonga, o te reo Māori.

Many hands make light work

The use of this well-known whakataukī to support these guidelines is a reflection of our desire for many organisations to do their little bit to make a big difference in the visibility, and ultimately the use, of our taonga, te reo Māori.

Ngā kai o roto

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Hon Te Ururoa Flavell
Te Minita Whanaketanga Māori

He karere nā te Minita Whanaketanga Māori

Ākina te reo!

E te tini o ngā whakahaere, e ngā rangatira e tū nei te rāngai tūmatanui i Aotearoa, i te raki, i te tonga, i te rāwhiti me te uru – tēnei au ka tuku mihi ki ā koutou whakapaunga kaha ki ngā mahi e mahi nei koutou hei hāpai i ō tātou iwi, kia eke ai tō tātou whenua ki taumata kē.

Kei a tātou te tikanga ki te whakapiki i tō tātou motu, i te rāngai tūmatanui hoki ki taumata kē atu mā te manaaki i te reo Māori e mātua whai nei kia tautokona e tō tātou motu, e te tūmatanui me te tūmataiti, e ora tonu ai ia hei ngā whakareanga ā haere ake nei.

I ia rā, toro ai te hapori tūmatanui i ō koutou tari. E mātakina ana, e rangona ana koutou e te tokomaha. I nāia tonu nei, he mana whakaawe ō koutou e huri ai te reo Māori. Kia kitea ai. Kia māori ai.

He mea whakamōhio tēnei tuhinga kupu ārahi e ngā wheako o ngā whenua e whai wāhi ai hoki te tohu reorua ki te whakarauora reo hei whakatenatena i te kawenga o ngā tikanga pai.

E whakatenatena ana au i te rāngai tūmatanui, mō te hemo tonu atu, kia tīmata i tōna haerenga i te huarahi o te tohu reorua. Waihoki, e mihi ana au ki ērā o koutou kua tīmata kē.

Mā roto i te Ture hou mō te reo Māori, mā te whakatūnga hoki o te Maihi Karauna, e ū nei te kāwanatanga ki tāna whai kia kaha ake te tautokona o te whakarauoratanga o te reo Māori e ngā pokapū kāwanatanga katoa hei wāhanga māori noa i roto i ā tātou mahi.

Ko tētahi huarahi mā reira e taea ai e tātou tērā te whakatutuki, ko te whakaū kia nui ake te kitea o te reo Māori i ngā hapori kei reira tātou e mahi ana.

Āe rā, he reo whai mana ā-ture te reo Māori ki Aotearoa, engari he nui noa ake i tērā, nā te mea ehara ia i te reo nō whenua kē atu i tō tātou. He reo ātaahua. Tōu reo. Tō tātou reo.

Kia kaha koutou. Ākina te reo.

Toitū te whenua, toitū te mana, toitū te reo Māori.

Message from the Minister for Māori Development

Ākina te reo!

To the multitudes of organisations and leaders that make up New Zealand's public sector, in the north, in the south, in the east and west – I salute you all for the tireless work you do to serve our nation, to make our country a better one.

We can be an even better nation, and an even better public sector, by embracing te reo Māori which needs the support of our entire nation, public and private, to ensure it is here for future generations.

Every day, the public visit your offices. You have the eyes and ears of many on you. Right now, you are in a position of influence to make a difference for te reo Māori. To make it visible. To make it normal.

This guide was informed by the experiences of countries where bilingual signage is also part of language revitalisation to encourage good practice.

I cannot encourage the public sector enough to start their te reo Māori bilingual signage journey. And I thank those of you who have already begun.

Through the new Māori Language Act and the development of the Maihi Karauna, the government is committed to enhancing the support for te reo Māori revitalisation by all government agencies as a normal part of the way we do business.

One way in which we will achieve this is to ensure te reo Māori is more visible to the communities we work in.

Yes te reo Māori is an official language of New Zealand but it is more than that because it belongs to no other country but ours. A beautiful language. Your language. Our language.

Kia kaha koutou. Ākina te reo.

Toitū te whenua, toitū te mana, toitū te reo Māori.



Ngahiwi Apanui
Te Tumuaki
Te Taura Whiri i te Reo Māori



Michelle Hippolite
Te Toihautū
Te Puni Kōkiri

He karere nā ngā Tumu Whakarae

E koa ana mātou i tā mātou whai wāhi ki te whakatakoto i ngā kupu ārahi o Te Tohu Reorua i Te Reo Māori me te Reo Pākehā. Mā ngā kupu ārahi tātou katoa e tautoko ki te whakatinana i ngā kaupapa here a te Kāwanatanga e arotahi ana ki te whakarauoratanga o te reo Māori.

Kua hia tekau tau ō tātou toa o te reo e mahi ana ki te whakaū kia noho tonu te reo Māori hei reo ora. Hei āwhina ki te whakaū i ā rātou whakapaunga kaha, hei whakapiki anō i te tokomaha o ngā kaikōrero Māori kua heke nei, me āwhina rawa tātou kia noho ai te reo Māori hei reo māori i ō tātou ao o ia rā. Mā te whakamahi i te reo Māori ki tētahi mea pēnei noa iho i te tohu, e āwhina ki te whakamahara i te tangata “kei te pai noa iho te kōrero Māori i konei”. Oti ia, he karere nui tēnei mā ngā ākongā taitamariki.

Kua waihangatia Te Tohu Reorua i te Reo Māori me te Reo Pākehā kia whakatakotoria mai ētahi tohutohu whai take hei āwhina i ngā whakahaere ki te whakarite mahere ā-mahi mō te tohu reorua, hei whakaū ake, e māmā noa iho ana te whakamahia o te tohu reo Māori ki te hunga whakamahi i te tohu, ka mutu, e eke ana te reo Māori o te tohu ki te taumata o Kounga.

Mā te whakamahi tika i te tohu reorua e:

- whakaatu tā koutou ko tō koutou pokapū ū ki te whakaū i te mana o te reo Māori
- whai wāhi ki te kumanutanga o ngā hononga, kia pakari ake ai ērā i waenga i tō koutou whakahaere me te Māori
- whakapūmau tō tātou tuakiri ā-motu mā te whakaū kia kōhure ake te whakakitea o te reo Māori ki ngā pārongo me ngā ratonga tūmatanui.

E nui haere ake ana te whāia o tēnei mea, o te tohu reo Māori i te rāngai tūmataiti, i te rāngai tūao, i te rāngai haporī anō hoki hei huarahi e puaki ai tō tātou tuakiri ā-motu, e kotahi hoki ai tātou hei tāngata nō Aotearoa. He mea nui kia whai wāhi mātou ki tēnei tūāhuatanga.

Kia kaha tātou

Message from the Chief Executives

We welcome this opportunity to present the Māori-English Bilingual Signage guidelines. The guidelines will support us all in implementing Government policy aimed at the revitalisation of te reo Māori.

For decades, our reo warriors have worked to ensure te reo Māori remains a living language. To help build on their efforts and reverse the decline in te reo Māori speakers, we must help make te reo Māori an ordinary language for everyday living. Using Māori in something as mundane as signage helps create a sense that “it’s OK to speak Māori here”. This is a particularly important message for younger learners.

The Māori-English Bilingual Signage guidelines has been designed to bring practical advice to help organisations develop a bilingual signage action plan and ensure our te reo Māori signage is user-friendly and meets the standards of quality te reo Māori.

Good use of bilingual signage will:

- show that you and your agency are committed to recognising the place of te reo Māori
- contribute to fostering better relationships between your organisation and Māori
- reinforce our national identity by ensuring te reo Māori is more prominent and visible in public information and services.

Te reo Māori signage is becoming increasingly popular in the private, voluntary and community sectors as a way of asserting our national identity and bringing us together as New Zealanders. It is important we play our part.

Kia kaha tātou

He kupu whakataki

E whakaū ana Te Ture mō Te Reo Māori 2016 i te mana o te reo Māori hei:

- reo taketake mō Niu Tirenī
- taonga mā ngā iwi me ngāi Māori
- reo ka kaingākauria e te motu
- reo whai mana ā-ture mō Niu Tirenī.

He Rautaki Reo Māori tā te Karauna i tēnei wā, ka whakahoungia i roto i ngā marama e ono e tū mai nei, hei whakaū i te oranga o te reo Māori. Ko te whakakitea o te reo Māori ki ngā takiwā tūmatanui tētahi wāhanga matua o taua rautaki. Mā reira e nui ake ai te mōhiotanga e pā ana ki te reo Māori, ā, mā reira hoki te iwi e akiaki ki te whakamahi i te reo i ia rā.

Nā konei, ka whakaae te Rūnanga Kāwanatanga kia whakaritea ngā kupu ārahi mō Te Tohu Reorua i te Reo Māori me te Reo Pākehā mā ngā pokapū o te rāngai tūmatanui.

Mā te whakamahi i Te Tohu Reorua i te Reo Māori me te Reo Pākehā i roto i ngā whare kāwanatanga me ngā wāhi mahi, e tohu ana tātou kei te kaingākau nuitia te reo Māori i roto tonu i te kāwanatanga, ā, e whakaaturia ana te tauria hei whai mā te hapori whānui me ngā rāngai pakihi.

“He nui ngā kōrero pai mai ki a mātou mō ā mātou tohu reorua, kua i te Māori anake. He nui hoki ngā tauwiwi e pērā mai ana.” Tāhu o te Ture

Ahakoia kua whakaritea ēnei kupu ārahi mā ngā pokapū o te rāngai tūmatanui, he kupu ārahi e kairangi ai ngā tikanga e taea nei e whakahaere kē atu e hiahia ana hoki ki te whai wāhi mai ki tō tātou tuakiri ā-motu mā te whakamahi i te tohu reorua i te reo Māori me te reo Pākehā.

Introduction

Te Ture mō Te Reo Māori 2016 affirms the status of te reo Māori as:

- the indigenous language of Aotearoa New Zealand
- a taonga of iwi and Māori
- a language valued by the nation
- an official language of Aotearoa New Zealand.

The Crown currently has a Māori Language Strategy, that will be renewed over the next six months, to ensure survival of te reo Māori. Increasing te reo Māori visibility in public spaces is a key part of that strategy. It increases awareness of te reo Māori and encourages people to use it on a daily basis.

As such, Cabinet agreed that Māori-English Bilingual Signage guidelines be developed for public sector agencies.

By using Māori-English bilingual signage in government buildings and work-places, we signal that te reo Māori is valued within government and set an example for the wider community and business sectors.

“We get a lot of positive feedback on our bilingual signage, not just from Māori. Lots from non-Māori as well.” Ministry of Justice

Although these guidelines have been developed for public sector agencies, they are good practice guidelines which can be used by other organisations interested in being part of our shared national identity by using Māori-English bilingual signage.



Mā te tohu reorua i tō koutou wāhi taupaepae e kaha ake ai pea te rongo a ngā manuhiri Māori i te manaakitanga. A bilingual sign in your reception area can help make Māori visitors feel more welcome.

He aha rā te tohu reorua?

Ko te tohu reorua te whakaaturanga o ngā kupu ki ngā reo e rua; i tēnei horopaki, ki te reo Māori me te reo Pākehā. E whai wāhi mai ana ko ngā tohu ā-rongo, pēnei i ngā tohu mō te hauora me te haumarua, i ngā tohu pārongo rānei. Engari arā kē tōna whānuitanga, inā rā, ka whai wāhi mai hoki ko ngā pāpāhotanga ā-hiko, pēnei i ngā upoko o ngā pae tukutuku, i ngā waitohu ā-īmēra; tae atu hoki ki ngā tuhinga ā-pārongo, me ngā tuhinga whakatairanga, pēnei i ngā kāri pakihī, i ngā pūrongo, me ngā pānui whakamārama.

Ehara i te mea e kī ana tēnei kaupapa here me reorua rawa ēnei momo tuhinga ā-pārongo, me ēnei tuhinga whakatairanga. E whakatakoto kētia ana tēnei huarahi hei āwhina i a koutou ki te whakatau me pēhea e kairangi ai tā koutou whakamahi i te reo Māori ka whakaaro ana koutou ki te whakaputa tuhinga reorua.

He aha te take me whai kupu ārahi mō te tohu reorua i te reo Māori me te reo Pākehā?

Ahakoia e kōhure mai ana, e angitu ana hoki ētahi taurira o te tohu reorua i te reo Māori me te reo Pākehā i Niu Tirenī, he nui ngā taurangitanga. Hei tā ngā uiuitanga me ētahi kaimahi mai i ētahi momo pokapū o te rāngai tūmatanui, nō te huritaotanga, kua rerekē te tukanga ka whāia e ētahi ki te whakarite tohu reorua.

Kua whakaurua ki ēnei kupu ārahi ngā akoranga kua puta i ngā wheako o ētahi pokapū i Niu Tirenī, i te taha anō hoki o ētahi kōrero e hāngai ana ki ngā tikanga o te ao e kairangi ana.

He mea whakarite ēnei hei āwhina i ō koutou whakahaere kia tika te whakamahinga o ngā rauemi ki te whakarite i tētahi mahere ā-mahi mō te tohu reorua, e kounga ai te tohu.

What is bilingual signage?

Bilingual signage is the representation of texts in two languages; in this case, Māori and English. It includes physical signs like health and safety signs, or information signs. But it can be much wider and includes electronic media, such as the headings within websites and email signatures; and information and publicity material, such as business cards, reports and pamphlets.

This policy does not require all such information and publicity material to be produced bilingually. It provides an approach that will help you make decisions about how to use te reo Māori in the best way when you decide to produce material bilingually.

Why guidelines for Māori-English bilingual signage?

Although there are some prominent and successful examples of Māori-English bilingual signage in Aotearoa New Zealand, there is a great deal of variation. Interviews with personnel from a range of public sector agencies indicate that in reflection, some would have followed a different process in developing bilingual signs.

Lessons learnt from the experiences of Aotearoa New Zealand agencies have been incorporated into these guidelines, alongside relevant international best practice.

They are designed to help your organisations use resources effectively to develop a bilingual signage action plan that will lead to quality signage.



Ko ngā Hokomaha o Countdown tētahi o ngā whakahaere tūmataiti e maha haere ake nei, e whakaatu tohu reorua ana. Countdown Supermarkets are among the growing number of private organisations that are adopting bilingual signage.

Āhea tātou me whai i tēnei tikanga?

Ehara i te mea e kī ana tēnei kaupapa here me reorua rawa ēnei momo tuhinga ā-pārongo, me ēnei tuhinga whakatairanga. E whakatakoto kētia ana tēnei huarahi hei āwhina i a koutou ki te whakatau me pēhea e kairangi ai tā koutou whakamahi i te reo Māori ka whakaaro ana koutou ki te whakaputa tuhinga reorua.

Te uara o te reo me te ahurea Māori

Mā te whakaaro nui ki te reo me te ahurea Māori i roto i te ao tūmatanui o ia rā e āwhina ki te whakapūmau i tētahi tuakiri ā-motu i runga i te whakaaro ngātahi. Mā te pēnei e nui ake ai te whakaaro pai mai o ngā whānau, o ngā hapū, o ngā iwi o ngāi Māori hoki, nā te mea e āhukahuka ana rātou ki ngā wā e whakaaro nuitia ana, e tautokona ana hoki te reo Māori. I tua atu i te tautoko i te whakarauoratanga o te reo Māori, he hononga pai ki ngā kirihoko ka whiria e te whakahaere e whakatairanga ana i te reo Māori. Mā tēnei whakaaro pai e kaha ake ai te ngākau whakahī me te kotahitanga o te hapori i Niu Tirenī.

Te tikanga pakihī e pai ana

Mā te whakaaro tika tonu ki te ōritenga o te mana o ngā reo e puta ai ētahi hua pai mō tō koutou whakahaere. Mā te pēnei anō e āwhina ki te whakapakari i te ngākau whakahī, i te ngākau whakapuke, me te ngākau pono o ngā kaimahi.

Mā te tohu reorua hoki e whai huarahi ai kia whanake te whakahaere mā te whakapakari i te mōhio o ngā kaimahi ki te kōrero i te reo Māori, ā, i tērā, ka pakari ake ō rātou pūkenga ki te mahi i te taha o ngā hapori Māori, ki te whakawhiti kōrero, ki te whakawhiti kōrero whakatau hoki ki te whānuitanga o ngā kiritaki i ētahi horopaki rerekē.

When do we have to do this?

This policy does not require all such information and publicity material to be produced bilingually. It provides an approach that will help you make decisions about how to use te reo Māori in the best way when you decide to produce material bilingually.

The value of Māori language and culture

Embracing te reo Māori and culture in everyday public life helps establish a shared national identity. It builds goodwill with whānau, hapū, iwi and Māori as they recognise when te reo Māori is being respected and supported. As well as supporting wider te reo Māori revitalisation, an organisation that promotes the Māori language creates good customer relationships. This goodwill can only increase pride and social cohesion within Aotearoa New Zealand.

Good business practice

Taking language equality seriously will return positive results for your organisation. It can help build staff pride, morale, and loyalty.

Bilingual signage also offers the opportunity for organisational development through building staff capability to speak te reo Māori, and therefore their ability to work with Māori communities, and to communicate and negotiate with a range of customers in diverse situations.

He aha ngā mea kua whai wāhi mai ki ā tātou kupu ārahi mō te tohu reorua?

Te Rautaki Reo Māori a te Karauna

E takoto ana i te Rautaki Reo Māori o te wā nei ēnei whāinga matua e rima me tutuki rawa:

- *Te Mana o te Reo*: te whakanui ake i te mana o te reo Māori i te porihanga whānui o Aotearoa
- *Te Ako o te Reo*: te whakapiki i te maha o ngā whānau Māori me ētahi atu tāngata o Aotearoa e mōhio ana ki te kōrero Māori
- *Te Mārama Pū ki te Whakaora Reo*: te whakamārama ake i te iwi nui tonu ki ngā āhuatanga e pāpā mai ana ki tēnei mea, ki te whakaora i te reo Māori
- *Te Kounga o te Reo*: te tautoko i te kounga me te whakamahinga tika o te reo Māori, tae atu ki te pupuritanga tonutanga o ngā reo ā-iwi
- *Te Kōrerotanga o te Reo*: te whakakaha ake te kōrero Māori a ngā whānau Māori me ērā atu tāngata o Aotearoa, ā, kia tino pēnei te mahi i te kāinga.

Te whāinga ā-rautaki

Ko te whāinga whānui o te whakarite i ngā kupu ārahi mō te tohu reorua, ko te whakanui ake i te whakakitea o te reo Māori i ngā takiwā tūmatanui o roto i te kāwanatanga (ā-motu, ā-rohe hoki) tae atu ki ngā rāngai pakihī, ā, mā reira e nui ake ai te whakamahinga o te reo Māori i ngā kōrerorero o ia rā.

What has informed our bilingual signage guidelines?

The Crown's Māori Language Strategy

The current Māori Language Strategy sets out five key result areas:

- *Te Mana o te Reo*: increasing the status of the Māori language in Aotearoa New Zealand society
- *Te Ako o te Reo*: increasing the number of whānau Māori and other New Zealanders who can speak Māori
- *Te Mārama Pū ki te Whakaora Reo*: increasing critical awareness about Māori language revitalisation
- *Te Kounga o te Reo*: supporting the quality and appropriate use of the Māori language and iwi dialect maintenance
- *Te Kōrerotanga o te Reo*: increasing the use of the Māori language among whānau Māori and other New Zealanders, especially in the home.

Strategic objective

The overall objective of developing the bilingual signage guidelines is to increase the visibility of te reo Māori in public spaces within the government (central and local) extending to business sectors, and thereby increase the usage of te reo Māori in every day conversation.



He tauria pai i te tohu reorua.
Good examples of bilingual signage.



Ngā mātāpono matua

He mea whakatū tēnei tuhinga kupu ārahi mai i ngā tuhinga o te ao, i ā te Rūnanga Whakakotahi i ngā lwi o te Ao mātāpono hoki mō ngā tikanga kairangi e hāngai ana ki ngā kupu ārahi o roto i ngā mahere ā-reorua, ā-reotini hoki e whakamahia nei i ngā kaupapa here me ngā kupu ārahi i te maha o ngā whenua. Oti ia, ko te ngako o ēnei kupu ārahi i tangohia mai i ngā kupu ārahi mō te reorua a ngā iwi o Airangi, o Wēra, o Kotarangi hoki.

Ka whakaritea ana he kaupapa here, he tikanga hoki mō te tohu reorua mā tō koutou whakahaere, whakaarotia ngā mātāpono matua e whā:

- a. **Ngā ratonga e urupare ana, e wātea ana hoki** ki ngā kirihoko katoa, tae atu hoki ki ērā e whakamahi ana i te reo Māori
- e. **Te whakakitea o te reo** e whai hua nui katoa ai ngā kirihoko, tae atu hoki ki ērā e whakamahi ana i te reo Māori
- i. **Te ōritenga o te mana o ngā reo** e ōrite ai te whakaaturanga o te reo Māori me te reo Pākehā, o te reo Māori anake rānei
- u. **Te kounga o te reo** e tika ai, e kotahi ai hoki te karawhiu o te reo Māori i ngā tohu katoa puta noa i ngā pokapū.

"E whai māramatanga ana kia noho te reo Māori ki runga; koirā te huarahi e ora tonu ai te reo." Ko Te Tari Taiwhenua

Key principles

This guide is based on international literature and the United Nation's best-practice principles of bilingual and multi-lingual language planning guidelines adopted in policies and guidelines in many countries. In particular, the content of these guidelines has been drawn from Irish, Welsh, and Scottish bilingual guidelines.

When developing bilingual signage policy and practice for your organisation, consider four key principles:

- a. **Responsive and accessible services** for all customers, including those who use te reo Māori
- b. **Visibility of language** where it will have most benefit for customers, including those who use te reo Māori
- c. **Equality of language** where te reo Māori and English are presented equally, or Māori only
- d. **Quality of language** where te reo Māori is accurate and consistent in all signage across agencies.

"It makes sense to have the Māori on top; that's how we keep the language alive." Department of Internal Affairs

E whā ngā mātāpono matua

Four key principles

Ngā ratonga e urupare ana, e wātea ana hoki

Ko te kaupapa o ngā ratonga e urupare ana, e wātea ana hoki, e pā nei ki te waihanga tohu e hāngai ana ki ngā hiahia o ā koutou kirihoko me ngā kiritaki, kia māmā hoki tā rātou takahi i te huarahi ki ngā pārongo me ngā ratonga me whai e rātou i te wā poto e tika ana. He rōpū matua ki ngā pokapū kāwanatanga katoa te hunga e hiahia kē ana ki te whakawhiti kōrero ki te reo Māori, nō reira me whai wāhi te whakamaheretanga me te hoahoatanga o te reo ki te hoahoatanga o te whare me te wāhi mahi, tae atu hoki ki te tukunga o ngā pārongo me ngā ratonga.

Te whakakitea o te reo

Kei roto i te kaupapa o te whakakitea o te reo te whakaaro ki te wāhi, i runga i te papa, i ngā takiwā mahi hoki, e pai katoa ana kia whakaaturia te tohu e nui katoa ai te pānga ki ērā e whakamahi ana i ngā ratonga o tō koutou whakahaere. Arā, ko hea ngā wāhi e tika ana kia whakaaturia te tohu e nui katoa ai te whai take ki ngā kirihoko me ngā kiritaki, me ngā kaimahi e wātea ake ai te huarahi ki ngā pārongo me ngā ratonga?

Te ōritenga o te mana o ngā reo

Ko te kaupapa o te ōritenga o te mana o ngā reo, ko te whakaūnga kia ōrite te manaakitia o ngā reo e rua. Ko te whāinga, i tōna tikanga, me ōrite te māmā o te pānuitanga o ngā reo e rua, ā, me whakarite hoki tētahi pūnaha e taurite ā-kupu ai, e ōrite ā-hoahoa ai ngā reo e rua ki ōna taumata e taea ai.

Te kounga o te reo

He nui tēnei mea te kounga me te whakaōritenga o te reo i runga i te tohu nā te mea he tohu ki te iwi, e whakamahi nei i te reo, he mea waihanga te tohu i runga i te āta whakaaro me te āta mahi. Ko te hua ka puta, ko te tika me te hāngai o ngā āhuatanga ā-reo, ā-tikanga hoki o te tohu.

Responsive and accessible services

Responsive and accessible services is about designing signage around the needs of your clients and customers, and making it easy for them to get the information and the services they need in a timely manner. Those who prefer communicating in te reo Māori are a key group for all government agencies, so language planning and design needs to be included in building and workplace design, including the provision of information and services.

Visibility of language

Making a language visible involves thinking about where, on a property and in work spaces, signage is best placed to have most impact for those who use your organisation's services. In other words, where will customers and clients, and staff find it most useful for signage to be displayed to enable them to better access information and services.

Equality of language

Equality of language is about making sure that the two languages are treated equally. The objective should be to ensure that both languages are equally easy to read, and establishing a system which provides the most textually parallel and equivalent design possible for both languages.

Quality of language

The quality and consistency of a language on signage is important because it signals to the people, who use that language, that thought and care has been taken in creating signage. The result is that the linguistic and cultural aspects of signage are accurate and appropriate.

Te kawe i ngā mātāpono mō te reorua i ngā wāhi mahi

Ko ētahi o ngā āhuatanga whai angitu ko:

- te arahitanga mai a ngā kaiārahi, kei te taumata o te tumu whakarae, puta noa hoki i te whakahaere
- te whai i te huarahi kua whakamaheretia kia whakaritea, kia whakatinanatia hoki te tohu reorua, i ngā takiwā ā-takitahi, i ngā takiwā ā-takitini rānei
- te mōhio ki ngā momo tohungatanga me whai, me te whakauru anō i taua tohungatanga ki roto i tā koutou whakamahere
- tētahi tukanga aroturuki me te arotake.

Te whakamahere

Pēnei i ngā pakihī katoa, ko te whakamahere pai te mea matua e whai take ai te hoahoa tuhinga reorua. He mea matua kia whai tō koutou whakahaere i tētahi mahere ā-mahi e tauwhāiti ana ki ō koutou āheinga matua ā-pakihī, e whakaū nei hoki kia hāngai ā koutou tohu reorua ki ngā mātāpono kei ēnei kupu ārahi. E pai ana kia noho ko te tohu reorua hei wāhanga mō te mahere reo Māori a tō koutou whakahaere. Mēnā e hūnuku ana koutou ki tētahi wāhi ā-takitini, me mahi tahi me ērā atu pokapū e ea ai ngā hiahia o te katoa i ngā tohu e whakamahia ngātahitia ana. E mātua taea ai tēnei, me ngangahu ngā tohu reorua i ngā taupaepae, i ngā takiwā rānei e pāhekoheko tuatahi ai ngā kiritaki me ngā kaimahi ki te Karauna.

"He mea whakatinana tā mātou kaupapa here e pā ana ki te tohu reorua mō te whare hou i runga i tā te Rōpū Ārahi o te Manatū ārahi mai. Ko te whakaawe i ētahi, me te mahi tahi me ētahi kia tutuki ai ngā mahi, arā, me te Rōpū Mahi mō te Papa Hou, i tahuri ai ki te whakarite i tētahi komiti i poka noa te whakatūria mō te ingoa o ngā whare. I mahi tahi te Pou Ārahi Whakahaere me Te Rōpū Māori ki ngā rōpū e rua, ka mutu, ko te huarahi kakama te tukanga pai katoa mō te tukanga." Ko Manatū Taonga

Applying the bilingual principles in workplaces

Key success factors include:

- leadership from leaders, at chief executive level and across the organisation
- a planned approach to developing and implementing bilingual signage, in stand-alone or co-located spaces
- knowing what expertise is required and having this incorporated into your planning
- a monitoring and review process.

Planning

As with any business, good planning is the key to effective bilingual design. It is vital that your organisation has an action plan that is specific to your core business functions and ensures that your bilingual signage aligns with the principles in these guidelines. Bilingual signage can also be a part of your organisation's te reo Māori plan. If you are moving into a co-located site work with the other agencies to ensure the shared signage adequately reflects the needs of all. Key to this is having clear bilingual signage in reception areas or spaces where clients and staff first engage with the Crown.

"Our bilingual signage policy for the new building was implemented with guidance from the Ministry Leadership Team. Influencing and working with others, i.e. the New Premises Working Group, to get things done meant establishing an ad-hoc building names committee. The Pou Ārahi Whakahaere and Te Rōpū Māori worked with both groups and a nimble approach best suited the process." Ministry for Culture and Heritage



The Department of Internal Affairs



Te Tari Taiwhenua



*He tauira i ngā tohumoko e tautoko ana i ngā mātāpono o te tohu reorua.
Examples of logos supporting bilingual signage principles.*

Ka kitea ngā tuhinga reorua i waho, i roto rānei o ngā whare, i ētahi momo takiwā mahi, i ngā pae tukutuku, i ētahi hua tauwhāiti, tae atu hoki ki ngā tuhinga ā-pārongo me ngā tuhinga whakatairanga, pēnei i te pūrongo, i te pānui whakamārama, me te puka whakamārama.

Ko te māramatanga ki te tohu reorua i te reo Māori me te reo Pākehā, e whai take ana, ka tīmata i te mōhiotanga ko te reo Māori te reo taketake o Aotearoa. Nō reira, i te tīmatanga rā anō o te tukanga whakamahere, kua mōhio tahi te pokapū me tana kaihoahoa ka whai wāhi te reo Māori me te reo Pākehā ki te hua whakamutunga. I ētahi wā, ko te reo Māori anake pea ka whakamahia. Me mārama te whakatakatoranga o ēnei herenga tauwhāiti ki ngā kōrero whakamārama katoa kia whai wāhi ai ngā reo e rua, te reo Māori anake rānei, ki ngā tuhinga hukihuki katoa i whakaritea ai mā te pokapū.

Ngā tohumoko me te whakarite tohumana

He rite tonu te āia o te tohu e te tohumoko me te tohumana o te whakahaere, ka mutu, he nui aua tohumana me aua tohumoko kāore i te hāngai ki ngā mātāpono o te tohu reorua.

Ko te whai whakaaro ki ngā kupu ārahi mō te tohu reorua me noho hei wāhanga mō ngā tukanga katoa mō te whakahoutanga o te tohumana. Heoi anō, mēnā kāore tō koutou whakahaere i te whakarite kia whakahoutia te tohumana, tērā pea ka hiahia koutou ki te mātai ki te tohumana o te wā kia kitea ai mēnā e taea ana te tohumana te whakawhānui kia whakaurua ai ngā mātāpono tohu reorua, kāore rānei.

Hei tauira, ka taea rānei tētahi atu whakaaturanga o te tohumoko o te wā nei e aro ana ki te reo Māori te whakapiri ki tā koutou tohumoko taketake o runga i te tohu. Ka hua i tēnei te ōritenga o te mana o ngā reo e motuhake ana i te whakahoutanga o te tohumana.

Bilingual design can occur on the outside or inside of buildings, within different workspaces, on websites and specific products, including communication and publicity material such as reports, pamphlets and brochures.

Understanding what effective Māori-English bilingual signage is, starts with recognising te reo Māori as the indigenous language of Aotearoa. This means at the outset of the planning process, both an agency and its designer must be aware the final result will include both Māori and English. In some cases, it could mean only te reo Māori is used. These specific requirements need to be set out clearly in any brief so the two languages, or te reo Māori only, are included in any draft material prepared for an agency.

Logos and branding

Signage is often driven by an organisation's logo and branding, and many of those existing brands and logos are not aligned with the principles of bilingual signage.

The guidelines for bilingual signage should be considered as part of any rebranding processes. However, if no rebrand is planned for your organisation, you might wish to look at the current brand to see whether or not it can be extended to incorporate bilingual signage principles.

For example, could you have a Māori language focused version of your existing logo to sit alongside your original logo on signage? This creates equality of language independent of a rebrand.



He tohu kei te reo Māori me te reo Pākehā, kei te reo Māori anake rānei mēnā e tika ana.
Signage in Māori and English, or Māori only if appropriate.

Ngā tikanga pai

Ko ngā tikanga pai i roto i ngā whakamaheretanga, e mea ana:

- kua whakaurua te reo Māori hei wāhanga mō ngā kaupapa katoa e whai wāhi mai ai te hoahoatanga, pēnei i te whakahoutanga o te tohumana, i te waihanga pae tukutuku, i te panoni rānei i ngā tohu i waho o tētahi whare, i roto anō hoki i ngā takiwā mahi e tau nei ngā pokapū
- mai i te tīmatanga rā anō, kua whakaurua te reo Māori ki ngā kōrero whakamārama katoa, ki ngā tauwhāititanga katoa rānei e pā ana ki te hoahoa
- kua whai wāhi atu ngā mātanga kua whai tohu i ngā āhuatanga o te whakawhiti reo Māori, o te ahurea Māori, o te hoahoa reo, o te tuinga ā-pārongo, me te hoahoa whakairoiro ki te tukanga whakamahere me ngā kōrero whakamārama mō te hoahoa.

He mahere ā-mahi

Me whakatū tētahi mahere ā-mahi i runga i ngā tikanga kairangi matua o te whakamahere reo ā-reorua nei. Mēnā he rautaki reo Māori, he mahere reo Māori rānei tā tō koutou whakahaere, me whai wāhi atu tēnei ki te mahere ā-mahi.

"E kite ana mātou i te māramatanga o te mahi. Me whai mātou kia hāngai ngā kupu āwhina mō te tohumana ā-roto ki ngā kupu āwhina hou mō te tohu reorua. Ko ngā uauatanga matua e whakatinanahia ai ngā kaupapa reorua e hāngai ana ki te tahua pūtea me ngā rauemi. Heoi anō, mēnā mā ngā kupu āwhina e whakaatu mai me pēhea e tutuki ai i a mātou; kātahi te āwhina nui ko tēnā, he āwhina ngā mea pēnei i tētahi rārangi whāinga, i tētahi taurira ā-mahi he māmā nei te whakahāngai ki tēnā, ki tēnā o ngā pokapū, i te tīwhiri hoki mō ngā mea ME WHAI me ngā mea ME KAUA e WHAI." Ko Te Tari Taiwhenua

Good practice

Good practice in planning means:

- te reo Māori is included as part of any initiative involving design, i.e. rebranding, building a website or changing signage on the outside of a building and within the workspaces agencies occupy
- te reo Māori is included from the outset in any design briefs or specifications
- qualified experts in te reo Māori translation, Māori culture, language design, communications, and graphic design are part of the planning process and design brief.

Action plan

An action plan should be based on the key best-practice principles of bilingual language planning. If your organisation has a Māori language strategy or plan, this should inform the action plan.

"We can see the sense in doing it. We will need to make sure the internal brand guidelines aligns with the new bilingual signage guidelines. The main difficulties to implement bilingual initiatives are to do with budget and resources. But, if the guidelines can set out how we can do it; that would be a big help, like a checklist would be helpful, an action template that's easily adapted to individual agencies, and tips on the DOs and DON'Ts." Department of Internal Affairs

Te whakarite i tētahi mahere ā-mahi

Me kite ēnei kaupapa e whā e whai ake nei ki tā koutou mahere ā-mahi.

1. Ngā ratonga e urupare ana, e wātea ana hoki

He aha ngā kōrero e pīrangi nei koutou ki te whakaatu ki ngā kirihoko, ā, ka pēhea tā koutou tohu whakaata i tēnei?

Ka mahara ana ki ngā wāhi me whakauru te tohu reorua, te tohu reo Māori anake rānei, me whakaaro:

- He aha tā koutou aronga matua, tā koutou pakihi matua, ō koutou āheinga matua hoki?
- He aha ā koutou ratonga matua me ā koutou hua matua?
- Ko wai ā koutou kiritaki matua me ā koutou kirihoko matua? Tokohia rātou he Māori?
- Kei hea aua whānau Māori e noho ana?
- Ko ēhea o ā koutou ratonga matua me ā koutou hua matua, tērā tonu ka tonoa e ngā whānau Māori?
- Me pēhea tā koutou whakamahi i te tohu reo Māori hei akiaki i ngā kaimahi, i ngā kiritaki rānei ki te kōrero Māori?

He huarahi pai te hanganga anō, te hūnukutanga rānei hei whakatinana i te tohu reorua. Hei reira, ka taea te utu o te tohu me te whakamahere te whai wāhi atu ki te hanganga anō, ki te hūnukutanga rānei kua marohitia.

E kaha haere ake ana te kitea o ngā wāhi ā-noho tahi e tauria nei e ngā kainoho tokomaha, o ngā whare ā-mahi tahi rānei, i ngā pokapū kāwanatanga e hūnuku ana ki ngā takiwā ā-noho ngātahi. E taea ana hoki tēnei te whakauru ki te whakamahere ā-kaupapa mō te tohu reorua.

Developing an action plan

The following four points should feature in your action plan.

1. Responsive and accessible services

What are the messages you want to convey to customers and how does your signage reflect this?

When thinking about where to include bilingual, or Māori only, signage, consider:

- What is your primary purpose, core business and key functions?
- What are your key services and products?
- Who are your main clients or customers? How many of them are Māori?
- Where are those Māori whānau located?
- Which of your key services and products are likely to be accessed by Māori whānau?
- How can you use te reo Māori signage to encourage staff and clients or customers to speak te reo Māori?

Rebuilds and relocations are ideal opportunities to implement bilingual signage. The cost of signage and planning can then be factored into the proposed rebuild or relocation.

Multi-tenant co-locations or collaborative buildings are also becoming more common as government agencies move into shared spaces. This can also be included into the project planning for bilingual signage.

2. Te whakakitea o te reo

Ki hea ā koutou tohu reorua whakaaturia ai, ā, me pēhea hoki te whakaaturanga o aua tohu e tino uaratia ai te reo Māori, e whakaū ai hoki i tōna mana hei reo whai mana ā-ture?

Waihoki, me:

- wātea rawa te huarahi ki ngā pārongo me ngā ratonga
- whakatō rawa i te whakaaro ki te uara o te reo Māori
- akiaki rawa kia whakawhiti kōrero ki te reo Māori.

Ka mahara ana ki te whakakitea o te reo Māori, me whakaaro:

- kia tāngia te tohu reorua ki runga i ngā tohu ā-rongo me ngā tohu ā-hiko
- kia tāngia he whakaahua ki ngā tohu reo Māori anake - ka tino whai take tēnei i ngā tohu hauora me te haumarua (hei tauira, ngā tohu 'Kaua e Kaipaipa') i ngā tohu anga (hei tauira, ko ngā wharepaku)
- mēnā e hāngai ana ā koutou tohu reorua ki ngā uara o te ahurea Māori.

Tautuhia ngā wāhi matua o te ratonga e tino whai wāhi nui katoa ai ā koutou kiritaki ā, tautuhia hoki ngā tohu ka whakamahia ki ētahi wāhi, kia whakaraupapatia ai te whakatinanatanga.

2. Visibility of Māori language

Where and how can you have bilingual signage displayed in a way that truly values te reo Māori and ensures its status as an official language is maintained?

It must also:

- enable good access to information and services
- instil a sense of the value of te reo Māori
- encourage conversations in te reo Māori.

When thinking about the visibility of te reo Māori consider:

- using bilingual signage on physical and electronic signage
- using pictures with Māori-only signs – this can be particularly effective for health and safety signs (e.g. No Smoking signs) or directional signs (e.g. toilets)
- whether your signage is in line with Māori cultural values.

Identify the key service points where your clients or customers will have the most contact, and signs that will be used in multiple places, to prioritise implementation.



“He wāhanga māori noa tēnei mea te tohu i ā mātou whakahaere, nō reira, ka whakaurua ngā utu ki ngā utu mō te tohu hou ina eke ki ngā wā me whakahou ngā tohu” (Ko Ngā Taonga o te Oro me te Kite).

“Signage is a normal part of our operations so costs are built in to new signage costs as the need to update signs arises.” (Ngā Taonga Sound & Vision).

Ko ngā mea pēnei pea i te:

- ingoa o te whakahaere – i te nuinga o te wā kei ngā tomokanga matua o ngā whare me ngā taupaepae
- tohu anga - hei tohu i te ara ki tētahi whare, ki ētahi rūma, ki ngā pārongo me ngā ratonga
- tohu whakamārama – hei whakamōhio i te tangata me pēhea te whakatutuki i tētahi tikanga
- tohu whakatonu – hei tohu i te whanonga e tika ana kia puta
- tohu ārahi – hei āwhina i te hunga whakamahi ki te haereere i te whare, hei tauira, ko te mahere, ko te mahere ā-papa rānei
- tohu ohotata
- wāhi whai painga
- kīhini, i takiwā ā-noho ngātahi kē atu rānei.

Me whakapai ake te tohu pai i te wheako o te kiritaki, o te kirihoko rānei, ā, ka pā atu hoki tēnei ariā ki te tohu reorua.

Māu anō koe e ui, me pēhea tā te tohu reorua:

- huri i tō koutou taiao kia nui ake ai te painga
- whakamāmā i te haereere a ā koutou kirihoko i tō koutou takiwā
- tohu, i runga i te wairua pai, i ngā whanonga e tika ana, mēnā oti e whai wāhi mai ana te hauora me te haumarua, hei tauira, kua e kai, e kaipaipa rānei, ngā mahi ina rū te whenua, ngā mahi rānei ina hinga tētahi.

They could be:

- name of organisation – usually at main entrances of buildings and reception areas
- directional sign – to indicate where to go to find a building, rooms, information and services
- instructional sign – to tell people how to carry out a procedure
- admonitory sign – to signal expected appropriate behaviour
- orientation sign – to help users to navigate through a building, e.g. map or floor plan
- emergency signage
- utility areas
- kitchens or other shared spaces.

Good signage should enhance the client or customer experience, and this philosophy extends to bilingual signage.

Ask yourself, how can bilingual signage:

- make your environment more welcoming
- make it easier for your customers to navigate around your space
- signal, in a friendly manner, expected appropriate behaviours, particularly if health and safety is involved, e.g. no eating or smoking, what to do in an earthquake, or what to do if someone collapses.



*Ko te ōritenga o ngā reo tētahi mātāpono matua i te tohu reorua .
Equality of language is a key principle for bilingual signage.*

3. Te ōritenga o te mana o te reo Māori me te reo Pākehā

Ka rerekē te pānga o te āhua o te whakaaturia o ngā momo reo ki ngā waiaro o te tangata ki aua reo, otirā, ka tino pērā mēnā ka whakaaro ā-kapahia te āhua o te whakaaturanga. Hei taurira, mēnā e nui ake ana, e miramira ake ana hoki tētahi reo i ā koutou tohu, ka maharatia koirā te reo whakahirahira ake.

Ko ngā āhuetanga matua e toru o te hoahoa tohu reorua e māmā ana, e whai take ana hoki ko:

- a. **Te ōritetanga o te mana o ngā reo** – e rite ana te manaakitia o te reo Māori me te reo Pākehā
- e. **Ngā rerekētanga o ngā reo** – ka kite tonu te karu i ngā rerekētanga o tēnā reo, o tēnā reo i te mawhiti kau
- i. **Ngā tiwhiri ārahi** – ka māmā noa iho te whai a te karu i te reo e whiriwhiritia ai me te kore i rangirua, ka mutu, kotahi ana te karawhiu o ngā tiwhiri ārahi.

Ko ngā ture patotuhinga e hāngai nei ki te tohu reorua, he paerewa e tūtohungia ana i te ao, e whakaatu ana ko te “reo tuatahi” (te reo e whakarauoratia ana), arā, ko te reo Māori, kia kua e paku ake i te rahi o ngā tuhinga reo Pākehā, ahakoa pea te roa ake o ngā tuhinga o tētahi reo i ō tētahi. Waihoki, ki te kore tēnei e whai tikanga, i runga i te whakaaro kia māmā noa iho te pānui a te karu i te mawhiti kau, me mātāmua mai ko te tuhinga reo Māori. Ko te take o tēnei whakaaro, nā te mea he reo ā-ao te reo Pākehā e mōhiotia ana, e mārama nei hoki ki te nuinga o ngā tāngata. Nō reira, ka rarawe noa iho tā ngā kirihoko kuhu i a rātou anō ki te ahu atu ki tētahi whare, ki roto rānei i ngā takiwā mahi o taua whare, ki ngā pae tukutuku rānei.

Hei wāhanga mō tā koutou mahere ā-mahi mō te tohu reorua, whakaarotia ngā momo wero tērā pea ka tūponotia atu e tō koutou whakahaere i te whakaūnga kia rite tonu te mana o ngā reo e rua, ā, whakaarotia ngā huarahi e tutuki ai i a koutou ēnei wero.

3. Equality of Māori and English languages

How the different languages are presented impacts differently on people’s attitudes towards that language, particularly if there are visual hierarchies in the way they are presented. For example, if one language is bigger and bolder on your signs, the inference is that it is more important.

The three key elements of effective basic bilingual signage design are:

- a. **Language equality** – Māori and English are treated equally
- b. **Language differentiation** – the eye can spot the difference between each language at a glance
- c. **Navigation cues** – the eye can easily follow its chosen language without confusion and the navigation cues are consistent.

The typographic rules applying to bilingual signage as an internationally recommended standard shows the “first language” (the one being revived), i.e. the Māori text is at least as large as the font for the English text even if the text in one language is longer. Further, if this is not practical in terms of the eye easily reading at a glance, then the Māori text should dominate. The rationale is that English is an international language that most people know and understand. Customers will, therefore, have little difficulty in navigating themselves towards a building or within its work-spaces, or websites.

As part of your bilingual signage action plan, consider the particular challenges your organisation might meet in ensuring that the two languages have equal status and how you will overcome these challenges.

PUTANGA

EXIT

Kei a Te Taura Whiri i te Reo Māori ētahi rārangi o ngā tohu whānui hei whakamahinga e ū ai te kounga o te reo. Te Taura Whiri i te Reo Māori has lists of common signage that can be used to ensure quality of language.

4. Te kounga o te reo Māori

He mea nui te kounga, me te kotahi o te karawhiu o te reo i te tohu. E tūtohu ana mātou kia wawe tā koutou whiriwhiri kōrero me ētahi mātanga reo Māori, me ētahi kaitohutohu tikanga i te wā e whakaritea ana te mahere kia tika ai, kia hāngai ai hoki ngā āhuatanga o te reo, o ngā tikanga hoki i runga i te tohu.

Me kirimana tētahi kaiwhakawhiti reo Māori ā-tuhi e whai raihana ana, i mua i te whakatinana i te mahere ā-mahi e ū ai te kounga o te reo Māori (tirohia te <http://www.tetaurawhiri.govt.nz/what-we-do/language-development-and-advice/national-translators-register/>).

Tirohia te rārangi e rite tonu ana te whakahoutia e Te Taura Whiri i te Reo Māori i te ipurangi, kei reira rā ngā whakamāoritanga o ngā kupu mō ngā tohu whānui pēnei i te "Putanga" me te "Taupaepae". Whakamahia tētahi kaiwhakamāori mō ētahi atu tohu whāiti kāore anō kia whakamāoritia, pēnei i te "Haria atu ngā tono mō ngā Tohu Whakanui mō te Hauora me te Haumaruru ki te papa tuatoru".

4. Quality of Māori language

The quality and consistency of Māori language on signage is critical. We recommend you consult with Māori language experts and cultural advisers early in the planning stage to ensure the linguistic and cultural aspects of signage are accurate and appropriate.

A translator licenced for written Māori translation should be contracted before implementing the action plan to ensure Māori language quality (see <http://www.tetaurawhiri.govt.nz/what-we-do/language-development-and-advice/national-translators-register/>).

Refer to the list maintained online by Te Taura Whiri i te Reo Māori for translation of words for common signs such as "Exit" and "Reception". Use a translator for other non-generic signs that have not previously been translated, such as "Please take entries for the Health & Safety Awards to level three".

Kaua e pēnei ka taea e ngā kaikōrero Māori o roto i te whakahaere te whakamāori tika, ā, kaua rawa e whakamahia ngā kupu o Google ki te whakarite i tā koutou ake whakamāoritanga. Mārama ana te kitea o ngā rerekētanga i waenga i te reo Pākehā me te reo Māori.

Whāia tā tō koutou whakahaere kaupapa here mō te tohutō, mēnā rānei ia kāore ā koutou kaupapa here mō te tohutō, whāia te Ngā Tikanga Tuhi a Te Taura Whiri i te Reo Māori e whakaūngia ai te tika me te kotahi o te karawhiu o te tātaki i ngā tohutō i raro i ngā tikanga tuhi i ngā tohu katoa puta noa (tirohia te <http://www.tetaurawhiri.govt.nz/what-we-do/language-development-and-advice>).

Waihoki, tirohia mēnā kua uru te iwi, te hapū rānei, ngā mea e rua rānei ki ngā whiriwhiringa kōrero e pā ana ki te tohu, mō ngā whare o te whaitua, o te rohe hoki, kia whakaūngia ai te tika o te whakamahinga o te momo reo, o te momo tuhinga, o ngā tohutō hoki.

*“Me ako tātou i ēnei tukanga, ka mutu, me arotake i tā tātou i mahi ai, kia mōhio ai tātou e aha ana tātou ā haere ake nei, ā, mēnā hoki e whakamahia ana ngā rauemi ki te taumata e tika katoa ana.”
Te Tāhuhu o Te Mātauranga.*

Do not assume internal Māori language speakers are able to accurately translate and never use Google words to create your own translation. English and Māori are distinctly different.

Follow your agency’s macron policy, or if you do not have a macron policy follow the Guidelines for Māori Language Orthography to ensure accuracy and consistency in macrons orthographic convention spelling across all signage (see <http://www.tetaurawhiri.govt.nz/what-we-do/language-development-and-advice>).

Also, check that appropriate iwi and/or hapū are consulted on signage, for regional and local buildings, to ensure the appropriate use of language variation, orthography, and macrons are applied.

“We need to learn from these processes and review what we’ve done, so we know what we’re doing moving forward and whether resources are being used in the best way.” Ministry of Education.

Ngā pae kei mua

Ka takoto i te tohu reorua tētahi huarahi e arotakengia ai rānei, e whakamaheretia ai rānei, e whakaritea ai rānei tā koutou rautaki reo Māori. Mā te tohu reorua e nui ake ai te mōhiotanga ki tō tātou reo taketake me tōna mana, ā, mā reira anō hoki te iwi e akiaki ki te whakamahi i te reo.

Ko ētahi atu huarahi kia whakamahia, kia whakaputaina hoki ētahi tuhinga ki te reo Māori, ka kitea pea hei:

- pānui whakamārama reorua
- ratonga reorua
- pae tukutuku reorua
- ingoa reorua, hei ingoa Māori rānei mō ngā kawerongo
- mihi
- mihi mihi ki ngā hui ōkawa
- kapa haka
- rōpū pāpori mō te kōrero
- urupare aunoa ki te īmēra
- ingoa pūmau mō ngā rūma.

Next steps

Bilingual signage provides an opportunity to assess your te reo Māori strategy or plan, or create one. Bilingual signage increases the awareness and status of our official language and encourages the use of te reo Māori in our everyday lives.

Other opportunities to use and produce material with te reo Māori can come in the form of:

- bilingual pamphlets
- bilingual services
- bilingual websites
- bilingual or Māori names for newsletters
- greetings
- mihi mihi at formal meetings
- kapa haka
- social kōrero groups
- automatic email responses
- permanently naming rooms.

Ngā ratonga tautoko

Me pāhekoheko mātou ki a wai, me whiriwhiri kōrero hoki mātou me wai, ā, he aha ai?

I te wāhi o te huarahi kei reira rā tā koutou kaupapa tohu reorua, arā te huhua o ngā ratonga tautoko kua whai rauemi hei tautoko i te rangahautanga, i te whakaritenga me te whakatinanatanga o tā koutou tohu reorua. Ko ngā ratonga tautoko, ko:

- Te Taura Whiri i te Reo Māori – he ratonga tautoko mō te reo, tae atu hoki ki te whakawāteatanga o te ara ki ngā rangahautanga, ki ngā tauira, ki ngā mātanga reo hoki; he kupu ārahi hoki e pā ana ki te whakarite i te rautaki me te mahere mō te reo
- Te Puni Kōkiri – kia whai tohutohu mō te kaupapa here e pā ana ki te reo me te ahurea Māori, tae atu hoki ki te Rautaki Reo Māori a te Karauna; kia whai pārongo whakapānga hoki ki ngā iwi me ngā hapū
- ngā iwi me ngā hapū pātata – kia whai tohutohu mō ngā mita tika me ngā kōrero tika e pā ana ki te hītori o ngā ingoa Māori, me ngā whakamārama o ngā kupu
- Te Komihana o Ngā Tari Kāwanatanga – kia whai tohutohu mō ngā kupu ārahi mō te tohumoko o te Kāwanatanga o Niu Tirenī
- Te Rōpū Rawa o te Kāwanatanga – kia whai tautoko, kia whai tohutohu hoki mō te whakamahinga o te AOG (te Katoa o te Kāwanatanga) ngā tohu o ngā whare o te Kāwanatanga o Niu Tirenī, e noho tahi ai ngā pokapū ki te whare kotahi.
- Tā te Kāwanatanga Āpiha Matua mō ngā Pārongo – mō te hoahoatanga o te pae tukutuku, kia whai ārahitanga hoki mō te whakaritenga.

Tirohia te whārangi 34 kia kitea ai te rārangi whakapānga.

Support services

Who do we need to engage and consult with and why?

Depending on where you are at with your bilingual signage project, there are numerous support services which have been equipped to support the research, development and implementation of your bilingual signage. Support services are:

- Te Taura Whiri i te Reo Māori – language support services, including access to case studies, examples and language experts; and advice on developing Māori language strategies and plans
- Te Puni Kōkiri – for policy advice on Māori language and culture, including the Crown’s Māori Language Strategy; and iwi and hapū contact information
- local iwi and hapū – advice on correct dialect and stories behind Māori names and meanings of words
- State Services Commission – for advice on the guidelines for the New Zealand Government logo
- Government Property Group – for support and advice on using AOG (All of Government) New Zealand Government (slashie) signage for buildings, where agencies are sharing the same premises
- Government Chief Information Officer – for website design and development guidance.

See page 34 for a list of contacts.



Me toro atu ngā tāngata katoa ki te Tari

All visitors must report to the office

Ko te whakamahinga tika o te tohutō tētahi wāhanga o te mātāpono o te Kounga o te Reo. Correct use of macrons is part of the Quality of Language principle.

Me whiriwhiri kōrero mātou ki ēhea iwi, ki ēhea hapū hoki i roto i tō mātou whaitua?

Tērā pea kua whiria kētia e tō koutou pokapū tētahi hononga ōkawa ki te tangata whenua i tō koutou nā whaitua, nō reira, tirohia mā te rangahau i tō koutou pokapū tonu i te tuatahi, ā, mēnā kāore anō kia whiria, ka taea e Te Puni Kōkiri ngā pārongo whakapānga o te tangata whenua e pātata ana te tuku ki a koutou.

Me whakamahi ko tēhea momo reo?

Tērā pea he āhuetanga ahurei o te reo Māori e kōrerotia nei e ngā momo iwi, e tauwhāiti ana ki ō rātou anō momo reo, tae atu hoki ki te whakahua, ki te wetereo, me te wetekupu, tērā pea hoki ka whakaaturia i te momo tuhinga ka whiriwhirihia e rātou. E tūtohu ana mātou kia kōrero koutou ki ngā iwi me ngā hapū e pātata ana, ki a Te Taura Whiri i te Reo Māori hoki. Engari, kāore e pērā rawa te nui o te rerekē kia uaua rā ngā take o te hanga tohu. Heoi anō tā te tangata he mātai kau.

Kei a wai ngā tohungatanga mō te reo me te ahurea?

Ka taea koutou e Te Taura Whiri i te reo Māori te tohu atu ki ngā mātanga reo hei tautoko i tā koutou kaupapa tohu reorua.

Waihoki, ka taea koutou e Te Puni Kōkiri te tohu atu ki ngā kaitohutohu reo Māori o roto tonu i ōna tari ā-rohe, mā rātou nei koutou e tohu ki ngā mātanga reo Māori o waenga i ngā iwi me ngā hapū e pātata ana.

E pai ana kia waea mai me te kōrero i ngā reo e rua, ka mutu, he pai ngā pātai katoa. He pokapū mātanga hoki ō mātou e whakatika ana i ngā take reo Māori nā te mea kāore i ngā pokapū katoa ngā tāngata me ngā rauemi hei tuku kupu ārahi. Nō reira, kua e horokukū mai - me patu waea noa iho mai ka kōrero ai tāua.

Which iwi and hapū in our area should be consulted?

Your agency may already have a formal relationship with tangata whenua in your area so check internally first. If not then Te Puni Kōkiri can provide you with the local tangata whenua contact information.

Which language variation should be used?

Te reo Māori spoken by different iwi may have unique characteristics specific to their language variation, including pronunciation, syntax, and morphology, which may also be reflected in their chosen orthography. We suggest you talk with local iwi and hapū, and Te Taura Whiri i te Reo Māori. But variations are not so great that they make signage issues complex. It is just a case of checking.

Who has the linguistic and cultural expertise?

Te Taura Whiri i te Reo Māori will be able to refer you to te reo experts to support your bilingual signage project.

Likewise, Te Puni Kōkiri can refer you to te reo Māori advisors within its regional offices, who can then put you on to the appropriate te reo Māori experts amongst local iwi and hapū.

Calls are welcome in either language and all questions are good. We have specialist agencies dealing with Māori language issues because not all agencies can have the people and resources to deliver advice. So please do not hesitate – just call and talk to us.

He tohutoro tere hei tautoko i te tikanga kairangi mō te tohu reorua

Quick reference to support best practice for bilingual signage



E rima ngā tino whakahau e noho tuwhera ai tō whakahaere, mā te reo Māori

- ✓ Whakaaturia te ingoa o tō koutou whakahaere ki te reo Māori me te reo Pākehā
- ✓ Whakaaturia tētahi tohu whakatau ki te reo Māori i te tomokanga o mua me ngā wāhi taupaepae, hei tauira, Nau mai, haere mai
- ✓ Whakaaturia te ingoa Māori me te ingoa Pākehā mō te taupaepae
- ✓ Whakaaturia tahitia tā koutou tukanga ā-waitohu whakauru ki te reo Māori me te reo Pākehā
- ✓ Tonoa ō koutou kaimahi taupaepae kia mihia ngā manuhiri ki te reo Māori, ā, whakaūngia te tika o tā rātou whakahua i te reo Māori.

Five top tips to make your organisation more welcoming in te reo Māori

- ✓ Have the name of your organisation in Māori and English
- ✓ Have a Māori welcoming sign in the front entrance and reception areas, e.g. Nau mai haere mai
- ✓ Have a Māori and English name for reception
- ✓ Have your sign-in procedure in both Māori and English
- ✓ Ask your reception staff to greet visitors in te reo Māori and ensure they have accurate Māori pronunciation.

Ngā mātāpono o te tohu reorua

A. Ngā ratonga e urupare ana, e wātea ana hoki

- Kei te mārama rānei ki a koutou ko hea ngā wāhi me whakauru te tohu reorua?
- Kei ngā ratonga me ngā hua ka tukuna e koutou te tohu reorua?
- Kua tautuhia rānei e koutou ngā ratonga me ngā hua matua tērā tonu ka torona e te Māori?
- Me pēhea tā koutou akiaki i te hunga whakamahia ratonga me ngā kaimahi ki te whakamahi te reo?

E. Te whakakitea o te reo

- He reorua rānei ngā tohu ā-waho katoa?
- He reorua rānei te tohu pōwhiri?
- He taiao poapoa rānei tō koutou?
- I ngā wāhi e tika ana, he reorua rānei ngā tohu anga me ngā tohu whakamārama?

He kōrero āwhina: Mō te taha ki ngā pae tukutuku, e wātea ana ngā pokapū ki te tā tohu reorua ki te whārangī kotahi, ki whārangī reotahi kē atu e noho mātāmua mai rā te reo kotahi.

2,5 Mā ngā tohu o waho, mā ngā tohu whakatau hoki e pai ake ai pea ngā wheako o ā koutou manuhiri.

3,4 Mā ngā whakaahua me ētahi atu whakairoiro e pai ai pea kia reo Māori anake tā koutou tohu me te whai mārama tonu anō ki te hunga ehara i te kaikōrero reo Māori

1,6 Mā te whakamahinga o te reo i ngā tohu e kitea ai e te tokomaha, e nui ake ai te kitea o te reo, ā, he kaupapa nui tēnei i te whakarauoratanga o te reo.



Principles of bilingual signage

A. Responsive and accessible services

- Are you clear about where bilingual signage should be included?
- Is bilingual signage present in key services and products you deliver?
- Have you identified key services and products that are more likely to be accessed by Māori?
- How can you encourage staff and service users to use te reo Māori?

B. Visibility of language

- Is all external signage bilingual?
- Is your welcome sign bilingual?
- Is your environment welcoming?
- Where appropriate, is directional and instructional signage bilingual?

Tip: In relation to websites, agencies could choose to have bilingual signage on the same page, or alternative monolingual pages where one language dominates.

2,5 *External and welcome signage using te reo Māori can enhance your visitor experience.*

3,4 *Pictorials and other graphics may enable your sign to be in te reo Māori only and still be understood by non-Māori speakers*

1,6 *Using Māori in signs where many people will see them, increases the visibility of the language and is an important aspect of language revitalisation.*



4



Me toro atu ngā tāngata katoa ki te Tari

All visitors must report to the office

5



6

Ngā mātāpono o te tohu reorua

I. Te ōritenga o te mana o ngā reo

- E rite ana rānei te manaakitia o te reo Māori me te reo Pākehā i te āhua ki te rahi me te wāhi?
- He māmā rānei te tātari i te reo Māori mai i te reo Pākehā?
- Kei runga rānei te reo Māori mēnā e hauptū ana? Kei te taha mauī rānei, mēnā e āpititia ana?
- He māmā rānei tā ngā whatu whai i ngā tīwhiri ārahi me te kore i rangirua?
- Ka taea rānei tā koutou tohumoko te panoni kia whakaurua ai te ōritenga o te mana o te reo Pākehā me te reo Māori?

O. Te kounga o te reo

- Kua tirohia tā koutou whakamāoritanga e tētahi kaiwhakamāori ā-tuhi kua whai tohu?
- Kua tika te whakamahinga o ngā tohutō?
- Kua pāhekoheko koutou ki ngā iwi me ngā hapū e pātata ana?
- Kei te mārama ki tā koutou kaihoahoa whakairoiro ngā mātāpono mō te tohu reorua?

1,3 Ko te painga atu ina noho ko ngā kupu Māori ki runga tonu i ngā kupu Pākehā.

2,4 ki te taha mauī tonu mēnā e āpiti ana te noho o ngā reo.

5,6,7 Mēnā he roa ake ngā kupu o te whakamāori i ō te reo Pākehā – kua e kōpiri rawa ngā kupu Māori kia rite ai te rahi.



Principles of bilingual signage

C. Equality of language

- Is the Māori and English treated equally in size and space?
- Is it easy to differentiate the Māori from the English?
- Is the Māori on top if stacked? Or on the left-hand side, if side by side?
- Can the eye easily follow navigation cues without confusion?
- Can you amend your logo to incorporate equality between English and te reo Māori?

D. Quality of language

- Has a certified translator checked your translation?
- Have macrons been applied if necessary?
- Have you engaged local iwi and hapū?
- Does your graphic designer understand bilingual signage principles?

1,3 *Ideally, the Māori wording is above the English wording*

2,4 *...or to the left if the languages sit side by side.*

5,6,7 *If the Māori translation is longer than the English – do not squash the Māori up so that it is the same size.*



He kōrero āwhina mō te hoahoa hei tautoko i te koununga o te tohu reorua

Me

- ✓ ōrite, me rahi ake rānei te momotuhi o te tuhinga reo Māori i tērā o te tuhinga reo Pākehā, ahakoa pea te roa ake o ngā tuhinga o tētahi reo i ō tētahi
- ✓ rite te matatuhi o te reo Māori ki tō te reo Pākehā
- ✓ rite te momotuhi o te reo Māori me te reo Pākehā
- ✓ whakahāngai ngā tae ki ngā tuhinga rānei, ki te papa o muri rānei e whakawehe ana i ngā reo, ki ngā mea e rua rānei
- ✓ kotahi te karawhiu kia rite ai te tae me ngā wāhi o ia reo i ngā tohu katoa
- ✓ whakaaro, ka pēhea tā te whakaata kupu whakaiti ake i te maha o ngā tuhinga me whai
- ✓ whakaatu te reo Māori i te tuatahi, kia noho ki runga i te haupū, kia āpitihia rānei
- ✓ whakaaro kia reo Māori anake te tohu, mēnā kāore e māmā ana te kitea o te reo Māori me te reo Pākehā nā te mea kei te 'nui rawa ngā mea e raruraru ai te kitea'.

PUTANGA
EXIT





Kaua e

- ☒ whakaritea kia miramira ake te momotuhi, te tae rānei o te reo Pākehā
- ☒ whakamahia kia kaha ake te kitea o te āhua o te reo Pākehā
- ☒ whakamahia te momotuhi tītaha, te tohu (-) te tohu (/) rānei hei wehe i te reo Māori me te reo Pākehā
- ☒ pāhurutia ngā tuhinga reo Māori kia rite ai ki te rahi o ngā tuhinga reo Pākehā
- ☒ tā kia PŪMATUA-KATOA ai (arā, ngā pūmatua me ngā pūriki, hei tauira, NGĀ PŪ MATUA) hei whakawehe i ngā reo
- ☒ huaruatia ngā ata.

Design tips to support quality bilingual signage

Do

- ✓ have the font for the Māori text at least as large as the font for the English, even if one text runs longer
- ✓ use an equal typeface for the Māori and English
- ✓ use the same font style for Māori and English
- ✓ apply colour coding to text and or language-separating background panel
- ✓ be consistent in all signs with the same colour and position for each language
- ✓ consider how a pictogram might reduce the amount of text required
- ✓ place Māori first, either stacked or side by side
- ✓ if both Māori and English cannot be easily read because signage is 'visibly busy', consider having the Māori only.





Don't

- ❑ assign a heavier font or colour for English
- ❑ apply a dominant visual style to English
- ❑ use italics or symbols (- or /) to separate Māori and English
- ❑ squash the Māori to match the English text
- ❑ use CAPSALLS (i.e. upper and lower case, e.g. CAPITALS) to differentiate languages
- ❑ double up on icons.

“E angitu ai te rautaki mō te tohu reo Māori me te reorua, me whai kaiārahi tātou e remurere ana, e kaha ana ki te ārahi. Me whai tātou i ngā kaiārahi e ārahi ana.” Te Papa Atawhai

“To have a successful Māori language and bilingual signage strategy, we need leaders who are passionate and lead the way. We need leaders leading.” Department of Conservation

“He nui ngā kōrero pai mai ki a mātou mō ā mātou tohu reorua, kua i te Māori anake. He nui hoki ngā tauwiwi e pērā mai ana.” Tāhu o te Ture

“We get a lot of positive feedback on our bilingual signage, not just from Māori. Lots from non-Māori as well.” Ministry of Justice

“He papatū i tautoko mai. I whāia te huarahi o te heke-iho, kātahi ka whāia ko te huarahi o te piki-ake mō ia kaupapa [te whakaingoa anō i te whakahaere me te whakakite i te tohu reorua]. He rerekē tētahi take i tētahi, ka mutu, he rerekē te rangatiratanga o te kaupapa.” Ko Manatū Taonga

“Champions came on board. A top-down, and then a bottom-up, approach was applied with each initiative [organisation renaming and bilingual signage visibility]. Both cases were different and ownership of the initiative was different.” Ministry for Culture and Heritage



Te rārangi e angitu ai

Checklist for success

- E taunga ana rānei tō koutou Tumu Whakarae me ngā Kaiārahi Matua ki ngā kupu ārahi mō te Tohu Reorua, ki ō koutou tūmanako hoki ki ngā mea ka tutuki i te whakamahinga o aua kupu ārahi?
- He rautaki, he mahere reo Māori rānei tā koutou o tō koutou whakahaere e taea ai te hono atu ki tā koutou mahere ā-mahi mō te Tohu Reorua?
- Kua kōrerotia rānei tā koutou mahere ā-mahi mō te Tohu Reorua ki ngā kaimahi e hāngai ana – ki tō koutou kaiwhakahaere ā-whare, ā-rawa rānei, ki tō koutou rōpū ā-tuhinga ā-pārongo, ā-whakatairanga hoki, ki ō koutou kaimahi ā-hauora, ā-haumarua hoki, ki te kōtuinga o ō koutou kaimahi Māori, ki a wai atu rānei māna e āwhina kia angitu ai?
- He huarahi rānei e taea e koutou te whai e whai wāhi ai ō koutou kaimahi ki te reo Māori kia kaha ake ai te kitea i tō koutou whakahaere?
- He whakahaere atu anō rānei e noho tahi ana i tō koutou nā takiwā hei tautoko i tā koutou mahere ā-mahi mō te Tohu Reorua?
- E wātea ana rānei te huarahi kia toro ai koutou ki ngā mātanga ngaio me whai, kia whakaurua ai ki tā koutou whakamaheretanga?
- Kua tirohia rānei e koutou ngā rauemi e wātea ana i te www.tetaurawhiri.govt.nz tērā pea ka āwhina i te whakaritenga o te tohu reorua i tō koutou whakahaere?
- Ka pēhea tā koutou aroturuki, tā koutou arotake hoki i tō koutou ahunga whakamua i te huarahi kia kaha ake ai te kitea o te reo Māori mā te tohu?
- Are your Chief Executive and Senior Leadership familiar with the Bilingual Signage guidelines and what you hope to achieve by using them?
- Do you have a Māori language strategy or plan within your organisation that you can link your Bilingual Signage action plan to?
- Have you discussed your Bilingual Signage action plan with all the relevant staff – your building or property manager, your communications and marketing team, your health and safety staff, your Māori staff network, or any others who will help make it a success?
- Are there ways in which you can involve your staff in Māori language being more visible in your organisation?
- Are there other organisations you share space with that could support your Bilingual Signage action plan?
- Do you have access to the professional expertise that will be required and having this incorporated into your planning?
- Have you checked out the available resources on www.tetaurawhiri.govt.nz that could help with the development of bilingual signage in your organisation?
- How will you be monitoring and reviewing your progress on making te reo Māori more visible through signage?

Whakapā mai ki a:

Te Taura Whiri i te Reo Māori

Investment Centre
Te taumata 11, te 20 o te Tiriti o Balance
Te Pouaka Poutāpeta 411
Te Whanganui-a-Tara 6011
Te waea: 04 471 0244
Te īmēra: info@tetaurawhiri.govt.nz
Te pae tukutuku: www.tetaurawhiri.govt.nz

Te Puni Kōkiri

Te Puni Kōkiri House
Te 143 o te Tauranga o Lambton
Te Pouaka Poutāpeta 3943
Te Whanganui-a-Tara 6041
Te waea: 04 819 6000
Te īmēra: info@tpk.govt.nz
Te pae tukutuku: www.tpk.govt.nz

Te Komihana o ngā Tari Kāwanatanga

Te taumata 10, te Whare o Te Pūtea Matua (RBNZ)
Te 2 o The Terrace
Te Pouaka Poutāpeta 329
Te Whanganui-a-Tara 6140
Te waea: 04 495 6600
Te īmēra: commission@ssc.govt.nz
Te pae tukutuku: www.ssc.govt.nz

Te Rōpū Rawa o te Kāwanatanga

Te 15 o te Tiriti o Stout, Te Whanganui-a-Tara 6011
Te Pouaka Poutāpeta 1473, Te Whanganui-a-Tara 6140
Te waea: 04 472 0030, te 4 917 0199 rānei
Te īmēra: info@mbie.govt.nz
Te pae tukutuku: www.mbie.govt.nz/info-services/nz-govt-procurement-and-property/government-property-group/

Tā te Kāwanatanga Āpiha Matua mō ngā Pārongo

Tukuna ngā urupounamu ki:
Te Tumuaki, Te Whakahaeretanga o ngā Hononga, Te Panonitanga o te Ratonga me te Pūnaha
Te Tari Taiwhenua
Te Pouaka Poutāpeta 805, Te Whanganui-a-Tara 6011
Te waea: 04 472 0030, te 4 917 0199 rānei
Te īmēra: gcio@dia.govt.nz
Te pae tukutuku: www.ict.govt.nz

tpk.govt.nz/tohureorua
[#tohureorua](https://twitter.com/tohureorua)

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Email: commission@ssc.govt.nz
Website: www.ssc.govt.nz

Government Property Group

15 Stout Street, Wellington 6011
PO Box 1473, Wellington 6140
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Email: info@mbie.govt.nz
Website: www.mbie.govt.nz/info-services/nz-govt-procurement-and-property/government-property-group/

Government Chief Information Officer

Enquiries to:
Director, Relationship Management, Service and System Transformation
Department of Internal Affairs
PO Box 805, Wellington 6011
Tel: 04 472 0030 or 4 917 0199
Email: gcio@dia.govt.nz
Website: www.ict.govt.nz

tpk.govt.nz/tohureorua
[#tohureorua](https://twitter.com/tohureorua)

Ngā mihi

E mihi ana mātou ki ngā pokapū i uiuitia ai mō tēnei kaupapa, tae atu hoki ki:

te Tari o te Kaimahi o te Whare o ngā Māngai
 a Te Ratonga Whare Pāremata
 te Tari o te Pirimia me te Rūnanga Kāwanatanga
 a Te Komihana o Ngā Tari Kāwanatanga
 a Te Kaitohutohu Kaupapa Rawa
 te Tari Takuhetanga o te Kāwanatanga o Niu Tirenī, i raro i te maru o Hīkina Whakatutuki
 te Rōpū Rawa o te Kāwanatanga, i raro i te maru o Hīkina Whakatutuki
 tā te Kāwanatanga Āpiha Matua mō ngā Pārongo, i raro i te maru o Te Tari Taiwhenua
 a Ngā Pou Taunaha o Aotearoa
 a Waka Kotahi
 a Te Ratonga Whakaata Māori
 a Te Māngai Pāho
 a Te Papa Atawhai
 a Te Tari Taiwhenua
 a Manatū Taonga
 a Manatū Mō Te Taiao
 a Te Tāhuhu o Te Mātauranga
 a Tāhū o te Ture
 a Te Manatū Whakahiato Ora
 a Te Papa Tongarewa (Te Papa)
 a Ngā Taonga o te Oro me te Kite

E tino rere ana ngā mihi ki ngā pokapū i whai wāhi mai ki ngā uiuinga, i whakatakoto hoki i ā rātou kōrero e pā ana ki ngā huarahi i takahia ai e rātou ki te whakatinana i te tohu reorua i roto i ō rātou whakahaere.

He whakaahua

E mihi ana ki ngā whakahaere nā rātou i homai ētahi tauira o ā rātou tohu reorua, ki a Safety Signs New Zealand hoki (www.safetysign.co.nz) mō ngā whakaahua o ngā tohu reorua whānui.

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 Government Chief Information Officer, Department of Internal Affairs
 New Zealand Geographic Board
 New Zealand Transport Agency
 Māori Television Service
 Te Māngai Pāho
 Department of Conservation
 Department of Internal Affairs
 Ministry for Culture and Heritage
 Ministry for the Environment
 Ministry of Education
 Ministry of Justice
 Ministry of Social Development
 Museum of New Zealand Te Papa Tongarewa (Te Papa)
 Ngā Taonga Sound & Vision

In particular, we thank those agencies that participated in interviews and shared their stories about their journeys to implement bilingual signage in their organisations.

Images

Thank you to all the organisations who supplied us with examples of their bilingual signage and to Safety Signs New Zealand (www.safetysign.co.nz) for images of generic bilingual signage.



He kōrero nā tētahi wae tāpoi

Mēnā kua manatu koe ka pēhea rā te urupare a te wae tāpoi, kāore nei ōna māramatanga ki te reo Māori, i te kitenga i ngā tohu reorua, tēnā, tirohia tēnei whakautu i tētahi manuhiri, nā te kaha o te awenga ōna i tana kitenga i te tohu o runga nei, ka tuhia e ia ōna whakaaro ki tāna rangitaki ā-haereere.

“I a au e kōrero nei mō te reo Māori, ka oho ngā whakaaro i te kitenga ko te nuinga tonu o ngā ingoa wāhi i Aotearoa, he kupu Māori-- ngā tāone, ngā huarahi, ngā whanga, ngā tipu. He tangata aro nui ki te kupu au, nō reira, e rekareka ana au ki te whakarongo ki ngā oro o aua kupu katoa. He māori rawa atu te kite i ngā tohu i Aotearoa kei te reo Pākehā me te reo Māori.” Nā Cindy – He manuhiri nō Amerika, i te tau 2014

A tourist's story

If you've ever wondered how tourists with no understanding of te reo Māori would react to seeing bilingual signs, then check out this response from one visitor who was so inspired when she saw the sign above, that she wrote about it on her travel blog.

“Speaking of the Maori language, it's interesting to see that the vast majority of place names in NZ are Māori words--cities, streets, harbors, plants. I'm a word person, so I'm having fun listening to the sounds of all those words. It's very common in NZ to see signs in both English and Māori.” Cindy – American visitor 2014

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TAUPA EPA RECEPTION

Maori Standing Committee

Chair: Reuben Tipoki
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Featherston 5772
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8 November 2017

David Kershaw
108 Regent Street
Martinborough 5711

Tena koe David

DARK SKY RESERVE

The Maori Standing Committee would like to thank you very much for taking the time to inform us of the Dark Sky kaupapa and we happily extend our support for the application to the International Dark Sky Association for Martinborough and the surrounding takiwa to become a Dark Sky Reserve.

Celestial bodies are an integral component of Polynesian navigation and facilitated the colonisation of Te Moana Nui a Kiwa by the descendants of Maui who pulled many islands from the sea with his matau. These korero are eternalised in the stars such as Te Matau a Maui (Scorpius) which denotes the direction to Aotearoa as it sinks below the horizon.

We recognise the potential this venture holds for mana whenua in South Wairarapa in regards to education and tourism. We hope to one day construct a kapehu whetū or star compass here in the south from which to teach the fundamentals of celestial navigation to locals and outsiders alike. To date there are only 3 existing kapehu whetu in Aotearoa. We may wish in the near future to identify a suitable piece of Maori land on which to begin the establishment of this basic structure. Perhaps we will seek support from you when this time comes.

Until then we wish you all the best and look forward to hearing about the success of this initiative.

Naku i roto i nga mihi,

Reuben Raihania Tipoki
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