

Mangakino

mangakino.net.nz

- Mangakino CLD is about people who live in, or have a stake in our communities, visualizing our aspirations together before working together to realize them. It's about us. The five years of this pilot have seen us stay focused on helping our people realize their dreams and passions for their whanau into the future.

Supported by DIA, the work has been led by a core of local people with two part-time project workers. From the outset, we enlisted Inspiring Communities to support the CLD approach, and assist with evaluation.

Leadership appointments were made by a CLD election process to represent key community sectors. Leadership group turnover was handled by appointing successors from the election list, or by new people who came forward.

- A week-long community engagement process "Wow, ē tū Mangakino, let's dream!" was a key early initiative, named by local rangatahi Alex Heta and supported by Kaumātua Hemi Curtis. A pop-up café featured a dream wall, history timeline, maps and plans, an asset map, and a skills-sharing register, all of which had plenty of input from drop-in visitors. The curated input was presented at a Lakefront weekend event, which generated stimulating discussions.

- These processes engaged children to elderly, Iwi and rural residents, and the common themes and ideas that emerged have been our reference point going forward. Many ideas weren't new, but the process encouraged deeper consideration and commitment to bring them alive. We've worked out our own approach to CLD, and five years on, that still helps us find new ways of working together.



A mātou kitenga Our focus

Four themes came out of Wow ē tū Mangakino!

- Vibrancy
- Learning
- Health, wellness and forward focus
- Earning
- The first two themes dominated initial years, and later we expanded to the latter two. Each theme embodied community aspirations, so our approach was to invite those motivated to create a practical plan. Here the Leadership Group avoided dominating, our Project Workers remained on hand, but in support with, rather than acting for.

Hōtaka mahi 2014-2015 action plan

The Action Plan Infographic shows focus areas under each theme.

...the Leadership Group avoided dominating, our Project Workers remained on hand, but in support with, rather than acting for.
Ka tuku te rākau e ngā kaiarataki ki ngā kaimahi, ka tautoko tonu

Kaupapa Projects

Earning

We invested in promoting via Tourism Radio – a GPS-based rental car and campervans system,

resulting in 300+ more campervans coming to the township, and many more visitors coming to check out the area.

- Highway and street signage featured the lake, swimming, wakeboarding, cycling, walking.

Learning

- Opportunities for rangatahi and whanau to learn Te Reo, cultural skills, work and relationship skills.
- Training to strengthen local organisations.
- Preschools and schools collaborating for all the community."

Earning

- A workforce plan and training designed with employers – creating pathways into local jobs, addressing any barriers like transport.
- More promotion to visitors and potential residents.
- Touring a mobile information site through the North Island.

Healthy, well and forward-focused

- Vital information and support for warmer, drier and healthier homes. Collaborating on easy wins.
- Developing leadership, and awhi people who step up to help make things happen.
- Reaching across neighbourhoods, sectors and organisations to progress and update.

Vibrancy

- Mangakino is known as a vibrant family-friendly place.
- We're now setup with systems to plan activities, publicise and promote.
- We're capturing and sharing our own stories.
- Our rangatahi are leading great activities.



- The Dam Info Caravan created a mobile network to push Mangakino's offerings wider, to the Taniwha multi-sport nationwide event, Waitangi Day celebrations in Taupo and local events such as Easter Raft Race and Christmas Float Parade. The Dam Info Caravan will in future be a shared resource based in Putaruru.
- Heritage Trails in Whakamaru and Mangakino, linked to the Waikato River Trails, celebrated our history and encouraged visitors to linger. October 2016 saw locals and former residents welcomed onto Pouakani

Marae to bless the Heritage Trail and share memories and stories.

- Together we can support locally-run businesses who can 'weave' with the community, expanding employment.
- We developed good partnerships with outside agencies that mandated to support the district, such as Enterprise Great Lake Taupo. We know from experience that if we don't speak up, we miss out.
- We support ongoing connections with Taupo District Council, Destination Great Lake Taupo, Taupo Events, Destination

Pureora, Waikato River Trails, and Local Businesses to promote growth and tourism.

- We contracted external assistance in 2016, to create career training and work experience etc.

Learning

- We learnt together in training events, sustainable funding workshops and social enterprise
- Our project worker helped create career-focused learning opportunities, and get rangatahi to courses elsewhere.
- Pouakani Marae is rebuilt, its trustees are engaging the community to create an activity Hub.
- Mangakino Area School collaborated with other schools and organizations to improve senior student programs, retention and qualifications. Whanau were invited to student learning, and Whanau Ora was established.
- Whakamaru School is engaging wider, via sport and culture, and supporting the Heritage Trail.
- Youth in Emergency Services was launched, collaborating with Turangi to support rangatahi in training within St Johns, the Fire Service and Coast Guard NZ.

- Fifty Plus club launched a monthly garage sale, helped by a funding workshop.

Vibrant

- Locally-led events flowed out of Wow e tu Mangakino! – Neighbours Day activities, the Raft Race, Easter Services and Matariki, many of which are now annual. Management capabilities have grown, and with them historic events like the Christmas Float Parade have flourished.

- Noticeboards were setup in Mangakino and Whakamaru town centers, with calendars and community information

- mangakino.net.nz has been redesigned and relaunched with a community noticeboard. The site has been well used with 9957 views in the first 3½ months.
- facebook.com/mangakino attracted 1200+ likes by Dec 2016.

- A Resource Shed opens early 2017, providing the opportunities for groups to network and share resources.
- The long awaited Mangakino Skate Park was opened in late 2014 with wide youth and organizational support. Used constantly, it's a source of pride and cared for, and still looks brand-new.
- Our project workers supported youth leadership practically, enabling youth to access (and win) a skateboarding competition in Turangi. The defenders, helped by community and youth workers, then organized a regional competition back home.
- We are building stronger regional connections –Whakamaru Ratepayers and Residents are represented on our leadership group, and are practically involved, contributing to the ongoing development of Sandy Bay, Mangakino and the Whakamaru Heritage Trail.



Healthy, well and forward-focused

- By funding carvings, we helped relaunch Pouakani Marae.

...both the decisions and the ways we collaborate will positively support the whole community into the future. Ka whakaaro tahi ka anga ki mua te hāpori

- To improve the quality of our housing stock, we helped 14 local people into Home Assessment qualifications. Combined with a new curtain bank, families are now getting the assessments, insulation and advice to make their homes drier and warmer.
- We prepared profiles to help groups to promote their activities, via notice boards and social media.
- We initiated stakeholder meetings which, over time, have strengthened as groups and organization's increasingly share facilities, resources and knowledge.
- A non-resident database sees holiday home owners connected to the community via email and social media.
- Neighbours Day prompted Huamai St residents unite to create a playground.

Ngā mea pai me ngā taki What worked for us, and challenges

Tangible and intangible outputs and outcomes

- The community conversation is constantly growing. CLD is not always the fastest route, but we sense progress as both the decisions

and the ways we collaborate will positively support the whole community into the future. Visitors and locals often say the same thing: "Mangakino just feels good".

- We're proud of new facilities and infrastructure our communities have created and are now enjoying.
- We're similarly proud of how the CLD approach nurtured leadership and collaboration.
- Individuals and organization's report how useful training and capacity-building has been. Learning together builds community as well as knowledge and skills.
- We're proud of our evaluation process – it's helped us reflect on the deeper changes, and understand how to initiate positive change.
- Four most significant changes were identified by participants at the Most Significant Change ¹events in November 2016. Each aligns closely to CLD philosophy:
- People are feeling more empowered in Mangakino to work together and to get things done. Young people enjoyed being involved.
- Increased positivity: pride and vibrancy. People notice it and feel it.



- Willingness to change attitudes and to get up and do something to benefit your town and yourself.
- Awareness of how leadership style (especially when more collective) can create change across the Quadrants of Change² (Personal, Relational, Structural and Cultural).

Relationships generating ideas and confidence

- The importance of starting face to face conversations – and not expecting them to be easy. Don't be offended if that doesn't go well first time, just be prepared to engage again

- Be real! Don't aim to offend, but also don't be so PC that you never have the real conversation that's needed.
- The ability to listen, and express without too much, focused on the community, rather than about me.
- We have all learned more on how to exercise kindness and empathy even when we may disagree.

Location and Resourcing

- Support from the chair and DIA Advisor, complemented by CLD mentoring and coaching

meant community brokers quickly learned how to model a community-led approach.

- Basing project workers at the Service Centre and available at regular weekly hours – encouraged people to drop by for those kanohi ki te kanohi (face to face) conversations, to question and contribute ideas.
- Working in a shared space with Council workers has provided broader collaboration experience.
- We feel hugely privileged and confident knowing DIA will support sound project ini-

tatives, that with effective resourcing and management, things can really happen.

Project workers

The four project workers assisting our pilot have all been different. We share with them our understanding, knowledge, background, relationships, families and connections, to enable others to step up.

Engaging local people

- Understanding people's passions and where their energy could be used; making space for newcomers to engage; but not overburdening them with tasks – timing can be crucial.
- Encouraging the wider community to talk/ask/share and even vent about local issues. We need to know where the fault lines lie.
- Everyone has a different way of expressing themselves and we shouldn't prejudge.

Managing expectations – and persistence

- Managing expectations has been challenging when some expect the Leadership Group will do everything. Some leaders are more used a professionalized model where



paid staff implement, so we may need to re-center on the CLD approach and clarify the role of paid workers.

- Many community members are unaware of what is required behind the scenes – and the patience needed. The Heritage Trail, for example, took two years of planning.
- It was hard to get people to organize their storytelling – visual or verbal; and engage with their whanau and neighbors. The design, production and siting of story-telling boards required a lot of negotiation. We could, of course, have driven the Project harder, with less frustration if we skipped community involvement– but then it wouldn't have represented OUR community – which is the whole point!

Timing

Sometimes great ideas get stuck. Our skate park had been talked about for decades: When it finally came into being, the CLD approach ensured it had a massive impact. That required resources, commitment to younger, co-designing stakeholders, learning how to work with Council, designers and planners, and of course Council's commitment. All of which has enriched local relationships and rangatahi sense of ownership.

Sharing the load

- Some Leadership Group members carried much of the responsibility for the DIA relationship and caring for resources. On reflection, clearer expectations about time commitment, and periodic reviews / Kia tika te whakatakoto kaupapa to provide opportunities to recommit or leave (acknowledging personal circumstances), would have helped us manage change better.

Layers of community and possibility

We know there are parts of the community who remain unengaged – mostly for lack of the right connectors around the leadership group table. Project workers connect with some, but not all; and unless someone gets alongside the unengaged, understands their interests, and can draw them into looking forward, they will remain uninvolved.

CLD support

Support, mentoring and coaching from Inspiring Communities and DIA for leaders and project workers has been vital, and it's been boosted by yearly Hui: The opportunity to bounce ideas



around with other communities, and get recharged was an annual highlight.

What's next?

- Over the coming six months we are in hand-over mode, pending either local



Council or community organizations or networks taking our efforts further.

- Much of the transition is already negotiated, with projects being developed to be sustainable over time, in practical areas such as the skate park's maintenance and insurance, signage, managing the Dam Caravan, and the Resource Shed.
- By mid-2017, we'll have an ongoing home for some communications processes such as monthly calendars, profiles updating, social media, website and newsletters.
- We'll ensure the Curtain Bank is sustainable and well-integrated with Cosy Homes Projects
- The Cosy Homes initiatives already have a home with the Mangakino Health Services.
- While winding down the formal structure that helped our community to come together it's still vital to keep this conversation active, and nurture connections – both established and new.

Notes

¹ For more on this see <http://whatworks.org.nz/frameworks-approaches/most-significant-change/>

² For more on this see: <http://inspiringcommunities.org.nz/quadrants-of-change/>