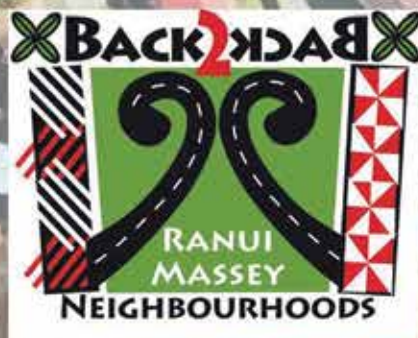


# *A Starter Kit for* Creating Great Neighbourhoods

**Ideas for residents and  
local agencies**









# Neighbourhoods

*The place where we live, work and play*

## Contents

Section	Topics
<b>A</b>	Introduction: what could you do?
<b>B</b>	Neighbours Leading Change.
<b>C</b>	Getting Started.
<b>D</b>	Your Group Gets Together.
<b>E</b>	A Planned Approach.
<b>F</b>	Getting Organised.
<b>G</b>	Bread and Butter: how does our project survive?
<b>H</b>	Running an Event – big or small.
<b>I</b>	Telling our Story.
<b>J</b>	Acknowledging, Valuing and Celebrating.
<b>K</b>	The Neighbourhood Help Desk.

The aim of this kit is to help people make positive changes within their neighbourhood. Each topic has starter ideas that can also build on the good things already happening. Stories from the Back2Back (B2B) newsletters are used as examples to highlight some of these topics.

We thank you for your interest and wish you well in linking up people and improving wellbeing in your neighbourhood.

# A

## If you lived here, what would you do?



If you lived beside this  
walkway ...



If these were the letterboxes  
in your street ...



If you lived in this street where  
there are lots of children  
and no school holiday  
programmes nearby ...



If this stream was on the  
boundary of your section, it was  
filled with household rubbish,  
and your children played in it  
during the hot summer ...

# What could you do?

*Mark the ideas you might try out in your street*

Help <b>organise a street BBQ</b> for the people in your street .	<input type="checkbox"/>
<b>Share phone numbers</b> among neighbours in case of emergencies.	<input type="checkbox"/>
<b>Gather in the local park</b> and run some games for the children in the neighbourhood.	<input type="checkbox"/>
Lend your lawnmower – or weed-eater – or <b>help someone in your street</b> who needs a hand to tidy up their section.	<input type="checkbox"/>
Help to <b>organise a Family Picnic Day</b> in the local park or reserve.	<input type="checkbox"/>
Help <b>provide transport</b> for children (to school, sports, an event) or an adult who does not have a car for shopping, medical appointment, or whatever the need is.	<input type="checkbox"/>
Have a <b>street clean-up day</b> – collect rubbish, paint out graffiti, fix up fences and letterboxes, trim trees, plant flowers – you can apply for help through Keep Waitakere Beautiful.	<input type="checkbox"/>
<b>Make a new neighbour welcome</b> – put on an afternoon tea to meet other neighbours. Write a <i>welcome</i> message in chalk on the footpath.	<input type="checkbox"/>
Set up a <b>Walking School Bus</b> to help get the children walking to school and save on petrol.	<input type="checkbox"/>
Start up a <b>Neighbourhood Support group</b> or if you have one, encourage more families to join up. Phone 834 5815 for Waitakere Neighbourhood Support.	<input type="checkbox"/>
Explore the walkways, parks and reserves in your area by helping to <b>set up a walking-group</b> , pram walks, joggers, cycling group . . .	<input type="checkbox"/>
Encourage improvement in your neighbourhood by <b>meeting with your Council's Local Board</b> . . . Hold a street event & invite your elected representatives to discuss your ideas.	<input type="checkbox"/>



*Planting a community garden.*





# Neighbours Leading Change

*Change begins in our street*

✓	<b>Get to know your neighbours.</b> Try out some of the ideas on <a href="http://www.neighboursday.org.nz">www.neighboursday.org.nz</a>
✓	Make up a list of your own <b>start-up activities</b> to connect with neighbours.
✓	Look for <b>stories and examples</b> where neighbours have got together and made significant change in their area. <a href="http://www.inspiringcommunities.org.nz">www.inspiringcommunities.org.nz</a>
✓	<b>Support or start-up a neighbourhood group.</b> Examples: playgroup, Neighbourhood Support, walking group, Men's Shed, community garden, weaving or an environmental group.
✓	<b>A planned approach</b> is key to developing positive changes within a neighbourhood.
✓	<b>Make fun and enjoyment</b> – and activities for kids – essential starters for a street-based action plan.
✓	<b>Create a map of neighbourhood assets</b> (green spaces, meeting places, shops, schools, churches, sports fields, bus stops, bridges, walkways, cycle paths, etc).
✓	<b>Create a database</b> of people, organisations, and other resources that you can link with as you develop your activities.
✓	<b>Record your journey</b> – the steps you are taking – from the beginning, to help others learn from you.



*Painting out graffiti in a walkway.*

# Neighbours Leading Change:

## *Matt and Jane*

***Matt had an idea and it truly blossomed . . .***



For some years, Matt and the local residents have felt annoyed at the amount of vandalism that was happening on a regular basis in their neighbourhood playground. Step by step they have worked to change their local environment, beginning with helping out on Mucking-in Days in the Manutewhau (which involved picking up rubbish and planting flax), getting to know their neighbours through Neighbourhood Support, petitioning council for an alcohol ban, Adopting a Spot for painting out graffiti and planting fruit trees for the community which then led to the development of a community garden.

One great initiative was a Children's Paint Day inviting local children to come and design their picture for the park. Matt thought the best way to fight graffiti was to have the children create their own art pictures and place them on a frequently tagged wall. Gathering the interest and support from local residents, he and his wife, Jane, launched their plan. It resulted in a fun afternoon for both children and parents, enjoying the park (playground, basketball hoop, grassy field and shady trees) and producing a wall of individual art pieces created by the local children.



Both Matt and Jane put in a major effort on the day, with Jane preparing the delicious fruit kebabs for the children (another idea of Matt's having watched Jamie Oliver's campaigns on healthy kai). Parents came with their children and encouraged them to make their own designs. Extra help came from Neighbourhood Support, Community Safety-West, Tag Out Trust, Resene and Back2Back.



# Getting Started

## *Getting off the ground*

✓	<b>Find some like-minded neighbours and form a group</b> (champions for change!)
✓	<b>Create the vision</b> of how to make the neighbourhood a better place by starting with people's ideas of 'what might be' in order to determine 'what should be' and create 'what will be'.
✓	Explore your <b>values</b> with others and decide upon the best ways to work together.
✓	<b>Try getting organised around strengthening what is working well</b> , based on the strengths within our community. These strengths can be the answer to solving issues and concerns within the neighbourhood.
✓	<b>Try this tool:</b> start in the future and work backwards to an outcome of first steps that are positive and possible.
✓	<b>Keep a balance</b> between focusing on <b>results</b> and developing <b>good relationships</b> .
✓	<b>Set up some basic tools for engaging others</b> , for example, simple surveys, a story board, a portable BBQ and tent.
✓	<b>Find ways to influence town planning and design</b> which impact on people within neighbourhoods. Keep a regular check on your Local Board's website and click on the <b><i>Have Your Say</i></b> section.
✓	<b>Advocacy is important.</b> Examples: creating a network of like-minded people, lobbying the local politician, starting up a campaign, writing to the local newspaper.



*Restoration of a stream bank.*



# Getting Started:

## *from a neighbourhood dream to reality*

It has taken three years to turn a weed-ridden, rat infested and rubbish filled gully into a cleaner flowing stream surrounded by native plants and trees. The journey, however, still has some way to go and with the help of local neighbours, the church community, Auckland Council and Weed Free Trust, this gully that runs alongside Moire Road is slowly developing into a wetland for all to enjoy.

Under the guidance of two local residents who volunteer much of their time and expertise to this transformation, the Church of the Good Shepherd has produced an environmental project that takes the lead in helping to restore the Manutewhau area. It all began with a neighbour complaining about rats and it took the dream of a couple of people to turn the gully into a beautiful area for the people of Massey East.

Recently the council staff came to inspect the planting and flow of the stream, and to hear how the church community has engaged local neighbours in this project. Named the 'Garden of Eden' this area shows just what a stunning difference can be made by a few people determined to make a difference. Congratulations to Monique, Janet and Robyn who are the local residents, planners and motivators behind this project.





# Your Group Gets Together

## Team Talk

✓	<b>Volunteers</b> need to know what is expected of them; and to see that their efforts are worthwhile.
✓	<b>Everyone in the group has a task.</b> It is important that every person feels they have a valued role.
✓	<b>Listen to others</b> and hear what they think, feel and want. It's easy to assume someone sees things like you do!
✓	<b>Build warm, trusting and open relationships:</b> knowing that each person is different, interesting, equally worthwhile and has the ability to change and develop.
✓	<b>Find the time</b> it takes to establish and maintain good relationships. Don't get over-tasked with what needs to be done at the expense of how others are feeling.
✓	<b>Work on obstacles that arise:</b> for example, don't leave problems to fester or shift blame onto others.
✓	Rather than choosing an effective leader, try creating <b>leadership</b> among the group.
✓	<b>Offer practical assistance</b> to volunteers where possible. Acknowledge their time and expense in helping out. Respond to child-minding needs, travel expenses, opportunities for paid employment, flexibility in expectations.
✓	<b>Communicating across cultures:</b> some aspects to be conscious of are: non-verbal responses, difference in power base, stereotyping, seeing only one person as the 'spokesperson' for that particular group, respect for different ways of doing and seeing things. Seek advice from a cultural advisor (check with your local Citizens Advice Bureau).
✓	<b>Use special events</b> (like Volunteers Week) to acknowledge people's contribution. Hold social events for the group (eg, family trip to the beach). Remember birthdays or special occasions.
✓	<b>Self-respect:</b> if you feel good about yourself it is easier to see the good in others.

*"He toa takitini taku toa. Ehara i te toa takitahi"*

My strength is not that of the individual but that of the collective.





# Your Group Gets Together:

## *A Street Star*

Anne has lived for 40 years “out West” She is a woman with a big heart and a determined passion to ensure the safety and protection of all children. From her own life experiences, she has come to make this her number one priority in her commitment to working within her community.

People appear to love Anne in return. This is evident in the way she can gather up residents to do things that help restore pride in place.

An example is the street BBQ that was held recently – an early celebration to Neighbours Day. Some time ago, she had also organised a big street clean-up among residents.

The locals describe Anne’s house as “the street marae”. Coming from a family of only one other sibling, Anne says she loves the fact that her street is like one big family. Her neighbours know her well and over many cups of tea at either the kitchen table or the backdoor steps, stories about the whanau and the struggles of life have been shared. “I understand what people tell me,” says Anne. However, she is quick to add that sometimes there is a fine line between being nosy and being observant. The most important thing is being a “good listener”.

There have been many changes in her neighbourhood over time resulting in a reduction of police call-outs and violent incidents. There are personal struggles among residents which Anne knows she cannot change, and the lack of a decent income to help the family grow. There are ways, however, to help strengthen family wellbeing and Anne is on a mission to turn around the “negative statistics”.

Anne believes it is about “team work” and notes that there is no ‘I’ in the word ‘team’. A strong member in this team is the Ranui Baptist Church. As one neighbour commented “half the street are now going to church” where there is a range of activities for children and support for families. Anne can see that her involvement is like bringing the church to the street rather than the other way around.

The Leadership workshop that B2B helped run last year provided Anne with new skills. She described how it helped her to review the way she approaches others and not to get too stressed out about helping to organise neighbourhood activities. The course helped her to be more creative and more involved. “It is good to understand that change is possible”, says Anne.

A good and strong role model is what Anne believes is needed in street-led initiatives. Having the annual Neighbours Day is a supportive resource. “It is such a great idea”, says Anne, “to encourage people to know their neighbours, keep an eye on the kids and look at how we can help one another”



*A street barbecue on Anne’s front lawn.*



# A Planned Approach

## *Planning from start to finish*

### **Check the need: decide who to ask and how.**

- Develop a survey or questionnaire.
- Ask those who know about the issue, who can give a range of perspectives.
- Find out: hold a meeting, interview people, door knock, run a competition.
- Advertise a prize draw for returned surveys.
- Is a translator needed?

### **What to find out before beginning an action plan.**

Has someone done something like this before? What has worked well in the past? Decide what is needed as 'background information'. Think about working together with the people who can support our action plan.

### **Being realistic.**

Managing expectations; not promising more than can be delivered. 'Park' needs that cannot be dealt with right now.

### **Know what kind of plan is required.**

A one-off activity, a project, an event, developing a resource, running a workshop? The plan is the road map showing where to go and how to get there.

### **Goals and objectives.**

Define what is to be achieved (long term and short term) and how to go about it.

### **Use the S M A R T rule when setting objectives.**

**S**pecific and simple    **M**easurable    **A**ttainable  
**R**elevant and realistic    **T**ime-based

**Budget planning** for the kind of resources and materials needed to make things happen. Find out where to apply for funding and / or ways of fundraising.

### **Set up a planning template.**

- ACTIVITIES – What action the group will take
- RESPONSIBILITY - Who will be doing what
- TIMEFRAME – How long the actions will take
- RESOURCES – What resources are needed
- PROGRESS - Record the progress that is being made with each action

(See section J for an example)

### **Do a SWOT check of the project / action plan.**

Draw up a large sheet of paper or whiteboard into 4 sections:

#### **Strengths, Weaknesses, Opportunities and Threats**

Think of internal factors (things about your street/neighbourhood) and external factors (things outside of your street/neighbourhood) that will have an impact on what you are planning to do.



**Promotional material.** What do we need to produce to promote this activity?  
A media story? Flyers? Posters? A newsletter?

### **Seeing if we have made a difference.**

How will we know we have been effective – or not? What will be different? How do we track changes? What are some of the tools for evaluating our work?

**Reporting achievements.** Who is the audience for receiving a report: Funders? Sponsors? Politicians? Residents? Community Development Workers? Report on the basics: what we set out to do, what happened and what we learnt.

## **A Planned Approach**

### ***Police and Community***

Back on the street and working in neighbourhoods was the way the work of the Neighbourhood Policing Teams was described at a recent hui. A large number of organisations were invited to a presentation by the NZ Police on their Prevention First Strategy. At the heart of this action plan is a working partnership between the Police and the community in order to keep neighbourhoods safe. Constable Faga Siaki gave examples of how the Police and safety organisations have effectively worked together in Waitakere on campaigns to keep families safe. He spoke of planning together, combining resources and finding the most effective means to communicate safety messages as an inter-agency team.

Out on the streets of Ranui, residents are seeing aspects of the strategy in action. Combining resources with Neighbourhood Support, Westforce and Back2Back, the Neighbourhood Policing Team is making a big impact with local whanau through their community engagement initiatives.

"Days like this are awesome" said Michelle. "We enjoy learning about safety" added another mum, "and having more street get-togethers like this". "Sports and outdoor adventures for our kids" is what Stewart believes help to build strong, safe and healthy neighbourhoods. The Neighbourhood Policing Team is helping to revive a lively interest in what families can do for one another. "We play together, garden together and cook together—it's cheaper, it's fun and it's family" was one way this Ranui resident summed it up.



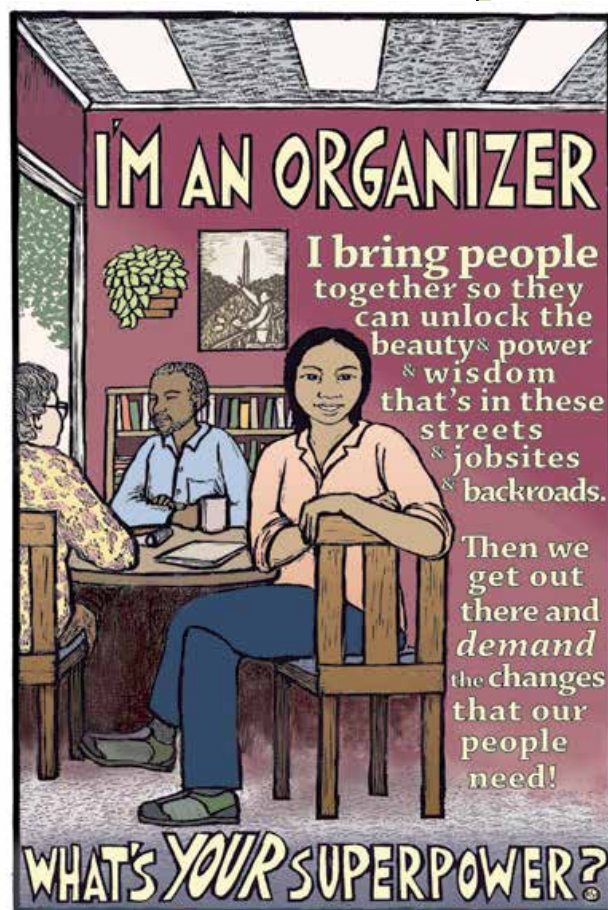
*Playing street games with the Neighbourhood Police Team.*



# Getting Organised

*Having launched into the deep*

✓	Develop a checklist for <b>running a meeting</b> : before (eg, invites, agenda, materials), during (eg, facilitator role, note-taker, ground rules) and after (eg, minutes).
✓	<b>Setting guidelines for the group: the 3Rs</b> – respect for self, respect for others, responsibility for all your actions.
✓	<b>Ways to connect</b> : there are lots of ways to help bring people together (focus group, study circle, open space meeting, workshop, panel, web-based meeting, task force, field trip, etc). Check out websites on public participation for more ideas.
✓	Develop a <b>communication plan</b> : involving media, central and local government – investigate ways of having your say.
✓	Develop <b>communication tools</b> : from a letterbox flyer to a facebook page – whatever is relevant for your group's needs.
✓	Build a <b>collaborative way of working</b> with others and avoid future conflict.
✓	<b>The group will go through changes</b> : be prepared for these stages of growth. 'Forming, norming and storming' are terms sometimes used to describe these changes.
✓	<b>Power-up with another neighbourhood or organisation</b> . For example, a number of local community garden groups put in one funding application for a paid coordinator to help cover their administrative tasks especially where there were similarities, such as ordering plants and compost from the one provider for each site.
✓	<b>Be flexible, adapt to changing circumstances and build on successes</b> . Use the cycle of action, reflection, learning, and planning. Planning is the link between past learning and future action – insights that improve practice.





# Getting Organised:

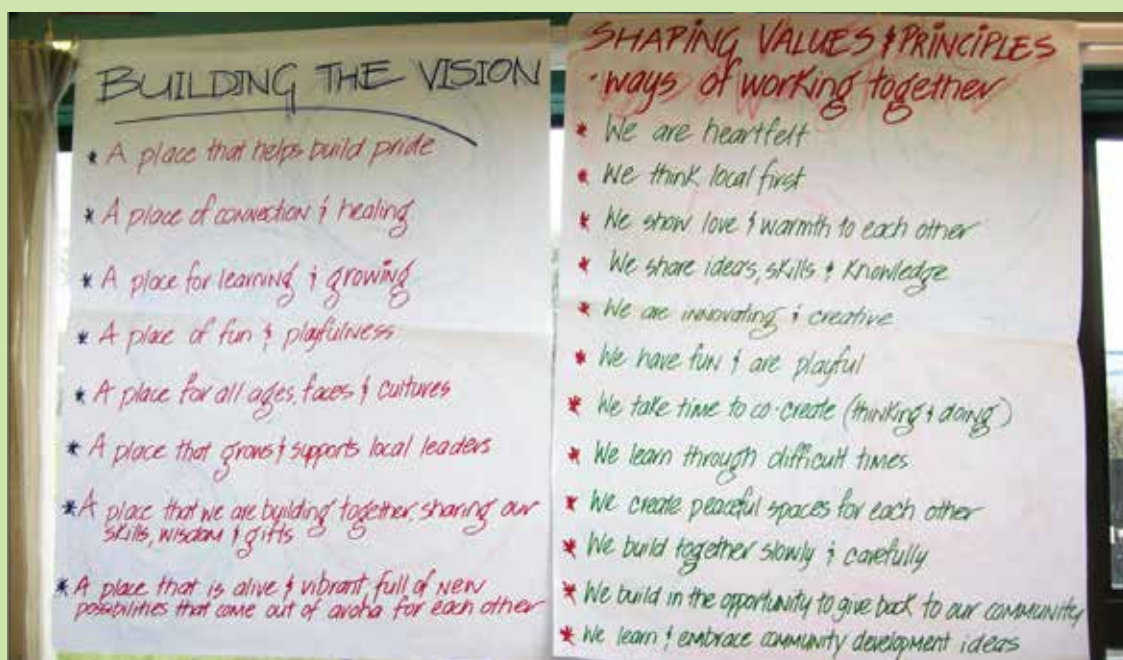
## *a 'bumping place' is on its way*

At a recent workshop, Jim Diers [www.neighborpower.org](http://www.neighborpower.org) described 'bumping places' like they were fertile ground for neighbourhood relationships to seed and grow. In 2002, Massey East lost one of its 'bumping places' when the community house moved from Royal Heights to Don Buck Road in Massey West and across the dividing motorway.

In 2006 a household survey was undertaken in West Harbour as part of Waitakere City Council's first sustainable neighbourhood development project in that area. The loss of access to a range of social services was identified in the survey results. The Tatou West Harbour (TWH) project then visited some streets inviting residents to come to a neighbourhood BBQ and discuss the survey findings. Confirmation of the need for a community facility (house/hub) was verified. Further consultations, run by TWH occurred at Pacific in the Park, Te Raa Mokopuna Day and school Family Fun events. By then, it was very evident that residents welcomed an accessible 'bumping place' where people could feel 'at home', bring the kids, talk to the locals, build the relationships and networks, and decide for themselves what programmes and services they wish to see made available for strengthening community wellbeing.

With these achievements, support from the Henderson Massey Local Board, funding secured for a council owned building, agreement from the Board of Trustees at West Harbour School for a site on Ministry land, and with Massey Matters holding the interests and aspirations of the community, the residents will now see the designs for their community hub before the end of the year. Developing this 'bumping place' is all about community ownership and local residents are being invited to have their interests and ideas put forward.

For further information email Massey Matters: [masseymatters@gmail.com](mailto:masseymatters@gmail.com)



Results from a visioning workshop with the hub working group.



# Bread and Butter: how does our project survive?

## *Adding to the glue*

✓	Discover the strengths, skills and resources within the group.
✓	Think about who you can build <b>partnerships</b> with – mutual and beneficial relationships with other community organisations and businesses.
✓	Investigate <b>funding sources</b> : examples: grants, donations, sponsorship
✓	Prepare a <b>budget</b> (income and expenditure forecasts).
✓	Tools: cash book, receipt book and a filing system for invoices and reports.
✓	Need a <b>treasurer</b> ? someone who records all the money transactions.
✓	Think of ways the group can generate income, for example, grow and sell vegetables/fruit from the community garden.
✓	Google information on 'social enterprise'.
✓	Create a <b>fundraising plan</b> : lots of examples from raffles to markets.
✓	Most libraries have <b>Fundview</b> – a database of many funders. Check out <a href="http://www.fis.org.nz">www.fis.org.nz</a> for NZ database of funding services.
✓	Auckland Council website has a funding page for community groups. Office for the Community and Voluntary sector have a site for fundraising ideas and other links.
✓	Other helpful websites: <a href="http://www.fundraisingideas.org.nz">www.fundraisingideas.org.nz</a> <a href="http://www.fundraisingdirectory.co.nz">www.fundraisingdirectory.co.nz</a>
✓	The Problem Gambling Foundation of NZ produced a booklet on fundraising ideas as an alternative to applying for money gained from pokie machines or casinos.



*"We make the path by walking it" - African proverb*



# Bread and Butter:

## *Project survival*

**Building partnerships and sharing resources are often the only way that a project can keep going. Two examples of this are ...**

### **Residents take charge at revitalising their neighbourhood.**

At the request of local residents to help give them some assistance, Housing NZ, Neighbourhood Support, Vasa Pasifika, Ecomatters Trust and Back2Back all provided support at a recent combined street clean-up and fun day. Being the school holidays, there were plenty of children to help out. Some games provided by Pava's boys were a welcome reward, as well as Terry's lolly scramble after his 'team talk' about preventing graffiti in their neighbourhood.

The large rubbish bins provided by Housing New Zealand were quickly filled as many residents had started their sorting during the recent refurbishment and painting programme. A great sense of renewal was expressed by many of the residents. "This is timely", said Tania, "and families welcome the awahi that is being shared out today. It is a great way for us to get to know new neighbours as well".

The older youth pitched in to help set up the tent, BBQ and games for the kids. When asked about ongoing improvements in the neighbourhood, there was expressed interest in recycling, a local community house, skateboard ramp and basketball hoop, guidance for youth, having the Police and youth workers involved in family fun activities, shared vegetable garden for all, looking out for one another, and selling flowers and produce.



**Celebrating neighbourhood activities** was a key theme of Te Raa Mokopuna Day this year. Under one large tent a number of organisations were able to promote and encourage neighbourhood-led initiatives.

Lifewise, Neighbourhood Support, Tatou West Harbour Network and Back2Back worked together to plan and deliver a range of activities for adults and children on the day. It was a great way to draw on each other's strengths and ideas; and to have some fun in helping people think about how they can make their street and neighbourhood an even greater place to belong to.





# Running an event - big or small

## *Planning a community event?*

✓	Form a working group or event committee.
✓	Develop a flyer, promotion and communication plan.
✓	Schedule planning meetings, set a draft agenda.
✓	Invite stakeholders, providers, develop a database.
✓	Prepare a budget, sponsorship for prizes.
✓	Plan activities, entertainment, equipment needed. Take photos to promote later.
✓	Plan for ways to evaluate the event, gather feedback, debrief session and reporting.
✓	Produce a map of the area, site plan.
✓	Develop a Health and Safety Plan, identify the hazards, ensure disability access (see appendix).
✓	Plan traffic management & sustainable transport options.
✓	Outline the event programme, appoint an MC.
✓	Find ways to thank everyone after the event.



# Running an event:

## *Big or small*

**Whether it's large or small the success of an event is usually the result of great planning. The following seasonal events required such planning.**

### **West Harbour's Winter Day Out**

The weather was kind to those who came out for the free, family fun day held in the grounds of West Harbour School recently. Organised by Lifewise, Neighbourhood Support, Back2Back and Tatou West Harbour network, the day was filled with activities for the family provided by a range of organisations, including Fire, Police, Barnardos, Waitemata DHB, ACC, Safe Waitakere, local churches, SUSS-it, Water Safety and Citizens Advice Bureau.

This event came from local neighbourhood requests on the Massey East side of the motorway, needing to find affordable (preferably free) and accessible activities for the children during school holiday periods. The church volunteers were kept very busy with face-painting and making balloon creatures which proved very popular. The SUSS-it guys got adults and children playing outside on the courts (the fields being too soggy) and there were lots of other things to explore—like the inside of the ambulance, police car and fire truck. Thanks to all who came.

### **Celebrating Spring in Ranui's community garden**

In the heart of Ranui's Marinich reserve, local residents and visitors came out to enjoy a day together and celebrate the opening of the propagation house in the community garden. Between the showers, a gusty wind off the Waitakere Ranges, and the warmth of a spring sun, there was opportunity to plant and collect seeds, learn more about sustainable living, try out the fruit kebabs and the Mad Butcher's sausages, design a logo for the garden and have your face painted (kids only zone), play games, meet the neighbours and garden enthusiasts, and make new friends.

Richard Hetaraka (Twin Streams, Te Ukaipo) opened with karakia, Buffie Mawhinney (Ranui Community Garden Coordinator) thanked those who had helped towards

establishing the propagation house, Sian Northfield (Celebrant) fed our imaginations with the many meanings of 'propagation' and the joy of being nurturers towards one another, and one of the youngest residents present planted the first seed for the

new house. Thanks to the many volunteers who came to help out and the organisations that provided their support on the day, such as the Ranui Community House, Sport Waitakere, Ecomatters Trust and Back2Back.





# Telling Our Story

## *Shared learning through stories*

✓	<b>Publish stories</b> of people making a difference in your neighbourhood community.
✓	<b>Try different methods of recording.</b> Examples: photo voice, digital storytelling, story board, social media and networks. Take lots of photos, video activities.
✓	Stories and images are a way of showing progress and change, capturing what we see, hear and feel within our communities.
✓	Report to your local Council. Show lots of pictures.
✓	Grow a local culture of learning and reflection. Start up local conversations with other groups. Share best practice.
✓	See your local library about <b>oral history</b> and how to capture stories about the past.
✓	Develop some guidelines for story writing; for example, who is the story for? Will it have people thinking, reflecting and remembering? Does it have facts, quotes, and experiences that relate to the reader?
✓	<b>Reclaim the word:</b> 'street-based' has been synonymous with homelessness and poverty. It's time to tell positive stories about resident-led changes in great neighbourhoods.

*'The ancient ones plait their stories into the future of their children'*

- From **Ancient Ones** by Lebogang Mashile.



*Creating a story-board about our neighbourhood.*

# Telling Our Story:

## *through art*

**Finding my roots through art and mythology** is how Teleise Neemia explained her recent work which was unveiled during the Samoan Language Week. Not so long ago Teleise enrolled her child at the Leataata o Tupulaga preschool in Massey and met the manager, Leata Tipi, who told her the story of Sina and the Tuna: the origins of the coconut palm tree in the Pacific Islands.



"While she was telling me, I could visualise the story in art form" said Teleise. "I was born here in New Zealand and this was the first time I had heard the story. I wanted to re-create it in art for the children and families of the preschool."

The art work can be seen by passers-by and visitors to the centre. "This provides an opportunity," said Teleise, "for this local community to learn more about the history of the people from the Pacific".

She believes that art work created by local residents is greatly appreciated by the community, especially when it relates to the locality. The artwork on the power boxes scattered throughout Massey (and Waitakere) is another example (a Council public arts initiative).

The preschool has opened other doors for Teleise and the parents of the preschool. Some of them have joined the new Gateway Employment initiative as part of the Enterprising Communities project based in Massey and Glen Eden. A range of adult education classes are being held in the community hall next to the preschool and parents/grandparents and family members are encouraged to participate. The murals have completed one of three stages, according to Leata. The next stage is underway which involves the local schools, under the guidance of Leataata o Tupulaga, to perform at Massey High School's new theatre, the story of Sina and the Tuna. Work is also underway for stage three, which includes stream restoration work of the Manutewhau.

Over time local residents have volunteered to clean rubbish out of the stream and there has been a re-appearance of the eel. The preschool community has been a key participant in this work by beginning on the streambank area next to the preschool. They have made an enormous contribution to the children, their families and the whole of the Massey area. Teleise's story is a small part of that huge contribution.







# Acknowledging, valuing and celebrating

*Time to celebrate achievements*

✓	People like to <b>feel valued</b> for their commitment and contribution: build into the budget plan a way to acknowledge their efforts.
✓	Create the criteria for receiving an award. <b>Create an incentive.</b>
✓	Think of <b>culturally appropriate</b> ways of giving people that special acknowledgement.
✓	Develop a system for <b>giving koha</b> : small gifts like grocery vouchers.
✓	Investigate organisations that give out <b>awards</b> . Try the Council website as a starting point, or local service clubs.
✓	Choose a <b>local hero</b> to give out the awards; make the occasion special.
✓	Think local and nationwide for awards. Next step could be <b>international recognition!</b>
✓	<b>Invite the media</b> to profile the work of individuals or the group. Write a story about their achievements.
✓	Write a <b>personal reference</b> for the volunteer who may value this for an employment opportunity.
✓	Budget for an <b>end-of-the-project celebration</b> and enjoy the reward.
✓	Reward with further <b>training opportunities</b> . Sponsor or waiver the fee.
✓	Create a <b>pathway towards leadership</b> and /or mentoring others.



*Keep Waitakere Beautiful Environmental Awards*



# Acknowledging, valuing *and celebrating*

**My place, Your Place, Our Place** is the title of a new classroom resource developed for years 7 and 8 students. Three local schools, West Harbour, Massey and Birdwood have recently trialled the draft resource during this term.

Overall, the students gave it the 'thumbs-up' and especially liked working through the Neighbourhood Discovery Workbook. It has been 18 months in the making and a dedicated working group of teachers and advisors has finally reached the stage of moving towards final production.

The resource came about when Massey and Ranui intermediate students were invited to design a logo and name for the sustainable neighbourhood project that is funded by Internal Affairs. When Back2Back was launched, the teachers commented on how this project interested their students as it was about discovering their role in their own street and neighbourhood.

Later it was seen as important to celebrate the 'launch' of this resource with those who were involved in its development and those likely to use it. With help from the Kapa Haka students at Massey Primary School, the classroom material was launched in December 2011 at the Massey Community House. It was promoted widely in preparation for the annual celebration of Neighbours Day in March.



## Formal Awards

Nominating individuals and groups who set out to make a difference is really important. Keep Waitakere Beautiful hold an annual award ceremony and a number of Massey and Ranui residents have been honoured for their environmental work. Back2Back has nominated local resident leaders who have made a great contribution to the restoration work in the Manutewhau. Leata Tipi and Matt Harper have taken the honours for their contribution in Massey East. Ranui saw their community garden leaders take the top awards in 2011.



# The Neighbourhood Help Desk

*A library of information*

## (i) Websites: neighbourhood programmes

*A number of these websites offer further links to community-led development projects.*

[www.inspiringcommunities.org.nz](http://www.inspiringcommunities.org.nz)  
[www.villagewell.org](http://www.villagewell.org) (placemaking)  
[www.abcdinstitute.org](http://www.abcdinstitute.org)  
[www.greatindyneighbourhoods.org](http://www.greatindyneighbourhoods.org)  
[www.pps.org](http://www.pps.org) (great neighbourhoods – project for public space)  
[www.joannamacy.net](http://www.joannamacy.net)  
[www.positivedeviance.org](http://www.positivedeviance.org)  
[www.sustainabilitystreet.org.au](http://www.sustainabilitystreet.org.au)  
[www.promiseneighbourhoodinstitute.org](http://www.promiseneighbourhoodinstitute.org)  
[www.youngfoundation.org](http://www.youngfoundation.org)  
[www.slcvo.org.uk/Community-Toolkit/](http://www.slcvo.org.uk/Community-Toolkit/)  
[www.neighborpower.org](http://www.neighborpower.org)  
[www.goodpracticeparticipate.govt.nz/techniques/specialised-participatory-methods](http://www.goodpracticeparticipate.govt.nz/techniques/specialised-participatory-methods)  
[www.ocvs.govt.nz/workprogramme/building-good-practice/index](http://www.ocvs.govt.nz/workprogramme/building-good-practice/index)  
[www.neighbourtoneighbour.ca](http://www.neighbourtoneighbour.ca)  
[www.tamarackcommunity.ca](http://www.tamarackcommunity.ca)  
[www.imaginechicago.org](http://www.imaginechicago.org)  
[www.abundantcommunity.com](http://www.abundantcommunity.com)  
[www.ooooby.ning.com](http://www.ooooby.ning.com) (out of our own backyards)  
[www.theinnovationcentre.org](http://www.theinnovationcentre.org)  
[www.barefootguide.org.nz](http://www.barefootguide.org.nz)  
[www.neighboursday.org.nz](http://www.neighboursday.org.nz)  
[www.lifewise.org.nz/aboutlifewise/our-services/community-projects/know-your-neighbours](http://www.lifewise.org.nz/aboutlifewise/our-services/community-projects/know-your-neighbours)



## (ii) Publications

**Neighbour to Neighbour Toolkit.** (see website above)

**Community Resource Kit:** guidance for people setting up and running community organisations: Department of Internal Affairs.

**Walking Map Tool Box Handbook for communities.** Developed by Educating NZ.  
[www.hsc.org.nz/merchandise/index.php](http://www.hsc.org.nz/merchandise/index.php)

**Organizer's Workbook** – moving your neighbourhood from good to great. Great Indy Neighbourhoods (see website above)

**Making Connections:** an initiative of the Annie E. Casey Foundation [www.aecf.org](http://www.aecf.org)

**Neighbor Power – building community the Seattle Way.** Jim Diers. University of Washington Press 2004.

Census data: [www.stats.govt.nz](http://www.stats.govt.nz)

*"If the only tool you have is a hammer, you tend to see every problem as a nail"*

*- Abraham Maslow*

# Street Tools

*used by the Back2Back project*



## Story Board

A simple construction of a painted street on a board where residents are invited to stick a picture of what they would like to see in their neighbourhood, or write an idea on a stick-it piece of paper.



## Gazebo

A sturdy structure is advisable as the wind can damage lighter models. A tent is a good investment for events. Tents can be hired from Auckland Council's events team from \$20 a day.



## Portable BBQ

Including cooking tools, board and knife (for chopping onions) and a steady supply of cooking oil, serviettes, sauces. Another tasty and healthy treat has been the making of fruit kebabs.



## Games for children

(Balls, cricket set, volleyball net). Sport Waitakere hires play equipment for events. A toy/games library is handy to have – something for indoors (community hall) as well if the weather is wet.



## Clean-up equipment, safety tape

Tape is good if you are in a park and there is an area you wish to screen, such as a stream or pond, as a safety measure. Cones (larger ones preferably) if you are in a street.



## Tables and seats

If you have an information stall or a table for activities it is good to provide seats, especially for older adults. Mats and blankets can be helpful – and festive as well.

*The Massey Matters project has produced a 'How to plan your street BBQ – Building communities the fun way! What you need to get started'. Copies can be obtained by contacting [masseymatters@gmail.com](mailto:masseymatters@gmail.com)*





# Tools

## *used by the Back2Back project*



**The logo** was designed by a group of year 7 and 8 students from Ranui and Massey schools: they were given a brief about neighbourhood development and were invited through a competition to design a logo and name for the project.



**The T-shirt** worn at events and street-based activities; given to volunteers helping to organise events; way of branding the project and promoting the message. Logo on front - on the back 'good in the hood together'.



### **Give away t-bag invite**

These are given out at events and when people fill out surveys as a 'thank you'. There are two tea bags in a small envelope with the words: 'Invitation to have a cuppa with your neighbour'. They have proved to be quite popular!



### **The artwork**

Artwork created by a local artist, based on aspects of a neighbourhood, mainly the local environment, as a communication tool for newsletters, flyers, surveys and other promotional material.

[www.wildlinedesign.co.nz](http://www.wildlinedesign.co.nz)



### **The classroom resource**

originated as a suggestion from the schools that took part in the name and logo competition. Trialled with teachers and students in three local schools, it has gone nationwide in its distribution and been a key tool for Neighbour's Day planning.



### **The treasure hunt**

is a great concept for finding out the local 'treasures' in your neighbourhood and provides a fun, free day for families to get out and explore their local area. For more information contact:

#### **Violence Free Waitakere**

[projects@violencefreewaitakere.org](mailto:projects@violencefreewaitakere.org)  
09 837 4849

# Community Training Out West

**COMMUNITY WAITAKERE** has worked with local training providers to develop a link to its website on community-based training opportunities.

Check out: [www.communitywaitakere.org.nz/whatshot/training-for-community](http://www.communitywaitakere.org.nz/whatshot/training-for-community)

**THE PUAWAI PROJECT**: the aim of this project is to support people to participate in their communities by nurturing many ways of learning. Trained mentors work with small groups of learners who are active in their communities. Through this programme, learners can increase skills and confidence to help create change. For more information contact: [cissy.rock@aucklandcouncil.govt.nz](mailto:cissy.rock@aucklandcouncil.govt.nz) Ph 3010101 ext 428403.

## Templates

Examples of street-based surveys, a planning outline and health and safety plan.

### SAMPLE QUESTIONS ...



- ☐ What do you like best about the street you live in?
- ☐ What kinds of improvements would you like to see in your street and neighbourhood?
- ☐ Who do you think should make these improvements?
- ☐ What can you do to make your neighbourhood safe, friendly and a great place to live in?

# Sample Survey

## How well do you know your neighbours?

*Circle one answer to each question.*

How often do you talk with your neighbours?

**Often**

**Sometimes**

**Almost never**

Do you know the names of the family members living either side of your house?

**Most of them**

**Some of them**

**No**

Would you feel okay to ask a neighbour to look after your property or something you owned whilst you were away on holiday?

**Always**

**Maybe**

**Not likely**

Do you socialise with any of your neighbours? For example, go out with them, play sport, share a meal, go shopping together, share transport, or .....)

**Often**

**Sometimes**

**Almost never**

Would you call on your neighbours if you needed help?

**Always**

**Maybe**

**Not likely**

Do you ever go and help a neighbour with anything? For example, do their shopping, help mow lawns, collect their mail when they are away, feed their cat or dog, or .....)

**Often**

**Sometimes**

**Almost never**

Answers: mostly blue – you are doing well and appear to live in a great neighbourhood; mostly green – you are getting there; mostly red – there is a whole world out there of wonderful neighbours for you to discover ...





# How can we get to know our neighbours?



## What can we do to help support one another?



What are some of your ideas?

What are some of your ideas?

Thank you!

# Building strong, safe and healthy neighbourhoods

## Sample Survey



What kinds of activities can young people enjoy in the neighbourhood?



What kinds of services would you like to see improve or start up in your local community? (Services that help families to stay healthy, safe and strong).



How could you save money for your family by doing things in your street and neighbourhood?



How could you help to make your street one of the best in your neighbourhood?





# Project Plan

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## *Sample Plan*

**NAME OF PROJECT:**

**OVERALL PROJECT GOAL:**

**OVERALL TIMEFRAME:**

**OUTCOME ONE:**

ACTIVITY	
RESPONSIBILITY	
TIMEFRAME	
RESOURCES REQUIRED	
PROGRESS REPORT	

Same headings for each Outcome and each Activity in the overall plan.

**OVERALL COMMENT**



# Health and Safety Plan

## *Sample Plan*

### **Introduction**

Name of Event, Location, Timeframe  
Names and contact details of organizers

### **Contents**

This plan is comprised of: (example areas to be covered depending on nature of event)

1. Emergency Procedure
2. First Aid
3. Information Centre / HQ / Lost Children
4. Toilet Provision
5. Volunteers
6. Food Provision
7. Electrical Guidelines
8. Crowd Control
9. Activity Safety Guidelines
10. Traffic and Parking
11. Site Hazards

### **Emergency Procedure** (example)

All event staff, volunteers and activity providers are to be advised of the emergency procedure and provided with a copy of this plan.

Volunteers and activity providers are to report any emergencies immediately to event head quarters – located ...

Volunteers and activity providers are not to attempt to put out fires unless they are certain that they can do so without jeopardising their own safety. A small hand held fire extinguisher will be located at the event.

In the event of a member of public sustaining serious injury, volunteers and providers are to:

- ensure their own safety first,
- stay with the patient,
- send someone to headquarters to request assistance,
- try to keep the patient calm,
- await further instruction from medical staff or event management

In the event of security risk, volunteers and activity providers are to:

- ensure their own safety first,
- report incident to headquarters to request assistance,
- await further instruction from event management

In the event of an evacuation:

- Direct all activity participants and spectators to designated evacuation area.
- Evacuation area has been designated



### **First Aid** (example)

First Aid certificate holders who are onsite must make themselves known to attendees.

### **Food Provision** (example)

Hot and cold beverages will be available from the BBQ area throughout the period.

### **Activity Safety Guidelines** (example)

Activity providers are to be prepared for all weather conditions and will be provided with this health and safety plan and other relevant information for this event.

There is to be no consumption of alcohol on site.

Animals, including pets, are not to be brought onto event site.

All volunteers and activity providers are to:

- Report hazards, injuries or incidents.
- Ensure appropriate rest periods.
- Dispose of waste in accordance with site rules.
- Wear and use safety equipment when required, including appropriate clothing and footwear.
- Always ensure the pathway is clear prior to moving anything.

### **Site Hazards** (example)

A pre-event hazard inspection will be undertaken, to identify hazards.

A Hazard register will be on-site and completed accordingly and held at Event HQ.

Identified hazards can also be described in the following way:

<b>Description of Hazard</b>	<b>Hazard Rating</b>	<b>Eliminate</b>	<b>Isolate</b>	<b>Minimise</b>	<b>Controls</b>
	Significant (S)	Yes / No?	Yes / No?	Yes / No?	
	Moderate (M)				
	Low (L)				

Checklist for things to take on site:

- ✓ **FIRST AID KITS**
- ✓ **MOBILE PHONE WITH A FULLY CHARGED BATTERY**
- ✓ **MARKING TAPE, DANGER TAPE**
- ✓ **PERSONAL PROTECTIVE EQUIPMENT (GLOVES, FOOTWEAR, HIGH VIZ VEST)**
- ✓ **BADGE / ID**
- ✓ **SIGNAGE**
- ✓ **AN APPROVED SITE SPECIFIC HEALTH AND SAFETY PLAN**
- ✓ **NOMINATE THE FIRST AIDER**
- ✓ **WATER CONTAINER**
- ✓ **RUBBISH BAGS**
- ✓ **HAT, SUNGLASSES, SUNSCREEN (IF REQUIRED)**

# Neighbourhoods:

*the Heart of our Community*



**The Back2Back project would like to thank all those who have in so many ways contributed their knowledge and experience to this booklet. From our funders and project partners to the individuals and groups who have shared and contributed in so many ways we are hugely grateful. But the greatest thanks must go the residents of Massey and Ranui whose actions are shared here. They have been an inspiration!**



*If you pluck out the heart of the flax, where will the bellbird sing?*

*-Maori proverb*





## **Project Partners**

**Auckland Council, Community Development and Safety - West**

**Community Waitakere**

**Massey Matters**

**Ranui Action Project**

**Inspiring Communities**

**Department of Internal Affairs (Funder)**

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