

Round about.

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HAVEN

New Partners to the RBA

Ajaz Patel

Playing the Long Game

Joe Babich

NZ Wine Icon Passes

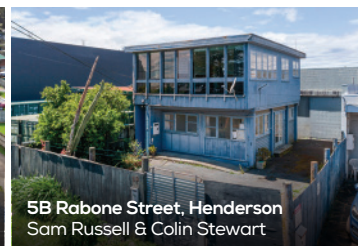
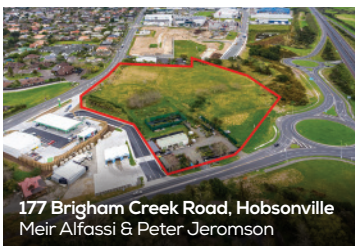


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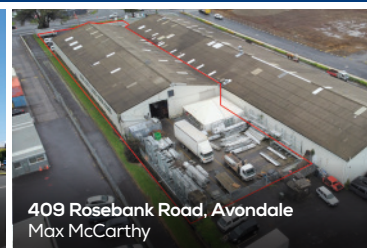
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Cover: Joe Babich, New Zealand Wine Industry Pioneer, passes away, aged 81.

With thanks to our partners ...



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From My Perspective

Phil Clode, Business Development Manager, phil@rosebankbusiness.co.nz



Welcome to the New Year

Over the last six months we have been going through the process of building a new Website for the RBA. We can finally unveil the site to our Rosebank community and hope you will like the new improvements. We wanted a site that had a very clean and uncluttered look which I think has been achieved. I want to thank Ben and Paul our designer/developers.

One highlight we now have is our Business Directory connecting to our new Zoho CRM in real-time, so we only have to input into one place (the CRM) for the information to arrive on the Website. This will make our data entry so much more efficient. I think we now have the best Business Directory amongst the BIDs in Auckland.

We have developed a Wellbeing section that our Executive Engagement Manager, Kim Watts has been working tirelessly on over the last year. Kim has delivered a comprehensive program that has been welcomed by all businesses in Rosebank. It's amazing to see on the website the amount of work that has been done in this area.

Check out our new Lease and For Sale property section supported by our Real Estate partners Bayley's, as well as Barfoot & Thompson, and CBRE. This is a one-stop-shop for what is available in West Auckland from these companies.

We can now register potential RBA Members directly into our CRM through the website, which will again enhance our online capability.

On a personal note, I had the pleasure of two weeks away tripping around the East Coast of the North Island starting from Napier and finishing at Opotiki. I hadn't done this trip for 30 years and in that time a lot has changed with one notable change being there aren't any dirt roads anymore. There are hotels and motels that are fantastic to stay in with little pockets of paradise and some of the best views on earth. It is an amazingly beautiful part of the world that we live in.

One thing that hasn't changed is the attitude of the local businesses. They are very welcoming and like most businesses at present are struggling to get workers. So, there weren't many options to eat out and on some days the kitchen wasn't open in most hotels. First world problems! There were a large amount of Police and no roadblocks after the media beat-up.

If you can, you should put this trip on your bucket list, you won't regret it.

Happy New Year to you all.

Regards,

Phil Clode,
Business Development Manager



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Dr Grant Hewison

Auckland: Still waiting for a Local Alcohol Policy

Alcohol plays a significant part in the kiwi lifestyle. It is often used in our celebrations, socially enjoying food and fine wine. Most people can enjoy alcohol in a responsible and social manner and it provides a large contribution to employment, tourism, and GDP. But we know that alcohol misuse and abuse also has a significant impact on Auckland's communities through crime, accidents, drownings, emergency department admissions, abuse and violence.

I recently took part in a documentary, Proof made by Guyon Espiner, which examined the role of alcohol in our lifestyles, the dominance of the alcohol industry and the impact on Auckland's communities.

Minimising alcohol-related harm is also part of the Rosebank Business Association's role in crime prevention as well as liaising with the Police and working with security companies. The RBA has made submissions in support of retaining alcohol ban areas in the Auckland Local Alcohol Policy (LAP). In addition to Rosebank and Patiki Roads, a number of side streets in Rosebank have alcohol bans to deter night 'street parties' and 'boy racer' activities (including Timothy Place, Saunders Place, Charann Place, Fremlin Place, Copsey Place, Jomac Place and Honan Place).

Local Alcohol Policies (LAPs) generally encourage the responsible sale, supply and consumption of alcohol and focus on reducing alcohol related harm. A LAP can influence where new alcohol licences can be established, how many new alcohol licences are allowed, when bars, restaurants and nightclubs can be open and when bottle shops and supermarkets can sell alcohol.

Auckland Council adopted its Provisional LAP in May 2015, following the receipt of 2,693 submissions and deliberations by a panel of Councillors.

The LAP includes regional policies (for example, closing hours of 9pm for liquor stores and alcohol sales at supermarkets), as well as some special rules for the city centre and priority overlay areas, such as the Avondale town centre. This enables the council to tailor its policies to the needs of an area, by providing more permissive or restrictive variations to the standard policies. This approach was also developed in response to submitters' feedback that one set of policy provisions would not be appropriate for the large area covered by the council's jurisdiction.

The Avondale town centre priority overlay applies a 200m radius from the boundary of the main Business Centre zone for the town centre and is based on the nature and severity of alcohol-related harm as well as the number and nature of existing alcohol licences in the area.

The majority of submitters supported this approach of using priority overlays, with many voicing concern about the proliferation of off-licence premises and alcohol-related harm experienced in their communities, such as Avondale.

However, the LAP was appealed by Woolworths and Foodstuffs, first to the Alcohol Appeal Authority and then to the High Court where they were successful.

More recently, however, Auckland Council appealed the High Court decision to the Court of Appeal, with that decision going against Woolworths and Foodstuffs and Auckland Council successful on all counts, including closing hours of 9pm for all off-licences. The decision contained helpful comments on other aspects of the application of the Sale and Supply of Alcohol Act, especially its purpose to minimise alcohol-related harm. Although Woolworths and Foodstuffs have appealed to the Supreme Court, we are now awaiting whether that Court wishes to hear the appeal.

An unfortunate consequence, however, is that the Auckland LAP has never come into effect. For example, most off-licences can still trade to 11pm rather than being restricted to 9pm, and the Avondale town centre priority overlay is yet to have effect.

Perhaps 2022 will see the Auckland Local Alcohol Policy finally implemented.



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Kim's Corner

Kim Watts RBA Executive Engagement Manager
Phone: 021 639 509, kim@rosebankbusiness.co.nz

Direct Office Products Depot Masketeers

After spending 10 glorious days down in Pohara (Golden Bay area) as part of my Christmas holiday break I was jolted back to the reality of our latest merry-go-round circus as the highly contagious Omicron variant hit our community. With toilet paper, rice, and icing sugar once again becoming scarce on my supermarket shelves, this latest outbreak has the

government pillaging Rapid Antigen Test kits from importers and Jacinda

Ardern announcing that the cloth masks that have previously been loving homemade are now not fit for purpose. She announced that we need to be lifting our game in the mask protection area as calls were made for the government to update mask advice and provide medical-grade options to the public. When Jacinda was asked if the government would be providing the N95 & KN95 free to the public – she would not commit saying “It’s not something we’ve considered at this stage.”

If you had been watching TVNZ One News on Monday the 24th of January 2022, you would have seen the news item covering our latest mask covering options featuring one of our local businesses Direct Office Products Depot (DOPD) situated at 32 Jomac Place, Avondale. DOPD had been approached by various media channels as they are one of the few suppliers in New Zealand that still has stock available of the KN95 Masks.

Spokesperson Terese Coughy, an Accounts Manager with DOPD, says there’s been a massive boost in sales, “The demand

for the KN95 masks at Office Products Depot has been absolutely huge for us - our sales have jumped 2000% just in the last two days. However, we’ve been extremely lucky that our suppliers and our procurement team have been all over it and we’ve been able to source lots of product.”

Direct Office Products Depot is a trade supplier to businesses, rather than to individual consumers and Coughy says “she feels for members of the public who can’t get their hands on the masks.”

DOPD is fortunate to have a great supply chain in place for the KN95 Masks and since featuring on TVNZ One News the phones



and emails have not stopped with new stock being air freighted in next week and orders will be monitored daily to ensure ongoing supply.

Direct Office Products Depot have locations in Auckland, Wellington, and Christchurch and is a B2B supplier for all your workplace products ranging from Hygiene, PPE Gear, Cafeteria, Office Furniture, Office Supplies, plus much more. Visit them at www.directopd.co.nz or call the Rosebank team on 09 968 6600.



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Rosebank News & Events

News, views and any other tidbits from the Rosebank Business Community.

Rosebank Plus Workshop

Setting your business up for success in 2022 presented by Jocelyn Visser

This special event hosted exclusively for the Rosebank Business Association will be led by experienced HR Business Partner Jocelyn Visser from MyHR.

Jocelyn will lead the conversation on effective ways to set up your business now for success in this financial year.

Topics will include:

- *The current Covid-19 landscape, including Omicron and the challenges this poses for businesses.*
- *Business continuity and resource planning.*
- *The tight labour market and retention strategies.*
- *Upcoming employment law changes.*
- *Leading wellbeing from the top.*

MyHR are a unique HR offering providing both smart and easy to

use HR software alongside expert HR advisory support and more traditional consultancy-based HR. MyHR's offering is designed specifically with the HR needs of small to medium businesses in mind.

This will be an interactive session where questions and discussion are encouraged.

A light breakfast will be included.

Vaccine passes are required for this event. Please present on arrival. Masks must be worn at all times apart from when eating and drinking.

Date: Tuesday, 15th February 2022

Time: 7.45am - 9.30am

Venue: Browne St. Cafe, 50 Rosebank Road, Rosebank

To register contact our Events Manager
anouschka@rosebankbusiness.co.nz



Foundation One & TPS Merge teams

We are pleased to announce that Foundation One and their skilled tradespeople are joining TPS as 'TPS Foundation One' – opening up a bright future of opportunities and growth for our maintenance and building offerings.

The integration allows us to deepen and grow our services to include full refurbishment, HVAC / Air Conditioning, Passive Fire protection solutions and

larger building projects across greater Auckland with plans to expand further across New Zealand in the next few years.

TPS Founder Glen Gordon, and Foundation One Founder Daniel Nixon have known each other for over 15 years in the industry and previously worked as supplier / client. The shared values between the two organisations and drive to deliver client results creates a huge potential for these two companies to join and continue to offer the one stop shop for their combined client bases.

Daniel will remain in the company joining TPS Directors to help guide the integration and continue growing the business, and is excited about the next growth stage. In light of the challenges of 2021, it's exciting to have two Rosebank Road Kiwi-owned businesses joining forces.

This integration will not affect existing services or management structures and all staff continue on under the TPS Group banner.

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New Zealand Wine Industry Pioneer, Passes Away, Aged 81

The Babich family is mourning the passing of Joe Babich, New Zealand wine industry pioneer, who passed away on 13 January 2022 after a two year battle with cancer, aged 81.

David Babich, Joe's nephew and CEO of Babich Wines, said, "On behalf of the Babich family and with great sadness I would like to announce the passing of Joe Babich, much-loved husband, father, grandfather, brother, uncle, and New Zealand wine industry pioneer. Joe was an exceptionally well-regarded and talented winemaker, but his greatest legacy is his positive impact on those around him. Joe was invariably and famously down-to-earth, warm, and approachable, with a wry and gentle sense of humour. He will be sorely missed by family and friends, and colleagues in the wine industry."

Joe was born on 10 October 1940 into a winemaking family, with his father Josip having founded Babich Wines in 1916 and in time his brother Peter also working in the business. After initially exploring a pharmacist apprenticeship, Joe decided to join the family winery, where over a 60 year career in the wine industry he built a reputation as one of New Zealand's most talented and respected winemakers and wine judges.

He combined a traditional attitude to winemaking with an open-mindedness that allowed constant innovation. Joe produced, in secret and unknown to family or the winery, one of the first New Zealand Chardonnays to be not only matured, but also fermented, in barrel. The resulting wine, Irongate Chardonnay, continues to be an icon in New Zealand wine even today.

Joe's contributions to the New Zealand wine industry are extensive, and are recognised by a range of accolades. These include the Winemaker of the Year Award at the New Zealand Royal Easter Show (1994), the Sir George Fistonich Medal in recognition of service to New Zealand wine (2013), the ONZM in the New Year's Honours for services to the Wine Industry (2015), induction into the New Zealand Wine Hall of Fame (2015), induction into the West Auckland Business Hall of Fame (2016), and investiture as a Fellow of New Zealand Winegrowers (2017).

Joe also served as Chairman of Judges at the New Zealand Wine Awards on six occasions, testament to his leadership, and the respect with which he was held in the industry. He was also instrumental in establishing the wine export certification process which helped pave the way for the growth of New Zealand wine on the world stage.

Joe Babich is survived by his wife, Judy, and son, André and partner Magdalena and their daughter Stella.



Joe Babich and John Barnett (Whale Rider) were inducted into the West Auckland Business Hall of Fame in 2016.



Haven

and the Rosebank Business Association partner together

After a longstanding relationship, Haven has recently become a partner of the Rosebank Business Association. Working with both businesses and individuals or families, Haven offers tailor-made financial solutions: accounting, business advisory services, commercial insurance, and lending advice.

Haven works with a variety of local Rosebank businesses to provide financial support using a comprehensive, holistic approach. Haven prides themselves on being able to offer everything businesses need to succeed, including strategic business advice and cash flow forecasting, as well as payroll, GST, and annual account services.

With their head office conveniently located on Rosebank Road, it's easy for local business owners to meet with their trusted accountant at Haven to resolve any financial questions they may have, without the need to travel out of the area.

Janine Roberts, Haven's Director of Accounting, has been involved with the Rosebank Business Association Board

since joining Haven and serves as RBA Treasurer. With an understanding of all areas of business, including trading entities, sole traders, family trusts and not-for-profit organisations, she is an invaluable member of the RBA board and comes highly endorsed by the local business community.

"Haven has an admiration for the public good and advocacy the Rosebank Business Association undertakes for the Rosebank area," says Janine. "Through the RBA, Haven has been able to meet and network with many local businesses over the years that we may otherwise not have known."

Haven's tight-knit team work together using a variety of skill sets to provide clients with services across accounting, insurance, mortgages and KiwiSaver. They also have specialists who offer support across operations, marketing, and client services, to help create tailor-made solutions for both personal and business clients alike.

As well as their expert accounting service, one of Haven's

most sought-after services is their comprehensive commercial insurance solutions that protect businesses in their time of need. Business protection policies assist in mitigating all aspects of risk and exposure. These can include physical assets such as buildings and tools, or in the course of conducting business (loss of earnings, professional indemnity, and public liability).

In these uncertain times, it's essential to review policies regularly to ensure you have the right coverage. Haven is always available for a no-obligation assessment, and they are also able to act on your behalf to take the hassle out of insurance claims and fight to get the results their clients deserve.

"We really are a one-stop-shop for businesses looking to get their finances sorted," says marketing and communications manager, Vicky Harland-Chong. "We're real people who offer valuable advice face-to-face."

Established in 2008, Haven was set up by brothers Craig and Geoff Baldwin to offer advice and support to New Zealanders across a range of financial services. Haven strives to provide all the tools, advice and services that Kiwis need to build a brighter future for themselves, their families, and

their businesses.

Today, Craig and Geoff still play roles as the founders and overall Managing Directors of Haven, but they are supported by a management team with years of experience within the financial advice industry, each team member lending a wealth of knowledge and expertise to Haven as a whole.



Craig and
Geoff Baldwin

Regardless of what stage you are at in life, or what goals you are chasing, Haven's team of passionate advisers are on hand to provide good, sound advice that will put you in a position to succeed.

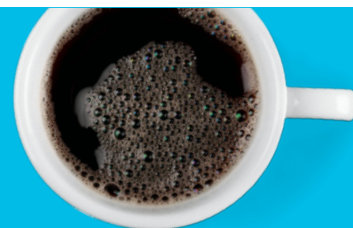
The Rosebank Business Association is thrilled to have partnered with Haven and is looking forward to continuing this relationship for years to come.

"The RBA is grateful to partner with Haven," says RBA business development manager Phil Clode. "Haven is a well-respected financial company, and the partnership allows us to further expand upon the products and services offered to our members."

For local businesses wanting to speak with Haven to get some advice and support from a team who are experts in their field, drop into the head office at 511 Rosebank Road, or phone 0800 700 699.

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Playing the Long Game

When Ajaz Patel became only the third bowler in Test cricket's history to take all 10 wickets in an innings, it was no overnight success, but the result of many years of a long, hard slog.

His remarkable feat was even more dramatic as he was playing against the country of his birth. Ajaz grew up in Mumbai and arrived with his family at Auckland Airport aged eight, and they now live in Blockhouse Bay.

He says, "I grew up in a middle-class Indian family. My Dad [Yunus Patel] worked in refrigeration and my Mum [Nilofer] was a schoolteacher. There's a big middle-class society in India and parents are constantly working while the kids are thrown into this cycle of study, study, study."



"Despite the arduous nature of it however, you still had a lot of free time as a kid. With cricket, we would all just play to pass the time. Everyone would go outside and join in a game where you could. Generally, the older kids were in charge, so you'd go in and do some fielding and you'd be lucky if you got an opportunity to bat or bowl.

In 1996, Ajaz's parents told him that the family was immigrating to New Zealand for a better life.

"From a cultural aspect we had quite a tight knit family and extended family, so for me I had a lot of cousins who were all pretty close in age and I spent a lot of time with them, so being able to integrate with them and being comfortable with that also flowed into school," says Ajaz. "My Mum could speak English quite fluently because she was a teacher, but my Dad wasn't as good. He went out on a limb to start a business without being able to speak English very well".

"Sometimes I don't feel like I'm doing

enough when I look at what they went through", he says, "but I'll always be thankful and grateful to them for teaching me those lessons. It helped me be grateful for any opportunity I did get, and at the same time, any adversity that I faced, I realised how small it was compared to what a lot of people are probably facing".

Ajaz always had a passion for cricket having played so much of it in India.

"In New Zealand, it wasn't as common in the streets but within our family we used to play a lot in the backyard" he says. "I was a left-handed slogger who tried to hit everything through mid-wicket. After playing in my school team for fun, my Aunty and Uncle signed me up for the local club and I got my first taste of competitive club cricket playing for the under 15s".

When Ajaz got to high school, he trialled for Western Districts, and made the B team. He was invited to a trial for Avondale College First XI, where he was

tasked with bowling to Martin Guptill. "I bowled him a couple, then tried to throw in a bouncer. He hit me, to this day, for one of the longest sixes I've ever seen. It went over the set of classrooms on the boundary. I turned around and the coach just looked at me and said, "You better go get that ball." He [Guptill] didn't say anything to me at the time, but he probably just thought, 'Who is this little Indian kid who thinks he can bowl quick.'"

While still in the under 17s, Ajaz got the opportunity to play for the Auckland under 19s. He got selected to replace an injured player. His dad asked him why he was pushing so hard with cricket instead of just focussing on his studies, thinking that there was no career pathway in the game.

Ajaz recalls, "When I got picked for my first age-group rep team I remember going up to dad and saying, "Dad, I really need some new cricket shoes. I can't play without shoes; we're going to be playing on grass and everyone else will

have spikes.” Dad said, “OK, let’s go and get some spikes.” I still remember that feeling of elation and jubilation. It was the best day ever. Even to this day, as a sponsored cricketer, every time gear turns up, I turn into that little kid again.”

In his second year with the under 19s, he was told that his pace was slower which led to him not being selected. In tears, he told his dad he hadn’t been selected. His dad Yunus told him “Whatever happens, happens for a reason. Trust in Allah’s plan, you need to see what the good is out of this.” “When Dad said that to me, it put me at ease straight away.”

This led him to make the transition to being a spin bowler. Eventually, he played for Central Districts. He began to perform well, picking up the most wickets in both the 2015-16, and 2016-17 Plunket Shield seasons. From this, Ajaz aspired to be selected for the Blackcaps.

“There was definitely a sense of disappointment when another tour rolled around, and I didn’t get an opportunity. From a faith perspective, for me it was always about doing the hard work, turning every stone I could turn, then leaving the rest up to destiny.”

It was 2018 and he was 30 years old when Ajaz eventually got the call that he had been selected for the New Zealand A Team and the Test squad to tour the UAE as well. He says on hearing the news of his selection, his family went ballistic! “I was getting hugs from aunts, uncles, cousins. There was shouting, screaming, and a whole lot of jumping”.

“My cricketing journey has been that, really – challenging adversity. Going towards something that others probably thought was unattainable, but I believed I could. And that faith has been repaid to me ten-fold. I couldn’t have dreamt at the age of 30 being selected for the Blackcaps. I couldn’t have dreamt of taking five wickets on debut, leading to a dramatic win away from home. I couldn’t have dreamt of seeing the words ‘Ajaz Patel - Blackcap’. But here I am, the boy from Mumbai. Blackcap #274.”

Ajaz wrote these comments before his spectacular feat of taking all 10 wickets in the later test innings against India, which really propelled his fame. His family in Blockhouse Bay were delirious with joy. “I’m very proud ... he’s got a very, very big wish to play against India in India. Ajaz was born in Mumbai, not far from the stadium,” Yunus Patel said.



Ajaz Patel poses with his special trophy, awarded for achieving the Perfect Ten, India vs New Zealand, 2nd Test, Mumbai, 4th day, December 6, 2021 Photo: Blackcaps

Nilofer said “Our hearts basically stopped ... when he made that amazing catch, we were all screaming and jumping for joy. Mum, dad, grandma, were all jumping. We still couldn’t believe it”.

The rollercoaster ride continued to test Ajaz’s faith when after that historic accomplishment, he was not selected to play in the tests at home against Bangladesh in 2022 because New Zealand conditions do not suit spin bowlers.

Ajaz has the last word “That’s kind of somewhat been what my career’s been all about – every time I’ve faced a setback or a disappointment, I guess the hunger grows and the fire in the belly gets bigger. So, for me it’s really about just going back and knuckling down and improving my game, and all facets of my game.”

Based on an article written by Ajaz Patel for the website “After The Whistle” www.afterthewhistle.co.nz Quotes used with permission.





Browne St.

Cafe / Restaurant offers stunning venue space

At the top end of Rosebank Road, Browne Street café and restaurant sits anchored as a vibrant hub within the community. The locally owned Browne Steet eatery is named from days of old, when the top end of Rosebank Road was carved out to create a path for the Avondale railway station in the 1880s. Browne Street has had many names since: Kanuka, Brunel, Pembroke – and now, Rosebank Road. The café's name is a nod to the past when the Avondale station brought the community together and joined them to the outside world.

Co-owners and operators, Sam Fraser and Grant Hodges have been locals in the area for many years. Sam attended Avondale College and he says opening somewhere in Avondale was always important to them both.

"We feel connected to the area," says Sam. "We've always loved the culture, the feel, the sense of community Avondale has. It's continually changing, and it's an exciting place to be."

No strangers to the world of hospitality, Sam and Grant opened the Blockhouse Bay favourite, The Block Cafe, in 2013 before starting Browne Street. Prior to this Sam had worked as the manager of Burger Fuel, which Grant owned, in New Lynn since 2006 before they decided to join forces and start their own eatery together.

Above Browne Street, situated at the site of the old Avondale

Transport Depot building, the cafe and restaurant also have a venue space for hire. With a private entrance from the downstairs eating area, the space is available for corporate functions or networking events. From small meetings to larger events for up to one hundred people, the venue is easily adaptable.

Polished concrete floors, exposed beams and high wooden ceilings give the venue a beautiful New York loft feel, in the heart of Avondale. Surrounded by windows, the space is airy and light, making it both a wonderful day and night space. The 140 square metre room is ready for business functions with an installed projector screen with remote, whiteboard, sound system, microphones, stage, seating, and a bar area. There are even black out blinds for daytime presentations if needed.

When organising an event at Browne Street, an assigned events coordinator will walk through each step with a business to ensure the event is a success. Along with the venue, the team at Browne Street are available to set up, clean up and service your corporate event. Browne Street restaurant and event manager, Geoff Elvy is no stranger to hospitality. He has been working in the industry for 34 years and brings a wealth of knowledge with him. Geoff has been with Browne Street since it opened three years ago, and his experience is evident through the skilled staff he manages on the floor at the bustling eatery.



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“We can do anything for businesses, from mid-winter Christmas parties to day-time events, to meetings to corporate product launches,” says Geoff. “We’ve got a massive space with an intimate feel.”

Staff are important to Sam and Grant, and they’ve worked hard to keep them - several staff at Browne Street have been working with the duo for many years. Ninety-five percent of the twenty-three staff members live locally and their enthusiasm for the café and the regulars who visit is infectious.

All catering at the venue is prepared in-house by the amazing chefs at Browne Street and the menu can be viewed online for inspiration. Menus can be adapted to individual businesses needs and can be a la carte, buffet or simply morning tea. The coffee, Atomic, is amazing and it’s no wonder people keep coming back.

As a fully licensed venue, the private space also offers a selection of local craft beers on tap, local wines and ciders, and a variety of non-alcoholic drinks for private events.

Contact events@brownstreet.co.nz today to find out more or drop-in to see the space for yourself at 50 Rosebank Road - you won’t be disappointed. Prices will vary, depending on the event requirements, time, and numbers.



Rosebank Business Challenge

It’s not about the time, but what happens on the way!

After the success of last year’s RBA Wellbeing Challenge event, the Rosebank Business Association is once again in the throes of putting together this year’s Rosebank Business Challenge. Where there were teams completing children’s games last year, the RBA team has changed it up with this year’s theme being ‘The Amazing Business Race’.

Here’s your chance to create a company team and compete in a challenge of fun-filled activities while being part of an event with other local Rosebank businesses to find out who is the Top Business in Rosebank! A trophy and flowers will be awarded to the winning team, plus there are lots of spot prizes kindly donated by our Rosebank businesses for individuals to win. You can make it as competitive as you like or treat it as a team-building exercise while having fun along the way. You don’t have to be super fit, and the pit stop activities are based around games we have all heard of with a slight twist!



We can’t give the game away as teams will encounter Roadblocks and a Team Challenge along the way as they open each clue, but we can tell you that there will once again be a pie-eating competition!

We encourage you to bring along something to eat and drink to be shared with your team after the event, or take up an option of Pita Pit, Subway, or take-outs from our local cafes if you don’t have the time to organize food.

For peace of mind, we have two Red Cross first aiders at the event to be on hand to help if need be. So don’t miss this exciting and fun opportunity to partake in something unique to our Rosebank business community.

For more event information contact our Event Manager Anouschka de Gourley anouschka@rosebankbusiness.co.nz and we look forward to seeing you there.

In the case that we are still under government restrictions, we will keep moving this event date out as we don’t want our business community to miss out on this fantastic event.



The Rosebank Business Challenge

presents

THE AMAZING BUSINESS RACE

Tuesday 29 MARCH 2022
at RIVERSDALE RESERVE
4.00pm - 6.30pm

Compete in fun pit stop activities and grab clues to get to the next leg by combining brains, agility and teamwork to become the Amazing Business Race winners.

Rally your teams now! *Suitable for all levels of fitness.*



The Rosebank Business Challenge

presents

THE AMAZING BUSINESS RACE

It's not about the time ... but what happens on the way!

Company:

Wacky Team Name:

Team Captain: Mobile: Email:

TEAM MEMBERS

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

If entering more than one team, please use separate forms

Tuesday 29th March 2022

RIVERSDALE RESERVE, 93 - 123 RIVERSDALE RD, AVONDALE

4.00pm - 6.30pm, Cost: \$200 per team of eight

Register by emailing this form to: anouschka@rosebankbusiness.co.nz



ENTRIES CLOSE MONDAY 21st MARCH 2022



Business Nuts & Bolts

Business to Business advice from **RBA Members & Partners**



Warwick Russell
SMEtric Insights

5 Top Trends Driving Distribution Technology in 2022

With supply chain/distribution being so heavily impacted by Covid, several trends are emerging. Among these is a rush to more deeply invest in data analytics, machine learning, collaboration tools and e-commerce.

1. E-commerce

There has been a huge increase in e-commerce, both B2C and B2B. Early adopters are now placed among the leaders in their industry. Those that haven't started may find themselves as laggards.

But the increase in e-commerce is becoming a nightmare for logistics, forcing more advanced planning and more robust inventory management.

2. Digital transformation

The adoption of digital transformation strategies has sped up for many. Many businesses have adopted some cloud technology and are capable and ready now to adapt. The laggards are still using legacy systems and are yet to move over to cloud in a big way.

Businesses need to have a leader committed to the change and focus on the data that really matters to their business goals to avoid data overload.

3. Machine Learning and Automation

Businesses are automating more office processes and boosting employee productivity by freeing up staff to work on more meaningful (and valuable) tasks.

This should be tied to business goals and tackled one thing at a time, more projects being added as the business become more comfortable with these technologies.

With machine learning and robotic process automation still being a new investment for many firms, they will often not have the resources in-house to tackle implementation. Coupled with the widespread shortage of those skills in NZ, the answer may be to outsource the project to a business that has that expertise. Another challenge is to get buy-in from employees, particularly if they think the implementation is the first step in getting rid of their jobs.

If done right, there are three main benefits:

- Increasing efficiencies
- Reducing operating costs
- Expanding market reach

4. Engagement and collaboration tools

Collaboration tools have become critical with the need to help remote and hybrid workers stay connected with the company and each other, or to help the company better engage with online or remote customers.

With Omicron threatening to cause significant staff absences in the next few months, shared document storage and team collaboration tools like Microsoft Teams will continue to be important. These tools are also increasingly important for customer engagement to make it a much more enjoyable experience.

5. Data quality goals

The goal of all technology investments should be to improve the quality of data to improve business processes and decisions. It needs to be accessible to those who need it, in more useable formats.

This is the field of data analysts, data developers and data scientists. These skills are not often found in the middle market. The answer is to partner with a third party with that expertise.

Technology has played a major role in enabling many businesses to survive and thrive during the last two years, reaping the benefits of increased revenues and competitive advantage. Don't get left behind!

**Businesses
need to have a
leader committed
to the change and
focus on the
data that really
matters**



Your rights and obligations under the new normal

As a business owner, what is your legal position if the pandemic has impacted the performance of your business' contracts? There are two possible legal remedies that might apply - they are known as "contractual frustration" and "force majeure".

Nathan Tetzlaff
Smith & Partners Lawyers

Contractual Frustration

Contractual Frustration is a legal remedy that allows for the early termination of a contract when an event happens that, by no fault of the parties, destroys the whole basis of the contract and makes further performance impossible or totally different.

If Frustration is invoked, its effects are automatic and all parties to the contract are absolved of any further performance obligations under the contract. This is referred to as "discharge" of the contract. However, parties must be cautious in asserting that Frustration applies. If Frustration is found not to apply, the party refusing to perform may be in breach.

Frustration cannot be relied on to terminate a contract when the main objective of the contract can still be accomplished.

Frustration is assessed at a very high threshold. It is not enough to claim that future performance has been rendered more expensive, onerous or difficult. In most cases, Frustration depends on the courts' interpretation of the terms of the contract – which will include its consideration of the nature of the contract and the relevant surrounding circumstances when the contract was made.

Examples of frustrating events:

Unavailability of thing or person: Where a thing or person that was understood to be fundamental to the contract is missing;

Unattainability of purpose: The non-occurrence of an event regarded as the basis for the contract results in the purpose of the contract becoming unattainable;

Supervening illegality: If further performance of the contract has been made illegal.

Government Intervention: Direct Government intervention in the dealings of the parties; and

Long delay: Whether delays frustrate a contract depends on the circumstances of each case.

Whether the effects of the pandemic are sufficient to invoke Frustration will depend on the subject matter and background context of the contract in each case.

Commercial leases may have a slightly different approach, as there is a law specifically applying to these.

If a contract is frustrated and discharged, the Contract and Commercial Law Act sets out what may occur.

If a contract is frustrated and discharged, the Contract and Commercial Law Act sets out what may occur. All money already paid under the contract is repayable, and all money payable under the contract before the time of discharge ceases to be payable. However, if either party has received some benefit or incurred some expenses up to the point of discharge, this can be accounted for.

Force Majeure

Apart from Frustration, parties to a contract can agree in advance to expand or change their rights if a certain event happens (usually one that is similar to a frustrating event). Such agreements are commonly referred to as Force Majeure clauses.

Force Majeure clauses are designed to relieve a party from liability for late or non-performance of its contractual obligations due to specified events - often events that are outside the reasonable control of the parties. A party may not rely on a Force Majeure clause just because its performance under the contract has become more expensive.

Force Majeure clauses generally require:

- A triggering event;
- By no fault of the parties;
- Performance under the contract has been delayed or rendered impossible due to the triggering event; and
- There were no reasonable steps that could have been taken to avoid/mitigate the consequences.

Whether you will be able to rely on the effects of COVID19 to utilise a Force Majeure clause will depend on the nature of your contract, the wording of the clause, and the impact of the pandemic on the parties.

Frustration and/or Force Majeure can apply to any kind of contract, whether for supply, service, or lease. If COVID19 has made it impossible for you or another party to perform a contract, we are available to provide practical advice and explain what legal options might be available to you.

If you're wondering whether these remedies apply to you, contact expert Contract Dispute Resolution Lawyer, Nathan Tetzlaff by email nathan.tetzlaff@smithpartners.co.nz



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Aaron Martin
NZ Immigration Law

The year ahead

2022 is going to be an interesting year, there is lots to do and lots to be aware of.

For employers

Mid-2022 - final changes to the work visa system are being operationalised to introduce a three-stage application process with significant changes to labour market testing, this is in addition to the requirement to become an accredited employer.

Accreditation status will become mandatory from 4 July 2022. If an employer wants to support a work visa application after this date, the business must be accredited.

Applications for accreditation status can be filed from 7 May onwards (assuming Immigration New Zealand has its act together and the system in place to make an application).

On 30 June the preferential rules that allow existing employees to obtain a two- or three-year work visa to remain in their current jobs (without the employer having to advertise the role) will come to an end.

What do employers need to do now?

- Get prepared for accreditation status so you are not delayed in hiring new employees who require work visa's.
- Get familiarised with the new advertising requirements associated with new labour market testing requirements.
- Gauge existing employees on work visas to establish whether or not they are applying for residence under resident Visa 2021. This will ascertain whether they require standard or high-volume accreditation status; or, whether they need to apply for a new two- or three-year work visa under the preferential rules before they come to an end.

For the migrant communities

For those work visa holders not eligible under RV 2021 there is the anticipated launch of the revised Skilled Migrant Category. Expect higher English language requirements; higher points threshold to qualify and a restructure of the number of points

awarded for job offers and work experience. This has been promised for mid-2022, but Minister Faafoi is not known for being able to meet targets.

Phase two RV 2021 applications can be filed from 1 March. RV 2021 will finish on 31 July 2022. If you are eligible your application must be filed by this date.

Median Wage changes

With the median wage being used to determine the duration of a work visa issued, and whether a job is skilled, the wage inflation from a closed border could see a significant move in this.

In the year to June 2021 the median hourly earnings from wages and salaries increased 2.8% to \$27.76. I would anticipate that increase (or something higher) moving into Immigration instructions and a similar (but perhaps rounded rate) becoming the median rate when the new work visa regime is introduced.

Of course, by this time (apparently) there won't be many work visa holders left as they should (if you can believe such an underperforming organisation and Minister) be resident visa holders under the RV 2021 category.

Your opportunity to obtain a two- or three-year work visa to carry out the same role for the same employer that you hold a work visa for now (without your employer having to advertise), will end in June 2022. It is therefore wise to consider whether to apply for a new work visa even if you have a year or two years left on your current one.

Border reopening

Of course this is the million-dollar question - when will it open and how? This Government still has no plan other than vague statements related to entry of New Zealanders without the need go through MIQ at some point.

There is a lot of talk of reconnecting to New Zealand but not a lot of action in explaining how this is going to occur. The biggest bugbear of course is MIQ - there is not much point in getting a visa if you must still wait six months or more for an employee to get a spot in MIQ.

Annoyingly the Government still seems to be winging it on this aspect with little capacity or appetite for innovative or alternative solutions.

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- Having problems securing a work visa for an existing employee?

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Jennifer Wyatt Sargent
Human Resources Consultant

The Great Resignation

Headlines about “The great resignation” have been around for some months now. But are they just scaremongering or do they highlight a genuine problem that employers should be seriously turning their attention to?

Let’s look at New Zealand. The number of jobs advertised on Seek this year has been increasing month after month and they reported there were no signs of this trend slowing down. However, Seek also reported that the number of people applying for these jobs has steadily declined during 2021. New Zealand manager, Rob Clark, said “Since the pandemic began, the number of candidates who view a job ad on Seek and go on to apply for a role has fallen by 15%.” He added, “This fall in job applications is not limited to one industry or a specific region. There are staffing challenges in nearly every sector, with month-on-month applications per listing down in 18 of the 28 industries we monitor.”

Matt Tolich of Trade Me Jobs confirmed the situation, saying they had had a 43% increase in job listings in June 2021 compared with June 2020, but job applications had fallen. He said there were not enough people in New Zealand to meet the demand in numerous job categories and this was constraining the ability of kiwi businesses to grow.

New Zealand's not alone. Australia too is facing the same problem; in fact, “the great resignation” appears to be a world-wide phenomenon. So, what’s the answer? Well, the first thing is to ensure you retain your best employees where possible – the high performers, the problem solvers, natural leaders, those who are resilient and better able to cope with whatever 2022 might throw at us. Your HR department should already have a very good idea as to who those people are.

I hear that many organisations are frantically recruiting. But I pass on to you what I am telling my clients – have a strategic planning meeting first. Yes, I am aware that today’s constant change makes strategic planning pretty much irrelevant. However, all that change over the past two years makes it imperative that organisations take a step back and look dispassionately at themselves.

So, send out the invitation and an agenda to your senior team, which of course includes HR, and set aside three hours maximum for the exercise. The purpose of the meeting will be to gain a coherent understanding of what happened over the past two years and why. If you think back, there was very little time to analyse successes and failures - you were either grateful for the win or you simply picked yourself up and tried something else. Now is the time to ask: What worked, and why? What almost worked, what was the stumbling block? Would it work now? Can you see any patterns, e.g., of people’s behaviours? Did the same people scoff at ideas? Were there some who pushed ahead against the odds and had unlikely successes? You might want to put the last two years behind you, but you should only do that once you have learned all the lessons you can from them.

Now move on to the present and ask for an information update from those present. Change is still happening, and you want anything necessary to enable informed decision making. Now you can do a SWOT analysis of the current situation, which will include a good look at how your competitors have fared and what, if anything, you can learn from that.

Visit your vision and mission/purpose to ensure they are still appropriate and, most important, how did the organisation’s values stand up to the stresses of lockdown, working from home, etc?

Now you can plan for desired strategic outcomes – internal and external. Remember that 2022 is an unknown country and could hold some surprises, so your desired outcomes won’t be carved in stone, but will give the organisation a push in the right direction. Finally, draw up a timetable for the changes, the various tasks and allocate responsibilities. With your desired strategic outcomes defined, each department - with HR input - can work on the staffing levels and skills necessary to achieve them and can now recruit with a purpose. A word about HR’s input. An HR strategy should support the business direction of a department/key area, including recruitment, retention, skills-gap analysis and development programmes to upskill or re-skill. Use your HR department.

There are staffing challenges in nearly every sector, with month-on-month applications per listing down in 18 of the 28 industries we monitor.”



Scott Carter
Matrix Security

Staying safe in the new normal

As a result of ongoing concerns about COVID-19 and its variants, the wholesale return of employees to offices has been hampered.

We have seen businesses taking a proactive approach in managing protocols so some level of normalcy can be maintained. Business owners are developing and altering policies around health-related measures such as wearing masks and social distancing, scheduling, and security to create environments where people

can feel safe.

Company leaders and people managers must effectively promote and communicate these changes to employees, clients and suppliers to ensure new processes are understood and adhered to.

Security measures require focus because everyone has a role to play in preventing troublemakers from taking advantage of this transitional time to enter business premises and cause damage, harm employees, or obtain sensitive data.

Physical threats can have an impact far beyond the immediate danger, and the risk to reputation and the cost implications from data breaches are significant. As your business contends with what the next normal may look like, you may be working in an unresolved state with ad-hoc hybrid working situations. This is even more reason to communicate frequently and often. The people you engage with need to understand both temporary and permanent change and equally as important, the rationale behind the change.

No business owner wants to think about damage, loss

to business assets, or threats to the personal safety of its employees. However there has been an increase in property crimes (burglary and theft) in Auckland in the past twelve months increasing from 61,841 reported victimisations to 72,592 . and businesses must do everything they can to prevent them.

Once you have explained the importance of security and the fact that everyone has a part to play in creating a safe and secure working environment, you can start explaining the specific security needs of your business. When employees understand why new technologies and processes are necessary, they're more likely to adopt them.

For example, perhaps the new hybrid workplace arrangements 'the challenge' have introduced the need for a new access control system to help with contact tracing and security 'the solution'. As a result, employees must follow new processes and use new technology when accessing premises. Or, perhaps to mitigate the spread of COVID 'the challenge', a security officer is onsite to greet employees, clients and suppliers and ensure established site and COVID protocols are followed 'the solution'. Individuals now must be prepared to adhere to this policy.

Anticipate that these conversations may bring up concerns. Some individuals may feel you are not doing enough to keep them safe while others may feel the measures are too extreme. Encourage employees to share concerns and perceived risks, and additionally, potential solutions.

Security is on the list of many things business are re-examining in 2022. Matrix Security has been privileged to work with many of them on new security systems and protocols. We offer obligation free audits of security environments facilitated by experienced consultants to refresh security measures.

As employees return to work, the importance of clear communication about recent security changes cannot be overstated. Those that do it well will realise greater buy-in and ultimately higher levels of success.

Are there
gaps in
your
security?

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audit@matrixsecurity.co.nz





Tracy Mulholland,
Councillor Whau Ward

Council Insight

Auckland Council is putting the Annual Budget out for consultation in February. It is important that everyone is aware of what Council is spending rates on. Council continues to focus on the issues that matter and ensuring future focused solutions are achieved across the region. Key to that is a continued focus on exercising budget restraint, while ensuring that Auckland is a liveable city. This Council will continue to work towards \$90 million of annual savings. This is on top of the \$120 million in savings made in previous budgets.

The organisation has cut non-essential spending and a reduction in staff has also led to operational savings. It is key through the annual budget process that Council continues to ensure it is getting value for money on its projects. These combined efforts have ensured Council remains fiscally responsible, limiting the need for large rates hikes in the future.

One of the key items from this budget is the inclusion of a Climate Action Targeted Rate, which averages about \$1.10 per week in rates. This rate will see targeted funding for improvement in public

transport, including increased services, low emission transport options, greater footpath and cycleway connectivity, as well as improving urban tree cover with the planting of 14,800 mature native trees.

These items also support Council's work for Auckland to be accredited with an age-friendly city status from the World Health Organisation. Our Age-friendly Tāmaki Makaurau Action Plan was adopted late last year. This gives us a blueprint to ensure that our parks, transport networks and Council infrastructure are meeting the current and future needs of an ageing population.

Property valuations are required before Council can set rates in June. The three yearly property revaluations will be made available in March, both online and by mail. If you want to know more about the revaluation process, the Council website has up to date information and a great explainer video.

As we enter the Covid-19 red light level, I encourage everyone to access support services either for business or personal if they



need to. The Government Covid-19 website has information about financial support if you or your staff need to isolate during this time. Follow the advice of health officials and remember, red is not a lockdown, just more precautions, like mask wearing, vaccine passes and gathering limits.

My Council office will continue to assist with constituent queries under all Covid settings.

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