

Issue 187. July 2022

# Round about.

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**Jo Pilkington**

Strength to Spare

**World Moving**

Wins Westpac Award

**Paramount Lunch**

With Claire Nelson



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**Cover:** First Scene owner Jo Pilkington has been awarded the New Zealand Order of Merit for services to the events sector and community.

With thanks to our partners ...



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# From My Perspective

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



## The BUDGET and a time for thanks

This month we have a feature article on Jo Pilkington from First Scene Costume and Party Hire who has been awarded a New Zealand Order of Merit (NZOM). We talk with her about her journey on page 13.

Please enjoy our coverage from the lunch we held at the Trusts Arena with survivor Claire Nelson, who inspired and imparted her life lessons to the many attendees we had at this wonderful event, proudly supported by RBA Partner Paramount Services.

It's been an education for the team with

the end of the financial year and the first budget that we have compiled for the Rosebank Business Association under our new management structure. With us all taking responsibility for each area of the business that we manage, we have helped each other understand all facets of the budget and become adept at reading profit and loss statements. Hopefully our Board, RBA Members and property owners will be happy with our prudent approach to the budget and delivering a value for money proposition for them all.

I want to give thanks to all our loyal Partners over the last year. Without your support we wouldn't be able to deliver great events, our publications and many of the areas that help enhance the RBA as a leading Business Association in Auckland.

These Partners are: Babich Wines, BNZ, Dale Carnegie, EMA, Haven, The Icehouse, Matrix Security, MyHR, Paramount Services, RGM Consulting, Spark, and The Trusts,

A special thanks goes to Rob Morris from RGM Consulting for giving our team a clear strategic direction and helping with positive feedback as we have transitioned into our new management structure.

I would like to thank our Board of Directors for believing in the team and letting us grow.

Our event calendar has started to fill up again and we are excited to be back to

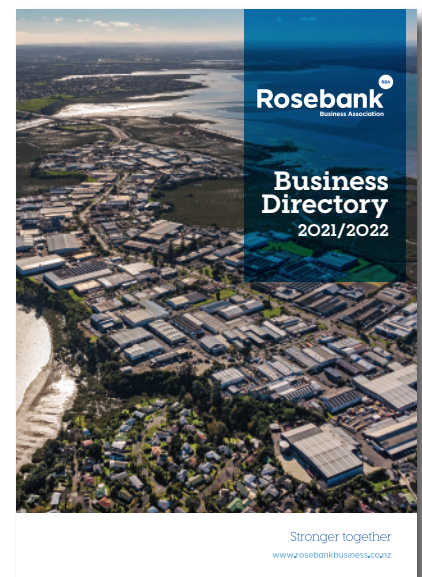
planning and delivering a diverse range of events before Christmas. Keep an eye out for invitations or check out the event calendar on our website.

This year our AGM is on Wednesday 12th October 2022 at Eurotech Design. Please put this date in your diary.

Next month our 2022/23 Business Directory will be printed and delivered to all Rosebank businesses. Along with been updated on our website.

There is a small window of opportunity to advertise in this valuable resource publication. Please contact me for more information.

Regards,  
**Phil Clode,**  
**Business Development Manager**



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# Rosebank Advocates

With **Dr Grant Hewison**, specialising in local government consultancy and legal services



## Northwestern Bus Improvements project update

Auckland Transport and Waka Kotahi NZ Transport Agency are working together to improve the public transport experience for people travelling by bus to and from the northwest and the city centre. They recently provided an update.

Dr Grant Hewison

The Northwestern Bus Improvements project is expected to deliver a more reliable, resilient and better-connected bus service for the growing numbers of people who live and work in the Northwest.

With the early works now complete on Te Atatū Road, Auckland Transport and Waka Kotahi NZ Transport Agency will now focus on the new interchange located by the Te Atatū off ramp, and from July they will also be working at the Lincoln Road Interchange. Once completed, there will be larger and improved bus shelters, bus islands, footpaths and pedestrian crossings, and finally new signage, fencing and traffic signals.

Work at the Te Atatū off-ramp (north side) began in late February 2022 with the majority of works happening at night. There is also action happening at the south side of the Te Atatū Road interchange, with the focus on creating safe work areas, demolition work, drainage and installing ducted road crossings and temporary barriers to allow the crews to continue to work safely during the day.

The next stage of the project will see work re-commencing at the Lincoln Road Interchange, scheduled to begin in July 2022. The Auckland Transport and Waka Kotahi NZ Transport Agency team will be working the south side of the interchange to create

a new bus interchange with express and local service bus stops. The footpaths will also be upgraded with new waiting areas, wayfinding signage and better street lighting to improve safety. Work on the north side of the interchange will begin later this year.

The bus shoulders on the Northwestern Motorway (SH16) between Westgate and Newton Road will also be extended. This work will increase bus priority on the motorway from 13km to almost 20km to provide more reliable bus journeys into the city centre.

In a later stage of the project, a new bus station is planned at Westgate to provide more public transport options further west.

However, an outstanding concern for the Rosebank Business Association is the lack of connection to the proposed busway at Rosebank. Though this has been explained as mainly due to the current design of the Rosebank motorway interchange, the RBA has asked for this to be thoroughly re-assessed. Should an interim bus stop at Rosebank remain unachievable, the RBA has asked for the current bus services and future options related to the bus stops at Te Atatū to also be thoroughly assessed in terms of maximising opportunities for Rosebank. On bus services, the RBA has also offered to partner with Auckland Transport and Waka Kotahi on a research survey of Rosebank businesses and staff to assess the effectiveness of the current bus services (especially for shift workers).

The RBA has noted that the proposal appears to involve widening the bus shoulder at the Patiki road onramp where traffic merges into the motorway. The RBA has noted that this is already a 'pinch-point' for Rosebank/Patiki traffic and concerns have been raised that the proposal could make this worse.

Finally, the RBA has asked about how cycling was being integrated into the proposal and whether options were being advanced for cyclists (such as a cycle lane on the eastern side of the Rosebank peninsula or even a cycle/pedestrian bridge from Timothy Place to Span Farm across the Whau River).



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561 Rosebank Road, Rosebank

Newly fitted out 135m<sup>2</sup> Grade A office - Meir Alfassi



607 Rosebank Road, Rosebank

Level 1 office of 110m<sup>2</sup> - Meir Alfassi



Unit B, 2165 Great North Road, Avondale

Tidy 160m<sup>2</sup> office with two car parks - Meir Alfassi

### For sale



1130 Great North Road, Pt Chevalier

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203 Triangle Road, Massey

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### Recent transactions



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# Kim's Corner

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

## Jumping for Joy



It doesn't take much to bring out that inner competitor or the fact that people just love having fun.

On Tuesday 21st June the RBA's Rosebank Wellbeing Collab collaborated with Jump Avondale to put on a fun activity afternoon for our Rosebank business employees.

We had originally organized for this event to take place in August 2021 but went into lockdown just four days shy of running the event. Good things come to those that wait!

With six people in a team, this was not only an opportunity to do a bit of team bonding but also a chance to get to know some Rosebank business neighbours. And what a friendly fun bunch they were.



It didn't take long for people to warm up and get to terms with their jumping prowess before Sandra Mu and her team from Jump navigated the keen participants through the different activities.

What better way to start off than pairing two teams to battle it out to build the tallest Foam Tower? This is where teamwork and a touch of engineering technology come in handy as some towers resembled the Leaning Tower of Pisa.

It was then over to the Slam Dunk Challenge which saw team members crawling through teammates' legs before attempting to shoot a hoop.

The Minefield Challenge was a case of remembering which trampoline squares not to bounce onto - it was interesting to see the different team tactics with some companies doing it one at a time while others incorporated 'Squid Games' tactics with multiple people on the course at the same time.

Then there was Dodge Ball, and this always brings out that inner competitor as two teams endeavor to score the most points by hitting their opposition with a soft ball.

Congratulations to the team from C-Tech who managed to pull off a coup by winning both the Dodge Ball and Slam Dunk Challenge.

It was a nice change to see so many people smiling, laughing, and enjoying workmates in a fun environment.

On a different note, it's that time of year when colleges hold career days with the intention of opening windows to the future for their students.

Students at Avondale College were presented with an array of options and the opportunity to be able to find out more about career choices at the College's annual Trades Day event held on Thursday 16 June 2022. Attended by representatives from a wide range of companies and careers, including construction, automotive, engineering, hospitality, and more, students were able to gain insights into trades and apprenticeship opportunities - including industries of which they may not previously have been aware.

The call had gone out to our local manufacturing businesses asking those that would normally take on apprentices to actively be involved in the Trade Day.

While walking around the hall I saw that we had five companies from our Rosebank business community participating. They were 2Way Industries, Honar Refrigeration, Mulcahy, Sheet Metal Solutions, and TCINZ with a further three companies unable to make it due to sickness. It was great to see local businesses getting behind the event and working with our local high school.

Avondale College's Director of Careers, Jacqui Birkhead said it was an extremely valuable event for the students. "It's all about giving students the opportunity to connect with employers - and especially those students who may be thinking about apprenticeships. It's also a chance for local employers to connect with possible future employees."

This is the second year Avondale College has run this event. It will take place again next year - if your company might be interested in attending, please contact Jacqui: j.birkhead@avcol.school.nz







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# Did you know..



## 1 Claire Nelson

The RBA collaborated with Partner- Paramount Services in bringing together an inspirational luncheon attended by 120 people at The Trusts Arena.



## 4 Come Jump with Us

Local business employees let off steam at our RBA Rosebank Wellbeing Collab event.



## 6 Pathways to the Future Trust

The RBA has had a fantastic response to the Pathways to the Future Trust Awards with 11 nominations coming from local businesses acknowledging employees worthy of recognition.



## 2 Financial Wellbeing

The Rosebank Wellbeing Collab continues to provide Financial Wellbeing opportunities for Rosebank HR Managers.

## 3 THE BUSINESS APPRENTICESHIP BY THE UNI COLLECTIVE

### The Business Apprenticeship

Three Business Apprenticeship courses have been awarded via The Business Apprenticeship and Pathways to the Future Trust.



## 5 Care Fruit Packs

The RBA gave back to its local business community by hand-delivering 600 Care Fruit Packs to business staff, local schools and food parcel providers.



## 7 AED

The RBA and USL Medical jointly donated an AED to Rosebank School (saving lives matters)



## Westpac Auckland Business Awards

powered by Auckland Business Chamber

North & West | Central | South & East



## Business Awards

The RBA has entered this year's Westpac Business Awards under the category 'Excellence to Community' acknowledging the work we have done with the Rosebank Wellbeing Collab.



# Rosebank News & Events

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

## Stay informed!

### Join us to hear the EMA Winter 22 Business Update

Featured presenter

**Alan McDonald**  
EMA Head  
of Strategy Advocacy



This EMA talk will bring you up to date with important legal and economic changes that may affect you and your business.

During this talk you will hear how the latest legislative and employment relations changes may affect your business.

We have some important updates to share with you this Winter, particularly around the impact of the long tail of COVID-19, immigration, skill shortages, and the recent Budget announcement and how this affects New Zealand businesses and the economy.

The following will be covered:

- The 2022 Budget and economic outlook for businesses.
- The reopening of our border and Immigration Rebalance from 31 July.

- EMA's People Experience Practice and skills shortage issues.
- Developments around the Industry Transformation Plan (ITP) for Advanced Manufacturing and the impact on infrastructure and RMA reform.
- Upcoming employment legislation; including Fair Pay Agreements, the National Income Insurance Scheme and COVID-19 related mandates and case law.

**Where:** Brownes St Cafe  
**When:** Tuesday 19th July, 2022  
**Time:** 7.45am - 9.30am  
**RSVP:** [anouschka@rosebankbusiness.co.nz](mailto:anouschka@rosebankbusiness.co.nz)

## The Rosebank Business Association and EMA: Partnering to Help Businesses Thrive



After many years of working together to benefit our community, we are proud to announce an official continued partnership with the Employers

& Manufacturers Association (EMA). This partnership has been in the works for some time, and we are thrilled to announce it now after delays due to Covid.

EMA has been helping Kiwi businesses succeed for 136 years. From its beginnings as an employment relations advisor in 1886, the association has grown to be a trusted provider of advice, learning and advocacy with a network of 14,500 member businesses. EMA members have access to advisory services, advocacy and industrial relations representation, an expert legal team, discounted training, events and venue hire, and a range of membership rewards. This wide range of services-including a free, member-only advice line for practical employment

relations advice-has made EMA an essential source of support for businesses nationwide. Their mission is to strive to create a business environment where members in all sectors and industries can recover, transform, and grow.

Our relationship with the EMA began almost seven years ago, when the EMA began regularly inviting our members to access their learning and training opportunities. Like us, the EMA is passionate about supporting local communities and the greater good of Auckland. They are strong advocates of gender pay equality and diversity and inclusion in the workplace, and long-time sponsors of our Pathways to the Future Trust Awards scheme. In fact, the recipients of our scholarships through the Trust often use their funds to access EMA courses and learning opportunities.

These vouchers can be used to access all EMA services, including their Legal, Learning and Business Development support.

We are so pleased to have made our unique partnership official, and we look forward to continuing to work together with the EMA to help businesses succeed.



## World Moving & Storage Wins at the Westpac Auckland Business Awards

Rosebank-based moving company World Moving & Storage has been named the 'best of the best' for Excellence in Customer Service Delivery at the 2021 Westpac Auckland Business Awards. Director Bruce Reid said it was an incredible feeling for World Moving & Storage to be measured against others and determined to be the best. "My fellow director Dave Williams and I couldn't be prouder of the amazing group of people we work with. They thoroughly deserve the recognition, because they have earned it."

World Moving & Storage has built its reputation on providing outstanding customer service. "Our team get that the job they are doing comes with some pretty stressed people and our job is to put them at ease," said Bruce. "We want every interaction a customer has with any member of our team to make them feel 'it's ok we've got this'."

"We get emails each day from people we have moved who want to say thanks. They get passed on to the team - because it's always nice to get a thank you - but also to reinforce that they made a difference to someone's move experience."

The 2021 Westpac Auckland Business Awards received over 1,200 entries across Auckland covering nine categories, with World Moving & Storage also winning the North-West zone Excellence in Customer Service Delivery award in April. The zone awards culminated with the regional 'best of the best' dinner hosted by the Auckland Business Chamber, with the Excellence in Customer Service Delivery award sponsored by Barfoot and Thompson.

In their comments the judges said World Moving & Storage was a "truly remarkable business, growing and



Photo credits: Auckland Business Chamber & Smoke Photography Ltd

scaling through service based principles."

Bruce is a little more circumspect: "Such feedback is humbling," he says. "Our team do a great job, but we don't always get it right and we aren't afraid to acknowledge where there is room for improvement. We have a focus on making good better and better great, and are looking forward to the 2022

awards!

### About World Moving & Storage

World Moving & Storage has 20 years of experience moving Kiwis around the corner, down country and overseas. With crews of full-time, professional movers, and the right gear for the job, World Moving & Storage make household and commercial moves of any size easy.



Bruce Reid receiving the award from Peter Thompson of Barfoot and Thompson (award sponsor)





# Jo Mere Pilkington

## Strength to Spare

RBA member Jo Mere Pilkington is something of a powerhouse. On June 6, the owner of First Scene Costume and Party Hire was awarded the New Zealand Order of Merit in the Queen's Birthday and Platinum Jubilee Honours for 2022, for services to the events sector and community. Jo calls this "an incredible honour-incredible recognition of all the mahi we do over the years." But this recognition of her hard work has in no way prompted Jo to take her foot off the gas.

"Your community is only as strong as the weakest link," she says of her guiding philosophy. "Take everyone with you - don't leave people behind. If we strengthen the people at the bottom, ultimately they move further and further up, and we all are advantaged."

Self-possessed and engaging, passionate and well-spoken, Jo has been contributing her energy and considerable skill





set to the events sector in Auckland and the Hawke's Bay region for over three decades. A degree in spatial design underpins her many-faceted and multi-national career journey; she has worked in the music industry in London, lectured and worked in politics and education, and lent her expertise to a number of charities. In 2008, she joined First Scene, and in 2014, she bought the business, hooked on the excitement of creating something spectacular but temporary.

"You literally have maybe five hours if you're lucky - sometimes you might get a day or two to set up something really incredible - and you've packed it down and removed it completely within 3 hours of the end of the show. I love the buzz of creating something fabulous that's only there momentarily, and the emotional connect that the clients and the guests get from it."

Jo has been the event producer for the Rainbow New Zealand Charitable Trust's

annual fundraiser since 2018, and has sat on the Boards for Creative Napier, the Kingsland Business Society, and the Auckland Pride Festival Trust. Such is Jo's passion for events that when she was approached by AUT to develop a tertiary qualification for the industry - the first of its kind in Aotearoa New Zealand - she jumped at the chance. What began as a post-graduate diploma has now evolved into a full Bachelor of Arts in Event Management, creating a platform of standards and expectations for the industry.

"Having a qualification as a base in the industry to build upon was personally very important," she says, "and I'm incredibly proud of that."

The creation of the degree naturally led to guest lecturing at universities around the North Island, and then to mentoring. Not only has Jo mentored dozens of students in event management and worked behind the scenes at low-

decile schools in the Hawke's Bay and Auckland, but she also has a passion for helping women succeed.

"I've mentored women coming from a range of community-based programmes. It might be women coming through trauma or change, wanting to be better parents, or moving into the workplace. I've always worked in industries top heavy with men, and it's nice to see woman coming through. Particularly in areas of creative industry - it's great to see women thriving."

Jo also supports students through her own business, First Scene, which partners with a variety of school, university and pathway programmes to provide work experience for students with a range of mental disabilities. "It's about building up their confidence. These kids want to be in a safe place where they feel part of a team, where they can build up their confidence, and they're not being isolated."

The rewards of mentoring and community work, she says, are greater than any official recognition or award. Jo cites "seeing people have the confidence to take a chance" as one of the things she enjoys the most. "Coming across an ex-student five or ten years later and seeing how much they've succeeded is incredibly exciting."

Jo also gives back to the community through her current position as co-chair of the Rangitoto Island Historic Conservation Trust, which renovates baches gifted to the Trust in a traditional, era-appropriate style, preserving a piece of history for the public to then rent and enjoy. And in her free time - if any?

"I have a passion for art and the creative sector. I work in 3D formats when I have the chance, and I weave with harakeke. Just trying to keep busy and out of trouble!"

Looking to the future, Jo is keen to do more mentoring work, as well as community work in the creative sector, on top of continuing to run First Scene.

"The last two and a half years have been really focused on survival for my industry and for my company," she says, "but you can't stop supporting people in that time, because life continues. I'm fortunate to have a supportive husband and whānau that allow me to work weekends, which we do a lot of at First Scene. I couldn't do it without their support."





## Don't be ruled by fear: Right here, right now, I'm okay

**After burning out from her hectic work life in London, Kiwi-born journalist Claire Nelson hoped she would get some clarity in her life by trekking in the great outdoors. She did, but not in the way she expected.**

At a Rosebank Business Association luncheon to a packed audience on 2 June Claire shared her extraordinary story of survival after 77 hours lying lost, injured and immobile in a baking hot Californian desert.

More importantly, she shared the revelation that came to her in that period of enforced reflection - that she had been living her life in fear - not of moving to London or being in the wilderness - but impostor syndrome, fear of commitment, fear of being vulnerable and asking for help.

Paramount Services Managing Director Galvin Bartlett had

heard Claire speaking in a radio interview and was fascinated. He bought her book 'Things I Learned from Falling' - which he says is very gritty, loved it and wanted others to hear her insights.

In fact, Galvin was so taken by a line in Claire's book "right here, right now, we're okay" that he asked his woodworker son Jason to make some rimu coasters emblazoned with that line to remind everyone who came to the lunch that even when situations are very dire - as Claire's definitely was - there can still be hope to carry on.

Claire was a typical adventurous Kiwi kid and like other kiwis, she moved to London for one year. Seventeen years later she was still there. She had a good social circle but says London was a good place to hide. "Over the years I was just projecting this surface version of myself. I was lonely and



"I buried those feelings. But where the mind goes the body follows. I suppressed those feelings and the body felt pain."

A friend invited her to house sit in Joshua Tree, California. She decided to walk the Lost Palms Oasis trail in the hotter, more desolate Colorado Desert in the Joshua Tree National Park - a 13 kilometre out and back trail with a distinctive grove of palm trees.

"I felt lucky to be there. I was in 'big' nature. At no point did my risk radar come on."

But then jumping from a big rock Claire's foot slipped. Time slowed and her brain told her - 'you are about to get hurt.' She fell about eight metres.

"I heard the sound of my pelvis breaking. I realised I couldn't move from the waist down. My toes moved so I was not paralysed.

"I dialled 111 - no signal - of course! I hadn't told anyone where I was going. I also was in a foreign country house-sitting so no-one expected me back. This was a really bad situation.

"My GPS was working and it showed I was about 1.5 miles off the

trail. I'm going to die, I thought. This is it. Survival instinct kicked in - let's focus on the problems.

"What was the most imminent problem? It was very hot - like opening an oven door. I was wearing shorts and a vest in the hot sun. I used my hiking stick to apply sunscreen to my leg.

"I was worried about rattlesnakes. It was peak rattlesnake season.

"Darkness does strange things to fear. I imagined seeing a snake. I shone my iphone light on a snake. Nothing there. I had to hold on to hope. My resources were running low. My iPhone - that amazing machine that can do anything - went flat.

"All you can do in a survival situation is deal with the imminent threat.

"I had a lot of time to think. My mind went from hope to regret - and my big regret was fear. Turns out I had been living my life with fear in all the wrong places. I was not afraid to go tramping or move to London, but I did have impostor syndrome, the fear of commitment.





"I had become so bad at asking for help. That is about fear. My life was fear-based. The irony of having the clarity I sought when I moved to Canada was that maybe it was too late to do anything about it.

"I went through the stages of grief - anger, bargaining (did a lot of praying), denial (I'm not going to die yet), and, finally, acceptance that I would perish out there."

"I went to sleep for what could have been the last time. Having reached acceptance, I started losing hope.

"I waited. I almost didn't hear the sound of the helicopter. 'We are looking for a missing hiker' Is it me? Even if it isn't me, they might find me as well. The helicopter got quieter and quieter.

"I can't describe the frustration. Then I heard the helicopter come back. I held my walking stick up and waved it with a plastic bag on the end of it. I heard the voices again. They said, 'We see you.' That was the greatest moment of my life. I had accepted I was going to die.

"My rescuers weren't prepared to find someone injured. They



were looking for a body. They rescued me from this dirt that I thought would be my final resting place.

"They came looking for me because I hadn't been posting on Instagram. Even my Mum knew where I was from my Instagram posts. I had been hiding from people.

"At the house I was looking after, they found a planner of all the trails I wanted to do - and Lost Palms was on it.

"In survival mode you take an inventory of what you could use. One of the best resources you have available to use is people. I had made myself my only resource. All the eggs in one basket - and that was me. I was determined to reconnect with the people in my life.

"Suddenly my life was full of people. Also I had new friends - Manny the helicopter crew member and Eric the pilot.

"This was the clarity I was looking for - even if getting horribly lost was not the method I wanted to use. This was the biggest lesson I took away - it was thanks to other people that I survived.

Right here, right now, I'm okay.

# Member Profiles

We profile **Members** of the Rosebank Business Association



## Edvance

New Zealand owned and operated, Edvance is a Category One, NZQA accredited, award-winning training provider. They receive government funding, which allows Edvance to provide workplace training for eligible employees, meaning a no or low-cost training solution for organisations and their staff.

Investing in training can lift productivity and help retain good people. It is estimated that 42% of New Zealanders in employment have difficulty with literacy and numeracy on the job.

Edvance clients say the Edvance training programmes have significantly improved communications within their business and increased confidence in problem solving, giving team leaders the skills to lead effectively and embed and strengthened health and safety practices, in line with legislative requirements.

One client wrote:

*'Edvance have worked with us to tailor a programme to improve the leadership and communication skills of our Operational Team Leaders. The improved ability to motivate, guide and lead their teams effectively plus the improved understanding of health and safety responsibilities are some of the practical management and leadership skills these Team Leaders have gained through participating in this programme.'*

By working closely with a company, Edvance customises programme content to find a solution that works for the business. This ensures learning can be applied immediately. A typical programme would be delivered on site for two hours per week, for four to five months.

Popular programme topics include:

**Workplace communication skills, Skills for Leaders, Continuous Improvement, Financial Skills, Digital Skills, Health & Safety, Wellbeing.**

Training is delivered by qualified trainers on site, face to face or via an online platform (Google Classroom, Zoom, MSTeams), or a mix of the two.

Contact Edvance today, to talk about training opportunities for your team!

Edvance Workplace Education  
Phone 0800 773 368  
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<https://edvance.co.nz/>

## Fenglin Logistics

Fenglin Logistics is the largest Chinese logistics company located in Auckland with its own Customs Controlled Area and ATF (MPI Approved Transitional Facility). They provide a one-stop service for the import and export of goods to and from New Zealand, which integrates Air Freight, Sea Freight, container cargo imports and exports, express delivery (Auckland & Hamilton only), customs declaration, domestic air transport, and freight forwarding services.

Fenglin Logistics is aimed at providing high-quality international express, and air/sea freight to and from New Zealand. Their inhouse data system, industry experience and well reputed team are some of the advantages they have as a company. Fenglin Logistics continuously integrates the resources of excellent regional air express companies around the world, and establishes a high-efficiency, low cost, and a well-served public platform for air and express delivery.

Since its establishment, Fenglin Logistics has always been customer-centric; with high-quality service a focus, and pride themselves on being able to give their best price and benefits to partners based in Shenzhen, Hong Kong, Guangzhou, and other large airports. They have established a convenient and fast air network and have a long-term partnership with international airlines UPS and Northwest Airlines.

The establishment of the New Zealand Fenglin Company opens

a new chapter in Chinese Logistics in New Zealand providing all-around door-to-door service from China to New Zealand.

Their services include:

**Air/Sea Freight, Import/Export Declaration, Customs/MPI Inspection, New Zealand Customs Clearance Delivery, Online shopping, For Taobao and other online shopping websites, we collect, repackage, and ship it to NZ.**

For more information, please contact their Avondale office.



Fenglin Logistics  
Phone: 09 930 0181  
Email: [guofeng@fenglinex.co.nz](mailto:guofeng@fenglinex.co.nz)  
<http://www.fenglinex.com/>



# Business Nuts & Bolts

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



Jason Ennor  
MyHR Co-founder and CEO

## Good organisational design makes for better business

Organisational design (or 'org design' for short) is a process of defining the structure of an organisation in terms of the roles or jobs within it and the responsibilities those roles have.

Org design is often thought of as only being the domain of large corporations, and many small to medium-sized businesses let this shaping happen organically over time, as they grow and

change.

But being reactionary doesn't always deliver the best results, and it's much better to tactically design your organisation's structure so you have a clear notion of what work needs to be done and the roles and skills you need to do it. It's all about ensuring the structure is aligned with your objectives, so you can make good decisions that enable you to achieve them.

### How to design your business effectively

At MyHR, there's a simple formula we use to approach effective org design. It flows from the top down, like this:

1. Start with your strategy - what is your business and what do you want to be? This overarching plan and purpose then defines:
2. What work needs to be done to achieve these goals? Once you determine what the work is and how it is performed, that then defines:
3. The specific roles and responsibilities and how they fit together in the organisation.

Often, companies approach their design in the reverse order: letting the existing roles and resources define the structure, or hiring new people or restructuring without defining the overall goals and outcomes, and hoping the new roles fit into the business and deliver on the strategy.

Design planning does take time and effort, but it will pay dividends in the long run. Just keep in mind that your org design should be flexible enough to meet any challenges or opportunities that crop up. We also recommend reviewing it at regular intervals

so it stays current.

Some working examples:

### #1: The fast-growing business

In a growth phase, you need to be clear on what your company will look like as it expands, e.g., from 10 employees to 20, then 50 to 100, and onwards.

Along the way, you will go from being a flat structure with all the employees reporting to the business owner to one where managers look after staff and reporting lines. The business may also be expanding into new territories, so the hierarchies and responsibilities need to be clear to ensure people know what to do, how and why, and that nothing is being overlooked or effort is being duplicated.

Often, in a fast-growing organisation, there are a lot of moving parts, things can change quickly, and there is often more work to do than the team can reasonably do, but the last thing you want is to hire a bunch of new people and then hope they know what to do to achieve the required outcomes.

### #2: The small business

In smaller, stable businesses that are happy with their size and position (or are in the not-for-profit sector), the sort of organisation you are and want to be should still define the way you structure yourself to achieve your objectives.

People are often performing multiple roles so being clear about your org design means everyone knows the mission and how they fit and contribute. It also means you can be creative with your structure, e.g., by balancing employees with contractors, volunteers, or outsourced labour, systems or suppliers.

If the aspirations and expectations are clear to everyone, your business will be a more attractive place to work, which helps with recruitment, employee satisfaction and motivation, and reduces staff turnover.

### #3: The downsizing business

Good organisational design is crucial when you are restructuring, i.e., you are looking at shedding roles rather than adding them. The success of your new design will determine the future success of the company, so it needs to be clearly defined. The new structure also forms the basis of the restructuring proposal and process, which you want to handle smoothly and lawfully to get the best outcomes with the least risk.

If you want to know more about org design or need help sorting out your business structure, visit [MyHR.works](http://MyHR.works)

Start with your strategy - what is your business and what do you want to be?



Aaron Martin  
NZ Immigration Law

## New Accreditation System

What a refreshing change - a system that works. The online accreditation status process has been made declaration based and is relatively easy to use and navigate. What is more refreshing is the turnaround time for decisions – approvals within days.

It is however, important employers have in place documentation that supports an affirmative declaration. The new work visa system has built into it the ability for an officer to conduct audit type inquiries at any stage, so employers need to ensure they document compliance with immigration requirements.

INZ are moving to a new model-easy filing with stringent post application verification. Employers who have experienced defending themselves against Immigration’s allegations of non-compliance know it can be a lengthy and costly battle. Now Immigration has a powerful new weapon – they can end your business’ ability to hire skills from offshore.

That could tip a business over. Employers need to be vigilant.

### Upcoming Developments

The second gateway in the visa process - Job Checks - open from 20 June. This essentially is an application by an accredited employer to recruit from overseas to a particular position. Advertising needs to comply with requirements in regard to content. The terms and conditions of employment will be scrutinised to ensure pay requirements are met and that terms are not disadvantageous to the employee.

At this stage INZ could request evidence to support declarations made by the employer in the accreditation status application. Make sure your settlement information is ready. Labour Hire companies will need to ensure their records of due diligence conducted on clients are in order; and their systems and record keeping for monitoring workplace practices and welfare are in place. Mind that staff ratio also!

### 4 July - the day Accredited Employer Work Visa applications can be made.

We hope the processing times on these two parts of the work visa system will mirror the experience of the accreditation process.

The productivity report said that immigration is not driving down wages or replacing local workers. That doesn’t suit the Government narrative for the introduction of more restrictive

policies, which aim to reduce the numbers of migrants in New Zealand.

The commission states that “Immigration has had on average, smaller, mostly positive effects on wages and employment of New Zealand-born workers over the last 20 years.”

That is to be expected and is likely to continue given the current methodology of increasing the median wage requirement for the issue of certain classes of work visa. I have been saying for many years the underlying objective in the introduction of the median wage to immigration settings was upward pressure on wages through pay parity. That could be a problem in a high wage inflation environment, as it will add to overall inflationary pressures.

I don’t accept the concern that there may be a displacement of local labour in the event of future economic shock or cyclical downturn in the economy, if there are large numbers of work visa holders in New Zealand. The immigration system can deal with that.

In high unemployment, the labour market test (now known as the Job Check) on the new visa application would usually fail, because there will be local candidates available and qualified to perform the job. A failed Job Check means a work visa holder could not re-apply for a further visa. Again, the prospect of displacement is managed within the work visa system.

The recommendation of a clear Government Policy Statement to improve transparency and clarify objectives within the immigration system is a welcome suggestion. But it is important that it doesn’t become just another piece of reflection or navel-gazing. At present we have a lack of clarity around residency that prevents people making long-term plans for a life in New Zealand. It makes us less attractive to the competing countries in the global labour market.

### Change of Minister

Welcome to Minister Wood. We hope you might get the organisation functioning better. Minister Faa’foi’s hands off approach to operational matters has left a mess to clean up. Resident Visa 2021 applicants have a right to feel duped. They faced a 3-year queue for residence under the Skilled Migrant category; were persuaded to re-apply under a different category (sometimes at a greater expense) because of a promise of a decision in 12 months. In May that became 18 months. Visitor visa applications for those onshore can take up to five months. Work Visas can take four months. It’s a mess.

To rub salt into wounds Mr Faa’foi said he was resigning to spend time with his five year old. That is galling to all the fathers who have been denied the ability to even see their children for almost 2.5 years because of his border policies. Sadly, his departure means he avoids feeling the brunt of their anger when they deliver their first vote at the next election.



Hon Michael Wood  
Immigration Minister





Taina Henderson  
Henderson Reeves

## Help, I forgot to renew my lease!

Can a missed renewal be used as a bargaining chip by a landlord to negotiate more favourable terms? The 2022 case of *Kuoch v Ganda* shows the High Court's view on this.

We all know that leases have formal notice requirements built in to them. In practice however, it is not uncommon for tenants and landlords to miss a date, and sort it out later. But what happens when a landlord tries to take advantage of the slip up for its own commercial advantage?

This case related to a bakery-turned-laundromat. In November 2017 the landlord received notice from the council that to boost infrastructure funds for the city, the premises would attract a substantial additional fee if the premises used more than a certain amount of water. Mr Kuoch was unaware of this when he took on an assignment of lease in 2018 for the premises, which had recently been converted for use as a laundromat.

When in June 2020 the landlord received a bill from Council for over \$100,000 it tried to pass that on to Mr Kuoch for payment. Mr Kuoch wasn't sure he should be paying the infrastructure charge.

The landlord took some time to respond to Mr Kuoch's request for information about the charge, and then realised that Mr Kuoch had failed to renew his lease in January 2020, and that a rent review was due. The landlord decided that the failure to renew the lease in time presented an opportunity to bargain with the

tenant about the water charge.

After a bit of back and forth, the landlord's solicitor suggested that if the invoice was not paid, their client would terminate the month-to-month tenancy.

Eventually the landlord did pay the invoice, and called the client to say that the water invoice was sorted and that they just needed to organise the renewal.

But when Mr Kuoch received the documents to sign, those in fact varied the lease and required Mr Kuoch to pay over \$9,000 to cover the portion of the invoice incurred while Mr Kuoch was in occupation (even though he had not had notice of the new water charges when he took on the lease). The renewal also required Mr Kuoch to take steps to reduce usage, otherwise he would be liable for future invoices.

Mr Kuoch was in a bind. Having failed to give notice to renew in time, it seemed that he had to accept those new conditions in order to secure the further lease term.

However s261 of the Property Law Act 2007 came to the rescue, as that section provides a safety net for tenants when some of the formalities of a lease have been missed.

That section allows that the court can force the landlord to renew a lease where the tenant has failed to give proper notice. Here the court agreed that power should be used, because there was no particular reason why the renewal was not formalised (Mr Kuoch had been intending to do so) but simply overlooked it.

The court didn't like the landlord's attempt to take advantage of Mr Kuoch's mistake to put extra obligations into the lease and said that it was "fundamentally an opportunistic attempt" by the landlord to use the missed renewal against Mr Kuoch.

The court's powers under the Property Law Act are very wide, but you shouldn't rely on them! To avoid getting yourself in Mr Kuoch's situation, make sure you diarise your renewal dates (which may be years ahead).

If you are a tenant needing advice or a landlord dealing with the complexities of commercial leasing, have a chat with one of our friendly local commercial tenancy experts at Henderson Reeves Lawyers on 09 281 3723.



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Jennifer Wyatt Sargent  
Human Resources Consultant

## The Reality of Business Life in 2022 - More Change

Much has been said and written about the great resignation - I have contributed to the plethora of information myself. The reasons why employees walk are many and varied, and it's a fair assumption that many have been triggered at least in part by the events of the past two years.

Some employers will have bitten the bullet and done exit interviews as employees leave and possibly heard some uncomfortable truths about their organisation that they are having to deal with. Others will just shrug the departures off as another example of employees being their usual inconsiderate selves.

But what now? With so many people leaving jobs, theoretically there should be dozens of applicants for each vacancy. That's the theory. In practice, the number of jobless in New Zealand is at its lowest level for years - about 3.2%. Not only that, but the candidates on offer rarely have the skills needed.

In times past, employment was a generally stable relationship between employer and employee. People were more or less guaranteed a job for life. That changed in the 1990s when employers embraced the "lean and mean" mantra for their organisations. There were many redundancies over those years and few jobs were safe. And if the axe did fall, they could no longer walk into another company and learn on the job. The new organisations didn't have the extra staff necessary to train people, and recruiters required candidates to be able to hit the ground running.

What does this mean for today's employers and employees? Somehow, management and employees must commit to change in what has become an ambiguous, unreliable and unpredictable environment. The psychological contract that exists between employer and employee will need to shift to support the reality of business life in 2022 and beyond, and employers will have to create an environment in which the achievement of personal and organisational goals are mutually reinforcing.

One-time CEO of General Electric, Jack Welch, said "One of the big lessons I've learned is that change has no constituency. People like the status quo. They like the way it was. When you start changing things, the good old days look better and better." That is so true.

I once described redundancy as being like a stone dropped into a pond in that the ripples can have far-reaching and sometimes unexpected effects. ("Redundancy Practices in New Zealand 1998" Wyatt Sargent & Associates Ltd.) I have since realised it is an analogy that applies to any initiative introduced into an

organisation - there will always be ripples.

It has made me consider change more closely. Plus, ça change plus c'est la meme chose (the more things change, the more they stay the same) led me to Bon Jovi and his song of the same name (see youtube). From there I sought information from Wiktionary: it defined the saying as a proverb meaning **turbulent changes do not affect reality on a deeper level other than to cement the status quo**. A change of heart must accompany experience before lasting change occurs.

If you take nothing else from this article, please take and nurture this nugget of truth - A change of heart must accompany experience before lasting change occurs.

It means people can prepare for, and adapt to, new realities. For most, this is not an easy transition, but it can be helped by open and honest communications, letting employees know exactly what they can and cannot expect from the organisation, as well as what is expected of them.

So, if the skills your organisation needs cannot be recruited, the initiative you must embrace is to train, upskill and reskill the staff you have. This is your new reality. And if you have not previously given much thought to training, your employees will likely be suspicious and reluctant to participate. Not only will they need to have a change of heart for it to work, so too will your managers. To learn training is for everyone and not just white-collar workers may be a major and unpleasant shift for some managers. Deal with them.

Tell your staff they can expect to be upskilled or reskilled, which will make them more valuable to your organisation (and to competitors, which in turn means you will work to retain them). In return, you will expect them to put their efforts into learning new skills. And continuously reassure them that if there are problems, you **will** listen. You may find that for years someone has successfully hidden the fact that they can't read or are dyslexic. Don't fire them. Give them the help they need. Their colleagues will see, and many will experience that change of heart necessary for your initiative to succeed.

**Please take and nurture this nugget of truth - A change of heart must accompany experience before lasting change occurs.**





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Kate de Lautour  
The Icehouse

## SWOT Analysis for SMEs

**Could a SWOT analysis transform your business in ways you hadn't considered? What is it, how does it work, and how can you unlock its value?**

Investopedia puts it well, defining a SWOT analysis as: 'a framework used to evaluate a company's competitive position and to develop strategic planning. SWOT analysis assesses internal and external factors, as well as current and future potential.'

A SWOT analysis is a data-driven, fact-based assessment/tool. By embarking on an accurate investigation of how the business is performing, it can provide valuable indicators on where it can perform better.

**Strengths** - What does the business do well? Does it have a good culture? A unique offering? Superb customer service?

**Weaknesses** - And what are its limitations? Does the organisation have outdated technology, high staff turnover, or too rigid a staff structure?

**Opportunities** - This can be broad enough to include anything from having few local competitors to being specialists in an emerging industry or early-stage technology. How can you exploit this advantage?

**Threats** - What could hold you back? Negative social media coverage, key person syndrome and a changing regulatory environment can severely affect the potential of any business large or small.

Some businesses will sub-divide a SWOT to include external and internal factors, because what happens outside the business, has just as many ramifications as what happens inside.

To be truly effective, a SWOT analysis should get information from all areas of the business top to bottom, and not just from information provided by the leadership and management teams.

So, what do you actually have to do? The first job is to create a

team. As mentioned earlier, it's pointless having a SWOT team made up of only middle management because their objectivity may be compromised by focusing on specific areas, rather than taking a holistic view. Therefore, a wide range of opinions are needed, with each department represented.

Do this either in person, as a group, via anonymous online tools – or as a combination. The most important thing is to allow people to share their views in an open and non-judgmental setting.

Key areas of focus can then be identified, followed by a methodology and of course a deadline for when the information needs to be provided and collated.

A SWOT begins by asking challenging and exhaustive questions. For example, what tech can we use to improve the sales process? Can we expand our core operations, or how can we exploit our top-performing products lines?

A SWOT analysis isn't just about doing better in areas that need improvement. One of the great things about a SWOT analysis is that even if it confirms the things you are doing (or hoped you are doing well), there is always room for improvement.

'Think about good opportunities that you can exploit immediately. These don't need to be game-changers: even small advantages can increase your organization's competitiveness,' says Mind Tools.

Further, it enables you to move deeper down the line. If all your competitors produce high-quality products, what can you do to get that edge? Is there something in the manufacturing or delivery process that you do better than anyone else? If you can pinpoint that advantage and make it work harder for you, then a SWOT is a successful use of your time.

SWOT analysts suggest implementing SWOTs twice a year.

A SWOT analysis is particularly useful in times when the business landscape is constantly morphing, such as now, because it will encourage you to look at your business in new ways and from new directions.

Need help with SWOT implementation or analysis? The Icehouse has a team of coaches to support you and your business.

**Contact Kate de Lautour to register interest - [k.delautour@theicehouse.co.nz](mailto:k.delautour@theicehouse.co.nz) [www.theicehouse.co.nz](http://www.theicehouse.co.nz)**

## KEEP IT SIMPLE – PRACTICAL IMMIGRATION ADVICE FOR EMPLOYERS



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## Growing Diverse Business Communities

BNZ's West Auckland Partners Team is local and works to support and help grow our diverse business community.

The BNZ team includes a variety of people who specialise in different areas - for example Treasury Solutions, International Trade, Asset Finance, Working Capital and Transactional Banking.

Today we are exploring Transactional Banking. Transactional Banking is the everyday banking operations for a business and covers:

- Incoming Payments - from sale of goods and services of the business,
- Outgoing Payments - to suppliers, staff, IRD and other creditors,
- Cash Management - bank accounts, internet and online banking, interest,
- Reconciliation and the Data Flow of these items (above).

There is a wide range of options and solutions to deal with in these areas and every business has its own unique requirements.

BNZ has Transactional Specialists that work with you to build and deliver the right transactional solution for your business.

Therese Ashley is the local BNZ Transactional Solutions Specialist based in West Auckland: "My business is to help you run your business, and I want to assist you to find and implement the most effective, robust, and secure transactional banking solution for your business," explains Therese.

Getting your transactional banking right in an ever-changing and innovative payment environment can provide significant direct and indirect cost benefits to your business, it can free up staff members and business owners to work on other more productive areas and tasks within the business for example.

There is a wide range of transactional products available to business, some that have been with us for many years and other new products are arriving regularly. Some examples include Cash, Card Payments, Online and Electronic Payments, Direct Credits and Direct Debits, Integration with Accounting and other Management systems, Payroll, Digital, Internet and Mobile banking, APIs, Open Banking options.

Online banking services are now an integral part of transactional banking, with most people using screens either on mobile phones and tablets or on a laptop or desktop computer. Online banking should help you make and reconcile payments, integrate with your accounting system, provide access to other functions such as audit logs and access to other banking services such as FX and Trade Finance, and these days can be accessed when and where you need via digital options.

However often the best place to start is a review of what is done now - take a few minutes to reflect on how you are transacting, what actions your team must take to collect payments from customers, and what you are doing to pay wages, taxes, and creditors. This review may identify areas where costs can be reduced, systems simplified or integrated that add value to your business operations. It may even highlight some areas where security needs to be changed.

Therese or your local West BNZ Partner can help with this. Therese can be contacted directly on 021 246 4704. Jamie Pickford the Senior Partner in West Auckland can be reached on 021 834 774 and he or one of his team will be able to provide guidance as well.

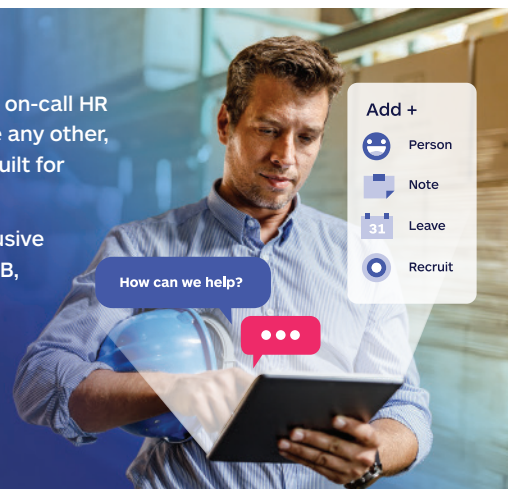
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Scott Carter  
Matrix Security

## Mobile Security Patrols

The demand for Matrix Security mobile patrols in the Rosebank area (for both business and residential) has increased significantly in the past 12 months. Trends and insights are shared with the Business Association via crime prevention meetings.

Mobile patrols are a security solution that helps to deter and prevent criminal activity and provides peace of mind for individuals working or living in Rosebank. They provide a tailored and cost-effective option when a traditional full-time security presence is not practical.

Six key benefits are discussed below:

### 1. Visibly deter crime and promote safety

Patrolling officers in marked cars, wearing professional well branded uniforms are easily identifiable. This visual presence acts as a strong deterrent to criminal activity.

### 2. Surveillance of multiple locations

Patrol officers can patrol on foot or by car, which means they can monitor multiple areas during a shift. Through randomised but consistent rotations, they can keep an eye on several areas and help ensure that the premises and community are secure. Patrol officers can cover ground quickly, get to an alarm activation in a timely manner, and potentially catch criminals in the act.

### 3. Perform a range of security checks

In addition to responding to alarms, patrol officers can deliver a wide range of security checks including carrying out external and internal inspections, ensuring doors and windows are locked and that there are no unauthorised people onsite, escorting employees

to vehicles at night and looking for any signs of vandalism or damage. The scope of the checks and response actions are tailored to the need of the client.

### 4. Drive actionable insight with data

Security patrol software (Matrix Security use ActiveGuard) is used to collect, analyse, and report data (including photos) on incidents allowing insights for mitigating future risk. The use of data enables everyone involved in the decision-making process to understand which factors have contributed to past security problems allowing for the development of an effective security strategy. The areas that have seen the highest number of incidents should naturally have their security needs addressed first. A closer look at the types of incidents that have affected the premises should have a direct impact on threat mitigation planning.

### 5. Cost effective option

The business or homeowner can choose the scope of the officers' work and the frequency of visits to site which are charged in units of time. Cost savings can also be achieved through reduced losses and liabilities from break-ins, vandalism, and other damage.

### 6. Peace of mind

Mobile security patrols are a good choice for business owners who own several companies or buildings, or larger premises, as patrols can cover a wider area faster and more efficiently than traditional static security guards. Patrol officers offer around-the-clock protection in a designated area to ensure that the premises are safe and secure. They also offer peace of mind to employees especially for businesses that operate a 24 hour, 7 days a week shift.

### Expert help and advice

With our extensive knowledge and experience, Matrix Security consultants can work with you to scope requirements and make recommendations to improve security on premises. Our consultations are obligation free.

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Tracy Mulholland,  
Councillor Whau Ward

## My View

I could not support the recent annual budget rates increase, we are already facing a challenging time and council does need to do more to save costs. The annual budget saw significant debate, with Councillors challenging many parts of the proposal. The most talked about item was the climate action targeted rate. Funds from the rate are to be ringfenced to support projects that help reduce our impact on climate change. This was a hard balancing exercise, between increasing costs to ratepayers and investing in future initiatives. It was well reported the improvement in air quality Auckland had during the lockdowns because of reduced transport emissions. Council investing in low carbon transport options will see an improvement in our environment.

As noted, for many reasons the overall budget I could not support, despite a 3.5% rates hike, there is still \$230 million in capital deferrals. This will hurt our community facilities as these will be the first budgets ravaged by cuts. The community pool planned in the Whau ward, deferred just like that, despite it being talked about in the long-term plan and a seeming ignorance to opportunities I put forward. When looking at the rest of the budget, I see inconsistency, you will be able to catch a low emission bus to a community facility, but there is no guarantee that facility is built or even worse a facility is closed because we cut the capital repair and renewal budget. This was the story of our predecessor councils, and I am concerned we are looking at following a similar path unless we, who oppose this situation are heard and action is taken.

I do not support the Three Waters reform: Despite on-going opposition to the Three Waters reform, the proposal put us in a "fire sale scenario", where just to balance our budget, we are having to go cap in hand to the government asking to draw down the better off payment. I hope that is not the poison chalice that we have committed our future council to. Our community needs to be heard, I have had hundreds of emails from unhappy residents and ratepayers who want to have a referendum and be listened to by government.

As deputy chair of the Value for Money committee, I do want to highlight some of the council savings that have been achieved:

- Council exceeded the \$120 million savings target in 2020/2021

- \$90.7 million saving achieved at 31 May 2022(100.8 per cent of target)
- \$52 million of savings have been achieved towards the 2022/2023 target

Key contributors to cost reductions have been the ability for the Council group to engage in joint procurement to avoid duplication of costs and improve service efficiency between the organisations.

Council continues to work through the challenges of the government's urban development (note: Governments' ruling not Council) and housing intensification reforms. Qualifying matters continue to be a point of debate, while special character areas and heritage provisions are easy targets, much of the robust discussion relates to the practicality of the intensification, infrastructure, and service provisions including emergency service provisions and we need to do better to support our emergency services.

I want to finish off with acknowledging the years of advocacy and support I have given to seeing the completion of some major infrastructure projects in the area.

1. The New Lynn to Avondale shared path opening, which has many local benefits.
2. A major local project that I have consistently supported is the Wolverton Culverts, a multimillion upgrade of our stormwater system, improving network resistance to reduce the impact of severe flooding events in the area.

These are two great and much needed local multimillion-dollar projects that I have been proud to support.

I continue to be available to discuss constituent queries and concerns. I am always keen to hear your views on items before council committees, as this is a vital part of shaping which way to vote.

**Tracy Mulholland, Whau Ward Councillor**

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