

Issue 221. August 2025

# Round about.

LOCAL BUSINESS IS OUR BUSINESS

## Our Community

is Fire

## Software Solutions

Which is Best for Your Business?

## Omnigraphics

Leading the Way in Digital Printing



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**Cover:** Omnigraphics directors Janette Partington and Steven Spear

With thanks to our partners ...



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# From My Perspective

**Phil Clode**, Business Development Manager, [phil@rosebankbusiness.co.nz](mailto:phil@rosebankbusiness.co.nz)



## Connecting Rosebank Businesses

In this issue, we profile Rosebank's very own Omnigraphics. Proudly based on Rosebank Road, they are leaders in digital printing. Janette Partington and Steven Spear ably run the company and love to have Rosebank business clients.



If you have any printing needs, please contact them directly.

In July, the RBA was pleased to welcome Labour Leader Rt Hon Chris Hipkins, Deputy Leader Hon Carmel Sepuloni, and MP Peeni Henare for a relaxed breakfast gathering at Browne St.

With over 50 local business leaders in attendance, the event provided an open forum to discuss key issues affecting the Rosebank community, including crime, ACC levies, education, and youth employment. A thoughtful nod was made to Rosebank being the first place Chris had visited after becoming Prime Minister in 2023, highlighting the area's significance as a business community.

Following the event, the Labour team visited Fair Food to learn more about Fair Food's community work.

Make sure you have a look at the

Rosebank Rewards page on our website to check out the offers from our many Rosebank Members. There are 24 offers, ranging from free kitchen installations to a large discount on family fun at BOUNCE. If you would like to participate with an offer for Rosebank workers, get in contact and we will circulate that offer to all the employees in Rosebank.

We're in the planning stage of our annual printed Business Directory, which will be published in October this year. We are open to advertisers, and you are welcome to participate. The publication, which remains in the market for a complete year, is a great way of promoting your business to every company in Rosebank. Let me know via my email if you wish to participate.

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



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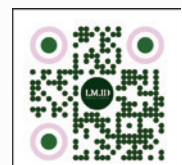
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# Rosebank Advocates

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



Dr Grant Hewison

## Refocusing Local Government

The government has introduced a new bill: The Local Government (System Improvements) Amendment Bill.

Questions arise for the Rosebank Business Association around whether the bill will affect the Auckland Council's role in facilitating business improvement districts (BIDs), such as Rosebank.

The primary objective of the bill is to reduce pressure on council rates by refocusing the purpose of local government; better measuring and publicising council performance; prioritising core services in council spending; strengthening council transparency and accountability; and providing regulatory relief to councils.

The bill is intended to help address cost-of-living concerns. When councils were consulting on current long-term plans, rates were identified as a driver of household inflation. Rates had risen the fastest in 20 years and were forecast to rise again by an average of 15%. Rises in rates are being driven primarily by rising council costs, particularly for critical infrastructure.

However, the government is concerned that rises in rates are being exacerbated by a lack of fiscal discipline among councils, including spending on activities that stray from core services; spending more than necessary on the basics; and not taking advantage of the full range of funding and financing tools available. The bill is intended to help address the government's concerns.

A key aspect of the bill is to refocus the purpose of local government. The bill removes all references to the four aspects of community well-being; reinstates, as a purpose of local government, being focused on the cost-effective provision of good-quality local infrastructure and public services; and reinstates the specific core services a local authority must have particular regard to performing its role.

The bill proposes amending section 3 of the current Local Government Act 2002 from:

"(d) [This Act] ...provides for local authorities to play a broad role in promoting the social, economic, environmental, and cultural well-being of their communities, taking a sustainable development approach."

to:

"(d) [This Act] ...provides for local authorities to play a broad role in meeting the current and future needs of their communities for good-quality local infrastructure, local public services, and performance of regulatory functions."

The following services are to be the core services of a local authority: (a) network infrastructure (b) public transport services (c) waste management (d) civil defence emergency management (e) libraries, museums, reserves, and other recreational facilities.

Of course, the RBA has seen this approach taken before.

The purpose of the original Local Government Act 2002 was: "To promote the social, economic, environmental, and cultural well-being of communities, in the present and for the future." This introduced the "four well-beings" (social, economic, environmental, cultural) for the first time, emphasising broad community well-being aligned with sustainable development principles.

However, in 2012, the National-led Government amended the Local Government Act 2002 and replaced section 10 with a new purpose: "To meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses." These changes were intended to curb perceived cost blowouts and "council overreach" into non-core activities by removing the four well-beings, narrowing the focus to core services and cost-efficiency, and emphasising infrastructure, services, and regulatory roles.

Then, in 2019, the Labour-led Government restored the "four well-beings" with the Local Government (Community Well-being) Amendment Act 2019: "To promote the social, economic, environmental, and cultural well-being of communities in the present and for the future."

A key question for the Rosebank Business Association (and all BIDs) with the new proposed amendments is whether Auckland Council's role in facilitating BIDs and the BID targeted rate is a local public service?

<https://www.legislation.govt.nz/bill/government/2025/0180/latest/whole.html#LMS1454343> and <https://www.beehive.govt.nz/release/refocusing-local-government-deliver-kiwis>



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# Kimmy's Korner

**Kim Watts** RBA Executive Engagement Manager  
Phone: 021 639 509, [kim@rosebankbusiness.co.nz](mailto:kim@rosebankbusiness.co.nz)



## Bringing Hearing Health to Rosebank

During July, Resonate Health partnered with the RBA to provide on-site hearing tests for local businesses on the 16th, 23rd, and 30th. This initiative was designed with employees in mind, recognising the difficulty many face in finding time during a hectic workday to attend essential health checks. By bringing hearing assessments directly into workplaces, employees could conveniently prioritise their hearing health without the need to travel or take time away from their responsibilities.

The team of clinicians - Pebble, Ali, and Zill - visited various business sites within Rosebank, setting up in quiet rooms or meeting spaces to conduct thorough and confidential hearing tests. Their professional yet approachable manner ensured that staff felt comfortable throughout the process. This on-site approach meant that the assessments could be completed efficiently, with minimal disruption to daily business operations. Employees appreciated the ease of access to expert hearing care right where they work.

Hearing health plays a crucial role in effective communication, a fundamental component of any successful business. Even mild hearing loss can cause significant challenges, such as missed conversations, misunderstandings, and decreased productivity. Over time, these issues can impact teamwork, client relations, and overall workplace morale. By making hearing checks easy



and accessible through on-site testing, businesses are supporting their team's ability to communicate clearly and perform at their best.

Pebble, Ali, and Zill combined their clinical expertise with a warm, personable approach, helping employees understand their hearing health and any necessary next steps. Whether undergoing routine screenings or addressing specific concerns, staff received personalised feedback and clear guidance. This level of care helped raise awareness about hearing health, encouraging early intervention and ongoing attention to this often-overlooked aspect of wellbeing.

The collaboration between Resonate Health and the RBA reflects a broader commitment within the Rosebank business community to integrate proactive health initiatives into the workplace. With modern working environments featuring longer hours and a diverse workforce spanning multiple generations, easy access to preventative health services is more important than ever. This programme supports businesses in fostering a culture where health and productivity go hand in hand.

Furthermore, the convenience of on-site

testing eliminates common barriers such as time constraints, travel, and scheduling conflicts. Employees can maintain their productivity while receiving high-quality health care, which benefits both individuals and employers alike. This initiative is a practical solution that balances the demands of a busy work environment with the need for comprehensive employee wellbeing, providing essential health care just steps from the desk.

By offering hearing care directly within the workplace, Resonate Health and the RBA have created an efficient, accessible pathway to better health for the Rosebank business community. This partnership not only supports individual employees, but also strengthens organisational performance by promoting clearer communication and more engaged teams.

In an increasingly competitive business landscape, maintaining good hearing health is a strategic advantage. Thanks to the visits from Pebble, Ali, and Zill during July, hearing health services are now more accessible than ever, making it easier for Rosebank businesses to invest in their most valuable asset - their people - without sacrificing time or productivity.



# Rosebank Rewards



## Local Businesses Supporting the Local Workforce.

You might not know it, but if you're a member of the Rosebank Business Association you are eligible for all the perks.

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# Rosebank News & Events

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

## The Trusts Strengthen Support for Rivercare Group Te Wai o Pareira with New Sponsorship

The Trusts are proud to announce a strengthened partnership with Rivercare Group Te Wai o Pareira, a community-led environmental organisation working to restore the health and mauri of one of West Auckland's most important waterways, Te Wai o Pareira (Henderson Creek).

The new sponsorship builds on a longstanding relationship that began in 2021, enabling Rivercare Group to continue their impactful mahi across the entire catchment, from the Waitākere Ranges to Te Atatū Peninsula. Their work is guided by a blend of mātauranga Māori and Western science, and focused on community empowerment, ecological restoration, and advocacy.

"The Trusts has been a supporter of Rivercare Group since 2021, and has been one of the pillars of support for our group to become what it is today," says Alan Clist, of Rivercare Group Te Wai o Pareira. "We are delighted that our relationship with The Trusts has been strengthened with this Sponsorship agreement. This relationship will enable us to continue to have a lasting positive impact on the environment in West Auckland, with SafeSwim monitoring on Te Wai o Pareira now established, our advocacy with Watercare to reduce sewage overflows having an impact, our advocacy with Healthy Waters to improve environmental outcomes of stormwater outflows, pest



control, Tawa Esplanade Reserve restoration and an education programme reaching hundreds of children."

Rivercare Group's achievements to date are a testament to what grassroots, well-organised community efforts can accomplish:

- Over 40 advocacy meetings with Watercare, Auckland Council, Healthy Waters, local boards and government representatives.
- Over 20 public planting and restoration events, with nearly



2,000 native trees planted and a significant volume of invasive plants removed.

- 2,400 conservation education interactions with tamariki across local schools.
- A pest control programme that has removed 230 pests from key habitats
- More than 100 water quality tests carried out to monitor the awa's health.

The Trusts' sponsorship will directly support the coordination of environmental restoration at Orangihina Reserve alongside mana whenua Te Kawerau ā Maki and other groups including Community Waitākere, Forest & Bird Te Atatū Peninsula, Birds NZ, Sustainable Coastlines, and Conservation Volunteers.

"This is exactly the kind of long-term, community-driven initiative we are proud to support," says Allan Pollard, CEO at The Trusts. "Rivercare Group Te Wai o Pareira are kaitiaki in action, restoring, educating, advocating, and leading the way for a healthier future for all of West Auckland."

To learn more about Rivercare Group Te Wai o Pareira and how you can get involved, visit: [www.rivercaregroup.org](http://www.rivercaregroup.org)

For more information on The Trusts' sponsorships and support for local groups, visit: [www.thetrusts.co.nz](http://www.thetrusts.co.nz)





## Our Community is Fire

A slow burn in the panel between two ovens in Fair Food's Conscious Kitchen quickly turned into an emergency at the end of May. A trickle of smoke when the ovens were off caught the attention of volunteers, prompting Michelle to grab the fire extinguisher and call 111. Thanks to some help from the fire department, no one was injured, and there was no damage to the building. However, all of our ovens were faulty and inoperable.

Fair Food's Conscious Kitchen cooks hundreds of ready-to-eat meals each week for whānau doing it tough across West Auckland. The warehouse shares more than 200 banana boxes of fresh food every day, but there's always some leftover that needs



to be cooked before it can be shared. Without ovens, our ability to serve the community was seriously impacted, but we found a way to carry on with the mission to feed people, not landfill.

"Every day, we are humbled by the ingenuity and resilience of single mums who are figuring out how to get nutritious kai to their kids, in spite of major barriers. We work with whānau living in emergency housing or family violence shelters who find a way to make a good meal despite having no kitchen facilities at all. Poverty is a tough teacher, but we have learned a lot from our community," shares Fair Food General Manager Michelle Blau.

The community came to our need straight away. Our neighbours at New Space organised an emergency electrician that same evening, so we didn't miss a single day of operations, despite

losing all four ovens and leaving behind quite the mess.

This disruption came at a time when demand for food support was growing fast. The Conscious Kitchen volunteers adapted, trading baking for bliss balls and roasting veggies in instant pots. We were still able to share 1000 hot meals in June made from rescued food that would otherwise go to waste.

When insurance left a big gap, our community stepped in to get us what we need. The Givealittle campaign drew in support from 142 individuals and businesses across Aotearoa, matched by Brianne West, and bolstered by the Pak n Save Mt Albert, New World Kumeū and Green Bay store owners and volunteers from Air New Zealand.



Thanks to this incredible wave of generosity, we now have two new commercial ovens. The ovens came straight from the Fine Food Show, thanks to the team at Moffat Group, and were installed pro-bono by the pros at Wildfire Commercial Kitchens. These high-powered, commercial-grade ovens allow us to cook faster, helping serve up more delicious meals than ever before.

"The Conscious Kitchen is more than just a space to prepare food, it's a place of connection, community, and purpose. Volunteers from all walks of life come together and form meaningful relationships as they give funky produce a new purpose. To everyone who helped, from those who donated time, money, or resources, and to everyone who simply shared our story, thank you. You are changing lives one bite at a time," says Michelle.

Stop by to see the new kitchen at 624 Rosebank Rd, or get in touch at [info@fairfood.org.nz](mailto:info@fairfood.org.nz) to bring your team to volunteer.



## Commercial and Residential Collections

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# Fashion, Culture, and Community Shine at Mode Fabrics

Despite wild weather, over 150 guests gathered for the **Mode Fabrics Hosting x Nesian Threads Fashion Show** - a vibrant celebration of Pasifika fashion, culture, and community. As proud hosts, Mode Fabrics welcomed guests into their Rosebank warehouse, showcasing their 40-year legacy of textile innovation, sustainability, and commitment to Pacific communities. Curated by Cokana Fashion's dynamic mother-daughter duo, Ota Valu and Helena Cocker-Valu, the runway came alive with repurposed designs, Moana Nui-a-Kiwa textiles, and emerging local talent. From student collections to live entertainment, the night was a powerful expression of creativity, cultural storytelling, and community - stitched together with pride and purpose.







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# Omnigraphics:

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If you've seen a bus wrapped in a movie ad or a promotional poster at a Westfield mall, you've likely encountered the work of Omnigraphics, New Zealand's original digital printing company. With offices in Christchurch and Rosebank, their vibrant, high-impact prints are visible across the country.

"We handle the print requirements for a wide range of projects," says Managing Director Janette Partington. "From billboard and bus advertising to corporate branding, retail installations, and car wraps, we also print and install for large-scale events such as Supercars, Auckland Live, and the Auckland Art Gallery."

Unlike traditional printing, digital printing allows for flexible quantities and rapid turnaround. Clients provide the artwork, which Omnigraphics then adapts to suit various formats. Production timelines vary from a few days for billboards to several weeks for large-scale campaigns.

Recent projects include the Banksy exhibition at Auckland Live, featuring printed fabric installations, entry arches, bus wraps, and

billboards citywide.

Innovation is central to Omnigraphics' approach. "We're continually upgrading our technology and product offering," Janette explains. "Recent investments in AI-driven systems are streamlining operations and enabling us to expand further into graphic design services."

Founded nearly 30 years ago, Omnigraphics has grown from a local billboard printer to a national leader. Janette, who was previously the business development manager, now co-manages Omnigraphics with Steven Spear. Their partnership with MediaWorks ensures widespread visibility.

"Our longevity is built on trust," Janette says. "Many of our top clients have been with us for decades. They know we deliver."

Sustainability is also a priority. Their newest printer has significantly reduced energy consumption while doubling output. "It's a game changer," Janette notes. "We're committed to reducing our carbon footprint and aiming for carbon neutrality."

To learn more or discuss your printing needs, visit [omnigraphics.co.nz](https://omnigraphics.co.nz).





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## Software Solutions: Which is Best for Your Business?

Choosing the right software solutions for your business can feel like navigating a minefield. Microsoft 365 or Google Workspace? Salesforce or Hubspot? Asana or Trello? With a head-spinning number of options available, how do you choose which is right for your business - or when you should make a switch?

Mike Hannan, owner of RBA Partner Spark Business Auckland - West, says he gets a lot of queries about how to choose from the plethora of software solutions on offer.

"It's one of my team's primary discussion points with clients," he says. "We ask our clients: 'What software do you use to drive efficiency and productivity within your business?' If we can really understand what supports and drives the business to do its core roles, then we can really add some deep value."

Mike says there's no set of hard and fast rules when it comes to deciding which system works best for your business. Nor does he and his team recommend any particular brands ("We're agnostic," he explains.) Instead, Mike recommends launching any software overhaul with a

discussion - and a fact-finding mission.

"The first thing we want to be really clear on is what systems you already have and what roles they play for your business," Mike says. To lay this out in black and white, Mike recommends taking an inventory of what software and systems serve which purpose in your business, including who owns and has access to them. What you uncover during the discovery process might be surprising.

"Some businesses may have systems that were created as a bespoke solution many years ago," Mike says, "or a manual process of doing things, like a 'never touch' spreadsheet." He points out that for some parts of a business, having a master spreadsheet with a single owner might seem to work relatively well - but there's a "massive risk" attached, not only in terms of there being one user with complete control of a business-critical document, but also "limiting the ability to access, collaborate on and secure" your work.

Other times, you might find that your business has already purchased a platform that replaces other software

you're using, but the platform isn't being used to its full potential. Mike cites Microsoft 365 as an example. "Instead of using Power BI, the business might have a secondary way of doing reporting that might be really human centric and driven from spreadsheets, with lots of labour-intensive manual intervention. This risks spending more time on report building than analysis, reducing the benefit of the data."

Other times, different arms of the business - or even different subsets of employees - could be operating on different systems. "We often have scenarios where the primary business we work with has acquired other businesses over the years," explains Mike. "So now we have branches of the business using different software. That could be a wise move if you want to keep those businesses completely independent, but often, operational efficiency can lie in getting everyone onto the one best platform."

Once you've completed a comprehensive inventory of software and systems, Mike recommends rating each one on how



well it performs for the organisation.

"Would everyone in your organisation say that platform is a 3 out of 10, or a 9 out of 10? Often we see a difference between different functions, where one part of the business particularly hates - or loves - a software solution."

From there, Mike says, you can move into the solutions phase, deciding what software needs to be upgraded, consolidated, or replaced with something new. The basis for your decision-making goes back to what you've discovered during the inventory process, namely what inefficiencies exist, what people in the organisation like and don't like, and what the software needs to do for your business. Don't be swayed by flashy promises or big brands on the basis of their name alone, Mike advises.

"Sometimes software sounds massive and impressive," he says, "but it might just fulfil one role or one requirement, and people might not realise that what they need already exists within the framework of another piece of software."

For businesses without a dedicated IT function, this is where engaging a third-party partner might make life easier.

"A lot of businesses have people wearing many hats, and the IT function may only be part of someone's role," says Mike. "Therefore we add value, as we quite often end up in a 'chief technology officer' kind of advisory role."

Mike points out that Spark's IT partners can provide expertise and lend a wealth of knowledge based on real-world experience across various industries and platforms. Plus, they can give you the confidence - and the confirmation - to go ahead and make the change.

"It's a big decision with some costs attached," says Mike. "Some people have been through really bad software integrations or switch-outs over the years, so they're really gun shy about doing that again. For others, making a change is at the top of their project list, but until something breaks, they don't prioritise it. But when people say, 'We think we're pretty happy' and they start listing a whole series of software that they use, we often go, 'Hey, that sounds like quite a complicated ecosystem. Let's sit together and work out how we do it in a way that is streamlined and sets you up for the future.' 'As few as possible, as many as required' is often a healthy mindset."

Sometimes, says Mike, that future can include the moving the business on. "At that juncture, having the right software will be an incredible enabler for the sale of the business, when that time comes."

Once decisions have been made, and the changes facilitated and communicated, Mike recommends reviewing your software every 18-24 months. "Go back and look at the original business case for why it was selected, and ask yourself, 'Have we unlocked the full potential of what we set out to achieve? Where are we on our technology road map?' Sometimes you might not have got to where you wanted to be with that software, for lots of good reasons - things happen. That could be cool as long as it's a deliberate decision." And if it's not, it might be time again to re-evaluate what's working - and what's not.

*Special thanks to Mike Hannan of Spark Business Auckland - West. For more information or for help with your software solutions, contact Mike and his team on 0800 824924 or via email at [HubWaitakere@spark.co.nz](mailto:HubWaitakere@spark.co.nz).*

# Rosebank's risk and insurance specialists

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# Special Moments



1

## Dom Harvey Luncheon

On Thursday, 26th June, RBA members were treated to a candid presentation of 10 life lessons learned from over 200 inspiring Kiwis.



2

## Matariki Colouring Competition

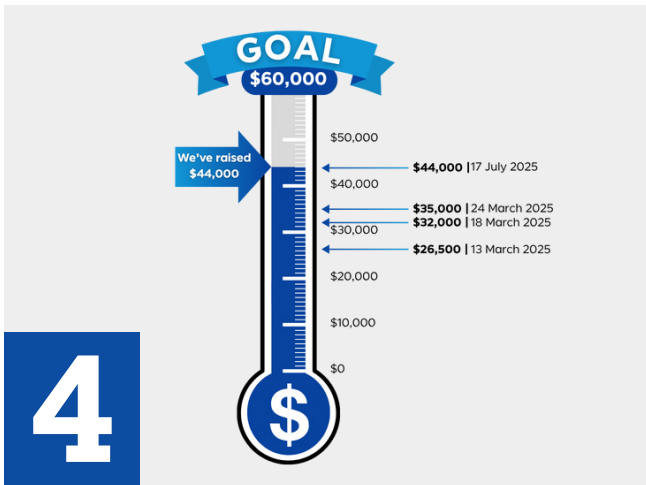
Now in its 3rd year, the RBA ran a joint colouring competition for Rosebank Business employees' families along with Rosebank School.



3

## Rosebank's Most Wanted - May

DebtManagers has introduced twice-weekly BoxFit classes, promoting healthy habits, boosting energy, and getting the team moving.



## Buy a Tile

Thanks to everyone who has contributed to the 'Buy a Tile' campaign. We are currently at \$44,000!!



5

## Spark & IT360

Back by demand, this AI session from Spark and IT360 delivered fresh insights, live demos, and tools to boost efficiency.





6

## EMA

Alan McDonald from the EMA presented to RBA members an economic and political business forecast for NZ businesses.

in 2025



7

## Resonate Hearing Tests

Local businesses jumped at the chance to have Resonate Health come to their companies to conduct hearing tests.

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



8

## Thank you, Mode Fabrics

For hosting the Nesian Fashion Show - a special evening celebrating fashion and Pacifica culture.



9

## Rosebank's Most Wanted - June

DOPD supports our community by donating supplies to local hospitals, schools, and causes – because giving back matters!

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# Business Nuts & Bolts

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

## Let's Build a Vocational Education System That Truly Serves Industry and Learners



Joanna Hall  
EMA Advocacy & Stakeholder  
Engagement Lead

After years of sweeping reforms, financial pressures, and structural upheaval, New Zealand's vocational education and training system stands at a critical crossroads.

The Education and Training (Vocational Education and Training System) Amendment Bill, now before Parliament, offers an opportunity to rebuild confidence, lift quality, and finally deliver a system that serves both learners and employers. But getting there will demand a far stronger partnership with industry than we have seen to date.

The Employers and Manufacturers Association (EMA) represents nearly 7,000 businesses that employ around a quarter of New Zealand's workforce. Our members, ranging from small manufacturers to large exporters, all face the same challenge: accessing the skills and talent they need to grow.

Unfortunately, too many are telling us that the current vocational system does not meet their needs, pushing them to seek alternative training that better reflects industry standards, even when that comes at extra cost or falls outside formal NZQA credentials.

Why is this happening? Because business needs have too often been left out of the equation. Repeated restructures have left employers unclear about who does what in vocational education and how to have their feedback heard.

Workforce Development Councils struggled to connect meaningfully with many businesses. Now, proposed Industry Skills Boards (ISBs) risk repeating this pattern unless they have clear mandates, robust funding, and genuine industry influence.

We want a system where ISBs actively contribute to workforce planning, with deep insights into emerging skill needs. This would then flow through to schools, tertiary education, immigration, and employment policy, as well as into the careers and pathways space.

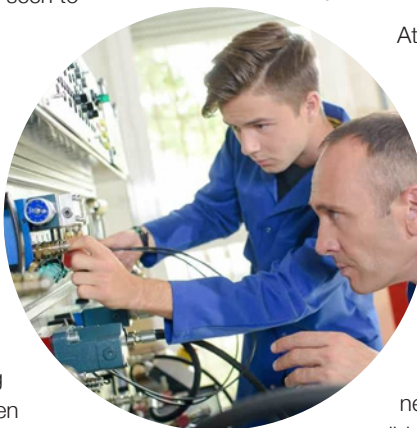
Without this, we will continue to lurch from skill shortage to skill shortage. Employers also need to see stronger quality assurance and monitoring of training providers, as well as greater transparency of these results. Too often, graduates arrive ill-equipped for modern workplaces, undermining confidence in the

system.

Another flashpoint is the proposal to lower thresholds for imposing compulsory industry training levies. While training is critical, many businesses already invest heavily in developing their people. Imposing levies without benchmarks for broad industry backing risks further alienating employers who may already feel disengaged from a system that doesn't deliver for them.

Our message to policymakers is clear: work with us, not around us. Use industry expertise to shape qualifications, delivery models, and pathways that genuinely meet labour market demands. Recognise the vital role that peak bodies and industry associations can play, not just in advocacy but in designing and promoting training that is fit for purpose.

This is also a time for realism. The sector has been in near-constant flux, creating uncertainty for learners and businesses. The scale of changes proposed is large, timelines are tight, and implementation details remain thin. Without careful planning and industry partnership, we risk repeating past mistakes and losing yet more employer trust.



At the EMA, we want to see a system that is collaborative, responsive, and focused on high-quality outcomes. This is not just about business interests; it's about creating meaningful pathways for learners into sustainable, well-paid careers, and driving New Zealand's productivity and prosperity in the process.

We stand ready to work with the government, educators, and other industry partners to make this vision a reality. But for the new system to succeed, it must be built on the solid foundation of genuine industry engagement and high-quality training outcomes. Let's not waste this chance to get it right.

*If you would like to find out more about our advocacy work at the EMA or are interested in joining, please email [ruth.boyes@ema.co.nz](mailto:ruth.boyes@ema.co.nz).*

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Ravina Ram  
Matrix Security

## Smarter Security for Today's Businesses

Choosing the right security system for your business can be overwhelming - especially with the rise of AI and smart technology. One option gaining popularity across industries is **Video Verification**, a

system that pairs traditional alarms with live or recorded video to quickly verify whether an alert is a real threat or a false alarm.

### What Is Video Verification?

Traditional alarm systems send out an alert when a sensor is triggered - but they don't show *what* caused it. **Video Verification fills that gap.**

When motion, a door opening, or another trigger is detected, the system instantly **pairs it with video footage.**

This footage is reviewed by AI first, then by trained monitoring personnel to determine if there's a legitimate threat, like a break-in, or if it's something harmless, like an employee leaving late or a passing animal.

### Why It's a Game-Changer

- **Faster Emergency Response:** Verified alarms are often prioritised by law enforcement and emergency services, reducing wait times and improving incident outcomes.
- **Fewer False Alarms:** By confirming the cause of each alert, you avoid costly false callout fees.
- **Cost Savings:** Reduced false alarms overtime can result in major operational savings.
- **Remote Access:** Business owners can monitor their property in real time from any smartphone or computer.
- **Insurance Incentives:** Some insurers offer discounts for systems with video verification due to the reduced risk.
- **Peace of Mind:** Knowing that every alert is backed by visual evidence provides confidence and control.



### Things to Consider

While video verification offers clear benefits, there are a few factors to keep in mind:

- It relies on a stable internet connection and power supply.
- Initial costs may be higher than basic alarm systems, but costs will average out over time.
- Privacy policies and signage are important to stay compliant and transparent with employees or customers.

Video verification brings a smarter, more accurate approach to business security. By combining intelligent technology with real-time visual confirmation, it helps you protect your assets more effectively - and gives you the confidence to focus on running your business.

### Getting Started with Video Verification

Contact Matrix Security to provide you with free security assessment to identify vulnerable areas, and to discover how video verification can work for your business.

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Ozae Cantu da Silva  
CEO of Interwaste

## If you look after your people, you will look after your bottom line

Auckland-based business Interwaste has evolved from a small, transactional waste disposal company into a leading, solutions-driven partner, trusted by major organisations like MPI, New Zealand Police, and New Zealand Customs Service, as well as ports and healthcare providers navigating complex compliance.

For the past five years, the business has been in high-growth mode, more than doubling staff numbers and revenue. With a team now topping 110, Interwaste manages the biosecurity waste from flights and ships arriving internationally. They dispose the waste from medical procedures and manage not only the removal of medical gases and tanks, but also the supply of that equipment.

Ozae Cantu da Silva is the CEO of Interwaste. It's a role he has grown into, starting as a branch manager in 2015. Brazilian-born Ozae was a trained lawyer and almost became a diplomat before meeting his Kiwi wife in Europe and moving to New Zealand ten years ago.

Ozae had the foresight to see the growth being driven by the Interwaste founders and recognised he needed organisational support, not only for himself but also for his team.

He spoke to Kate de Lautour about a role that excites him in an industry that might sound boring, but turns out to be anything but.

### How did you get into the waste business?

It was completely by chance. After returning to Brazil from an OE in Europe I was working for a gas business, managing therapeutic oxygen and they did a merger with a waste business. I ended up leading the waste division and found myself forging a path for waste to energy in Brazil.

When we started having children, it felt like a no-brainer to head to New Zealand. I contacted the founder of Interwaste Lincoln and introduced myself. Eventually the manager's role came up and the rest is history.

### The growth of the business has been rapid. Have there been growing pains?

It's much like the Icehouse will see every day – you're a small business where everyone is doing a bit of everything. Someone might do some sales and cross over into operations for example but then as the business grows this model is not sustainable.

We needed to grow the capability of the team and encourage a culture of ownership and accountability. By developing leaders and specialists we could create a scalable platform.

### You started working with a coach. Why did you feel the need to do that?

I needed someone on a regular basis to guide me through the complexity of growth we were experiencing, and I found a great connection with coach Derek Young. There's got to be good alignment with an advisor for it to work and we have that. You have to be willing to share your weaknesses to move forward – it's quite raw. I'm very fortunate to have that trust relationship with Derek.

### When did you come to the realisation that you needed to share this sort of learning with the team?

When you are in a growth business and new ways of working and thinking are being encouraged, trust is essential. When discussing with Derek I knew I wanted to build a high trust environment with deep expertise and shared goals, but I needed support on understanding how I could develop these capabilities within the team. That's why a customised plan with the Icehouse was so essential for us. The development plan needed to be layered with building leadership capability, while enhancing trust and teamwork.

### How did you identify who would take part in the training?

We included all the senior and middle management teams, together with some of the rising supervisors in the business. After the training we did experience some attrition, because a few people realised that modern leadership was not for them. And while that sounds negative, it was actually a positive, because it created integrated trust within the team. We had started to see some signs of a fragmented culture before the training, and afterwards this was replaced with inclusivity. We are moving from a medium-sized business to a large business, and there is no room for people working in silos.

It's an absolute fact that when you've got the people element right, you're setting the platform for a good business.

### What's your advice to other people managers in growth businesses?

- If you look after your people, you will look after your bottom line.
- There are managers in the old brigade who will say that's the soft stuff, but there's so much power in soft stuff. If you can create an environment that produces a positive culture where there is a high level of trust, your people will believe in your business outcomes, and with that comes discretionary effort.
- You own your culture. You are the custodian of that culture, and you need to pay attention to that if you want to create a high-performance environment.
- There's nothing worse than a talented person being idle – they become toxic.
- Talented people want their minds to be stimulated, to be learning, and to have responsibility and goals. If you don't give them something to achieve, they will become problematic.
- You want to retain talented people and channel their energy in the right way.

Want to know more about leadership training with the Icehouse?  
Contact [d.thompson@theicehouse.co.nz](mailto:d.thompson@theicehouse.co.nz)

## Restructures and Redundancies



Rachael Chandra  
Smith & Partners

The words “restructure” and “redundancy” have featured regularly in media reports over the past two years in New Zealand, with many businesses and employees having gone through them. The ongoing challenges of an economic downturn and uncertainty mean that restructures and redundancies will continue to be considered by businesses as a way to manage costs, resources, and efficiencies.

New Zealand’s employment legislation places strict duties on employers who embark on a restructure and redundancy process to ensure that a decision to disestablish any role is lawful. The two main factors considered when assessing whether a redundancy is genuine are substantive justification and procedural fairness.

Below is a brief overview of the factors to consider when restructuring an organisation and making changes as a result.

### Employee rights

Under New Zealand law, employees have significant rights. These rights are designed to ensure that employees are treated fairly and reasonably, and that any power imbalance between employer and employee is not abused. Any action an employer intends to take that has the potential to affect an employee’s terms of employment and/or continuation of employment must be justifiable. This means the employer must be able to demonstrate that it followed a fair process in arriving at its decision, and there is substantive justification for the decision.

### Role rather than person

The starting point with restructures and redundancies is that the focus must be on the role, rather than on the employee. This is because the reason for a redundancy must be that the employee’s role has become surplus to the needs of the business due to the restructure. If there are other reasons driving the employer to terminate an employee’s employment – such as poor performance or behaviour-based concerns – the employer should use the relevant process to address such concerns.

Getting this wrong has the potential for a personal grievance claim on the basis of an unjustified dismissal.

### Genuine business case and rationale for proposed changes

The employer must have a genuine business reason for proposing change, and this must be clearly set out in writing in a proposal document. The employer’s proposal document should be well drafted to ensure the employer discharges its duty of having a genuine business reason and rationale for the proposed changes. It is best to do this with assistance from legal advisers.

### Procedural fairness

Apart from having a genuine business reason, an employer must also follow a fair process in arriving at its decision to disestablish a role. A fair process typically involves:

- refraining from pre-determining the outcome and engaging in consultation in good faith;
- as part of the consultation process, providing potentially affected employees with the proposal document and all relevant information, including their rights;
- inviting feedback from employees and considering this in good faith;
- providing responses to the feedback, changing the proposal if necessary, and obtaining further feedback; and
- making a decision following the above.

### Redeployment

The decision to disestablish a role may not necessarily mean termination of employment. An employer should consider redeployment opportunities. This part of the process can be tricky, depending on the circumstances, because there may be situations where an employee will have to be offered a role, and others where an employee may be invited to apply for the role. Termination of employment may be the eventual outcome if there are no redeployment opportunities or the employee declines the offer of redeployment or is unsuccessful in their application for a role.

### Risk management

Restructures and redundancies are risky, often resulting in disputes. It is best for employers to manage these risks by taking advice from the outset and obtaining assistance with drafting relevant documents throughout the process. The overview above is generic. In practice, the manner in which restructures and redundancies are managed and carried out will vary from organisation to organisation, depending on their unique facts and circumstances.

Contact Smith and Partners’ team of experts if you are considering a restructure and redundancies, or if you are an employee involved in a restructure process and in need of advice and assistance.



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## Are we in the Middle? What Interest Rate Changes Mean for Your Business

Interest rates remain a key concern for business owners. The Reserve Bank has started to lower the OCR, inflation is easing (though still under pressure) - leaving many wondering - where to from here?

The graph to the right shows the OCR (red), alongside "special" 1-year and 5-year fixed mortgage rates (orange and green, respectively). These special rates apply to home loans with less than 80% loan-to-value ratio and don't necessarily reflect business lending rates.

Since mid-2023, the OCR has dropped from 5.50% to 3.25%, and the 1-year special fixed rate has come down from a peak of 7.45% to 4.89%. However, OCR reductions don't always translate into immediate fixed rate cuts, even though there's been a 97% historical correlation. Banks also consider wholesale funding costs (which are holding up), risk pricing, global economic conditions, and profit margins. Over the past six years, the average margin between the OCR and 1-year fixed rates has been 2.05% - we're currently sitting just under that.

Importantly, business lending typically sits above these special home loan rates. Many business borrowers are still seeing commercial rates above 6%. That said, there are signs of a thaw in unsecured lending, with rates ranging from 9.99% to 14.99%. While those may look high, terms are improving and access to capital is beginning to loosen.

The Reserve Bank's next decisions will be important to watch:

- 20th August - Monetary Policy Statement
- 8th October - Monetary Policy Review
- 26th November - Monetary Policy Statement

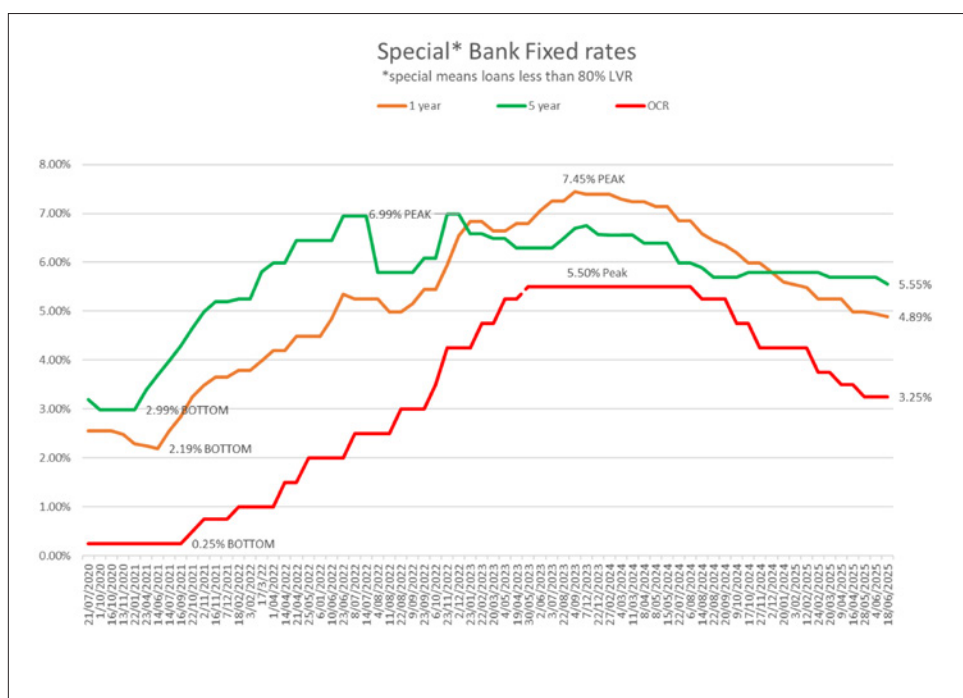
These announcements will shape expectations and signal how

quickly lending conditions might ease for both consumers and businesses.

### So, what does this mean for you?

You could say we're in a holding pattern - no longer at the painful peak of two years ago, but not yet back to pre-COVID borrowing rates. For business owners managing cashflow, reviewing debt structures, or planning investment, this middle ground can be challenging.

Now is a great time to review your lending. Whether you're considering refinancing, consolidating, or securing funding for growth, the market is shifting - and timing can make a big difference.



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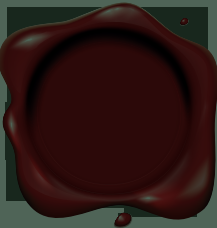
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