

Site Management Plan - Tikanga Aroro Charitable Trust

Lot 1, 671 Puaiti Road, Waikite Valley

1. Introduction

This Site Management Plan (SMP) has been prepared for the management of off-site effects from the operation of the proposed shared accommodation activity. The SMP provides the parameters within which the activity shall be operated to ensure nuisance to other persons and properties is avoided.

2. Objectives

The objectives of the SMP are:

To minimise adverse effects on nearby residential properties and on-site residents from:

- ✚ Parking and vehicle movements
- ✚ To reduce noise effects
- ✚ To deal effectively and efficiently with any incidents of disorderly or antisocial behaviour

3. Methods

3.1 *Parking*

Aim

To ensure that parking associated with our kaupapa does not adversely affect the neighbouring properties/residents of Puaiti Road.

Methods

- ✚ We have a company Toyota Hiace 12-seater minivan which is used to transport our residents as a group to and from all offsite activities. This greatly minimises movements to and from the site during working hours.
- ✚ We have five company vehicles used for work purposes or to transport smaller numbers of residents to local medical or government appointments within the Rotorua district. The vehicles hold comprehensive insurance cover and are serviced regularly.
- ✚ There is no method of public transport available in the local area including buses and trains – regardless, residents are not permitted to use public transport to get to and from the township and are accompanied by a staff member or other approved sponsor for all activities and absences.
- ✚ A very limited number of residents (maximum three) would ever have access to a private vehicle and park it on site – only graduates of the programme who have been granted permission by Community Corrections and our Trust to have a car for work purposes as they transition to alternative approved accommodation for work-ready individuals.
- ✚ Parking and manoeuvring for a minimum of 14 vehicles is provided within the site to ensure all visitors, residents and staff can park onsite.

3.2 Noise

Aim

To ensure noise from vehicles and residents is kept to a reasonable level and meets the required Rotorua Operative District Plan performance standards.

Methods

- ✚ Minimum of two (2) staff present on site at all times to monitor noise and whereabouts and deal with any issues promptly.
- ✚ No unreasonable noise levels after 10pm in accordance with the Resource Management Act (RMA) and Rotorua District Plan.
- ✚ Excessive noise created by any person on the site will be dealt with in accordance with the antisocial behaviour guidelines below.

3.3 Antisocial Behaviour

Aim

To ensure any antisocial and disorderly behaviour is dealt with efficiently and effectively to avoid disrupting residents and neighbours.

Methods

- ✚ No non-resident guests permitted on the property without express permission from Community Corrections and the Trust in accordance with our visitor rules (see Appendix 2).
- ✚ No loud music (at any time) or gatherings permitted outside of scheduled daytime kaupapa activities.
- ✚ All residents have a mandated site curfew from 10pm to 6am, regardless of whether there are NZPB-directed Electronic Monitoring conditions in place or not.
- ✚ Security cameras will be located at the entranceway to the site and the car park. The cameras will be linked to an online app to allow staff to monitor activity from offsite and share recordings as necessary with any third party upon reasonable request e.g. NZ Police, Community Corrections. Cameras are used to monitor any unwanted activity on site but also to protect the safety of our residents.
- ✚ Residents are not permitted to venture beyond the marked site boundary unless accompanied by a member of staff or commuting to work (with approval, post-programme graduation).
- ✚ No alcohol or drugs are permitted on-site at any time, including vapes/cigarettes. This applies to staff, residents, facilitators and visiting whānau.
- ✚ Allocated minivan, staff and visitor parking spaces will be clearly marked in the site car park.
- ✚ Contact details for the General Manager and Site Supervisors will be provided to neighbours to allow a direct channel of communication for complaints or requests for assistance after hours.



- ✚ Any unauthorised person(s) loitering on the site will be asked by staff to move off. If they do not, then Police will be called to have the matter addressed as appropriate.
- ✚ An Incident Register involving any antisocial behaviour from residents or a third party is kept by the Site Supervisors. Information recorded to include a description of the person(s) involved, the date, time and nature of the incident, and any vehicle license plates as applicable (as recorded on CCTV footage/noted in person).

Management has a zero-tolerance policy for antisocial behaviour. Any offences of this nature will result in a multi-disciplinary meeting with the Trust and Rotorua Community Corrections, with a written warning and subsequent management plan to monitor and adjust the undesirable behaviour. Offences of a serious nature (e.g. threats of violence, alcohol and/or drug consumption) will normally result in an exit from the programme. Community Corrections will make the decision whether to apply for an interim recall to the New Zealand Parole Board, with the potential for the individual to be returned to custody for breach of service provider rules and parole conditions.

4. Emergency Procedures

In the event of a fire, inclement weather event or serious security concern, the meeting point for all staff and residents will be over the road, directly opposite the entranceway to the site on Puaiti Road.

Main contacts for all emergencies/site issues:

Billy Macfarlane - General Manager
Tikanga Aroro Charitable Trust

Phone: 021 234 0027

Email: billy@puwhakamua.org.nz

Sarah Beardsley - Operations Manager
Tikanga Aroro Charitable Trust

Phone: 021 0200 2656

Email: info@puwhakamua.org.nz

5. Review

The SMP is to be reviewed annually to ensure methods are still appropriate. Any amendments to the SMP are to be provided to Council. A copy of this SMP is to be available to all residents and neighbours and is also to be kept on site for reference. A register of complaints received is to be kept by management and made available to Council as required.

6. Appendices

Appendix 1 – Example of Complaints Register

Appendix 2 – Site rules – Pūwhakamua Reintegration Service

Appendix 1

COMPLAINTS REGISTER – EXAMPLE ONLY

DATE	TIME	MODE OF COMPLAINT	NATURE OF COMPLAINT	ACTION TAKE BY MANAGEMENT	STAFF MEMBER(S)
20/8/24	22:31	Phone call (Neighbour)	Excessive noise levels (loud music)	Individual(s) spoken with; noise ceased immediately; meeting with management the following morning to reiterate expectations from both our Trust and the community; warning placed on participant file; Probation Officer informed.	General Manager, Site Supervisors
03/09/24	21:00	Text (Neighbour)	Unpermitted activity (participant seen vaping)	Individual(s) spoken with; behaviour to cease ongoing; unpermitted item disposed of; meeting with management to reiterate expectations and site rules; warning placed on participant file; Probation Officer informed.	General Manager, Site Supervisors

Appendix 2

SITE RULES – PŪWHAKAMUA REINTEGRATION SERVICE

These are the tikanga (rules and guidelines) which all the residents of the Pūwhakamua program are expected to abide by. Please ask if you are unclear about any of these expectations.

Daily Schedule – Example

Wake up and tidy room: 0700
Karakia: 0800
Breakfast: 0815 – 0845
Classes: 0900 – 1200

Lunch: 1200 – 1230
Classes: 1300 – 1600
Dinner: 1700 – 1800
Karakia: 1900

There will be no active gang members accepted onto the Pūwhakamua course. Any participant seen wearing gang regalia or known to be still active will be removed from the program.

The Pūwhakamua program has a zero-tolerance approach toward drug use, including drug discussions. All participants are subject to random drug testing and if producing a positive sample, will be stood down immediately. Re-entry to the program will be at the discretion of the Board of Directors only if a negative sample is produced.

There is zero-tolerance for threatening behaviour or aggression towards staff or other residents. Striking another person will result in immediate removal from the program.

All residents are expected to participate fully in all program activities. Absences must be requested and accepted by the General Manager, as well as Community Corrections. Residents taking absences without approval will face removal from the program.

Residents will be permitted to use cell phones and the internet only after consultation with staff, Community Corrections, and in accordance with their release conditions. Any problems associated with a cell phone will result in confiscation. Cell phones are not to be taken into classes, gym or wānanga unless prior permission is given by a staff member.

The Pūwhakamua support facility does not permit smoking of cigarettes or vaping devices (no exceptions).

All residents living at the Tikanga Aroro support facility must abide by the house rules which include:

- Sharing household duties including the grounds.
- Sharing the household cooking duties.
- Making sure all visitors are approved by the General Manager.
- Residents must attend all house meetings and contribute to the kōrero.

Any residents who are continuously warned about hygiene or house cleanliness will be warned then removed if the bad habits continue.

Residents are to be in bed by 10pm on weekdays, televisions off and cell phones put away.



Residents are not to listen to music of a derogatory nature or has abusive language. You must also be mindful of internet content or movies which are not conducive with positive change. We do not allow loud music on site, particularly after hours in respect of our neighbours.

Remember that there is an open-door policy at the facility for the Police.

In the event of a Police request to search please contact the General Manager or Site Supervisors immediately. Permission will always be given to the Police to search without a warrant and residents must agree to searches if required.

Pūwhakamua is a cultural immersion program which requires dedication and commitment to bring about positive changes which will enable you to be a contributing member of your whānau / iwi.

You will learn to reshape your values and foster love and kindness. You are not on this program to feed your addictions or dodge a prison sentence, you are here for change.

It is the responsibility of the Tikanga Aroro Charitable Trust to maintain our integrity and our responsibility to our iwi. We will work hard to provide you with what you need through your journey of change, but in turn we expect you to show total commitment.

Kawa – Visitors

Pūwhakamua is a reintegration facility run on kaupapa Māori values of love and kindness. Part of your reintegration journey is to reconnect and spend time with your whānau. Whilst you may have multiple whānau members wanting to visit you, the following rules apply due to health and safety restrictions and the responsibility that we have as a small team to keep you and your family safe whilst they are on site.

Visitor requests for the weekend must be submitted to the General Manager no later than Wednesday night karakia please – communication is key.

Only partners and one child to stay overnight – any other whānau members must depart before dinner.

Visitors can arrive at 9am Saturday morning; any whānau who are new to the site must be welcomed at this time with a pōwhiri or whakatau.

Each participant may invite TWO visitors at a time only (includes children).

Your guests must sign the visitor sheet with their name & contact details when they arrive and when they leave the site please in line with health and safety obligations.

Your guests must agree to abide by our site rules, be respectful of the other residents and all staff and attend karakia together as a group. Any visitors who breach site rules will either face a stand down or not be invited to return to the kaupapa.

Visitors must depart no later than 1pm on Sunday afternoon, or 3pm if there is a shared meal (kaitahi).

No visits will be permitted from Monday to Friday unless there are special circumstances which have been pre-approved by the General Manager.