

ISSUE 02. JUNE/JULY 2016

# Central Park NEWS

LOCAL BUSINESS IS OUR BUSINESS

A man with short brown hair, wearing a light blue button-down shirt, is smiling and looking slightly to the right. He is standing in front of a modern building with a curved roof and large windows. The background is a clear blue sky.

Mark  
Gosling

In the Arena

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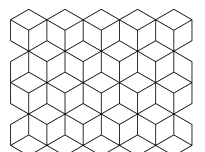
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# FROM THE TOP



## A win for our collective voice

Council has stated it will retain the fixed charge Interim Transport Levy for business ratepayers. This is a huge win for Central Park and other businesses.

Welcome to the second edition of the CPBA magazine; the feedback we have received from you our members has been encouraging, even some of your clients are impressed with being able to pick up and read a quality business magazine.

We hope this edition is as good, and the aim is for it to be better!

I'd like to thank Phil Clode and Cynthia Crosse from RBA for getting the first edition across the line. I last reported we

website is up and running and also we now have a Facebook page. We encourage you, the members, to give us news of what's happening in "YOUR PATCH" to make this medium work. If you have any news, please contact Garry Bates [garry@centralparkbusiness.org.nz](mailto:garry@centralparkbusiness.org.nz), or Nicole Snook [nicole@nzperformancetuning.co.nz](mailto:nicole@nzperformancetuning.co.nz).

On transportation in Central Park Drive, I have received an email from Councillor

1) To organise Hostings and some informal get-togethers. We definitely want to organise these events and are working around other monthly events.

2) Our Constitution needs an overhaul to bring it into line with current legislation. We are working with Corban Revell to get this sorted as quickly as we can. I encourage you our members to get involved.

Your executive is working hard around



Last issue I spoke about Advocacy and especially around the Council's proposal to increase the Interim Transport Levy (targeted rates). Council has now stated that it will retain the status quo of a fixed charge of \$113.85 (including GST) for non-business ratepayers and \$182.85 (including GST) for business ratepayers. This is a huge win for businesses. CPBA contributed to this by sending a submission strongly stating our opposition to an unjustifiable increase to local businesses, a rare win!

We are also looking at other submissions and will keep you posted.

had 64 members; this has now increased to 77 with another eight pending. Garry Bates is canvassing the area and reports that the interest is high for CPBA so we encourage any new businesses to take a look at what we're doing and make contact with any of the executive members to discuss any issues.

I can now inform you that the CPBA

Linda Cooper with the outline of what Auckland Transport has done to improve the flow and make it safer for everyone to use. This includes reinstating two lanes at the Lincoln Road end of Central Park Drive. Auckland Transport has asked that this be completed by the end of June.

The CPBA has now formed two subcommittees:

Advocacy and Transportation, so if you do have issues that are affecting your business we would like to know. This business precinct has a voice, and it will be heard!

John Schipper  
Chair CPBA  
[johns@davisfunerals.co.nz](mailto:johns@davisfunerals.co.nz)



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Cover:  
The Trusts Arena CEO, Mark Gosling

### centralparkbusiness.org.nz

We have a new website - check it out at [www.centralparkbusiness.org.nz](http://www.centralparkbusiness.org.nz). It's just a frame for now and highlights our member businesses in the business



directory. On the completion of the hard copy Business Directory due out in July, all local businesses will be listed here.

Let us know your thoughts - if there's other pictures you'd like to see, we'd be happy to highlight them - [garry@centralparkbusiness.org.nz](mailto:garry@centralparkbusiness.org.nz)

Want more regular news? Like us at [www.facebook.com/CentralParkBusinessAssn/](http://www.facebook.com/CentralParkBusinessAssn/) and you'll hear about things as they're happening!

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The Central Park News is published by the Rosebank Business Association Inc for the Central Park Business Association. 4000 copies are distributed free to approximately 1200+ businesses in the Rosebank and Central Park business districts. Editorial included in this publication reflects the opinions of the contributing authors and does not necessarily represent the views of either Association.



## 'The Goods' from Garry

Garry Bates,  
Business Development Manager

Delivering the magazine proved to be a game of dodging the torrid downpours; I relied on my west weather experience to time my forays along your streets and managed to keep relatively dry.

It was terrific to receive such great feedback to our first edition and thank you all for your smiles and support. It was also a chance to welcome many new businesses, business owners and learn much about the diversity and vibrancy of enterprise in our precinct.

Welcome to members BDR Security, Carlton Party Hire, Colliers, Jetpatcher, John Andrew Ford, Mazda Service Centre, King's Garden Café, On Target Drilling, Spacemax, and Westpac Bank.

New businesses to our area include...

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### LENSFLARE/ LFHQ Studios

A fascinating new creative and photographic space in Te Pai place. It is the home of Auckland based photographer Geoff Budd.

### SPACEMAX

In Lincoln Road, Spacemax is providing West Auckland businesses and households with individually alarmed storage units to suit your needs. They can help with their free Truck & Driver service and offer vehicle, boat and camper van space.



P.S. While signing up a new CPBA member, John Andrew Service Centre, in Paramount Drive, Dealer Principal Paul Brown turned up with the new Ford Focus RS (above). Powered by the 2.3-litre turbo from the Mustang with six-speed manual gearbox ... WOW she's an absolute Pocket Rocket packed with safety features - I want one to play with!

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## Local education, for local business

The only West Auckland private school, ACG Sunderland's Open Day was well attended on Saturday, 18 June with many families dropping by to enquire about its preschool, primary and secondary level education.

Now nine years old and with an enrolment of over 350 students, one of the key roles of ACG Sunderland is to stem the flow of the 35% of school

age children leaving the area to attend schools elsewhere in the city. ACG Sunderland's enrolment growth is steady as more and more West Auckland parents recognise the need to reduce travel time and the increased quality of the education available.

"From the school's point of view," says principal, Nathan Villars, "there are clear synergies with the Central Park Business Association in keeping people being educated and working here. The vast majority of our parents are small business owners from West Auckland, so that in providing a quality product on their doorstep, a city-bound commute is looking less attractive."

ACG offers a supportive environment where each child is encouraged and challenged to achieve his or her full academic and personal potential. Around 90% of students achieve University Entrance and go on to further education whereas, other West Auckland schools may have other focusses.

Head Boy Tirth Thakar says the best thing about the school for him is the people. "It's a small school and everybody knows each other. There are a lot of friendships to be made here."



Head Boy, Tirth Thakar greets families on their Open Day arrival at ACG Sunderland

## West Auckland restaurants modernised

Hospitality in West Auckland is undergoing a revolution, and The Trusts are leading the way with a comprehensive modernisation and upgrading of eight of its key restaurants and bars. This follows on from the multi-million modernisation of the liquor stores, and just as that made The Trusts' retail operations market leaders in the country, so the newly revamped eateries are aimed at making the dining out West experience as delicious and delightful as any in Auckland.

Re-energising "the scene" in West Auckland shows that the West is increasingly regarded as a great place to live work and relax in. And not just by Westies. People are starting to travel from all over Auckland to find out "what's going on" out here. And they keep on coming back.

Look out for The Hangar Bar refurbishment in July which will be

influenced by the very commercial environment it sits in. All the surfaces will be replaced, the dated colour scheme replaced and overall it will be softer and more "female friendly." Indoor/outdoor flow will be enhanced and hours might be extended.

The biggest project of all will be the conversion of Bar 159 at the Quality Hotel Lincoln Green to the "Good Home" theme. The Good Home concept is one of a number of bar concepts developed by Lion Breweries; others include the well-known Speight's Ale Houses and Cleaver and Co. It will help to meet the objective of making the bar "the local" for patrons from outside the hotel as well as guests.

Growth is bringing competition which is good. More variety and choice expands the whole market while quality competition sees the bar set ever higher, which is good news for customers. It's also good for jobs. As the scene grows there are more and better jobs.





## Robust drug & alcohol policy key factor in Health & Safety

Incidents like the recent record methamphetamine bust in Northland are becoming all too common in New Zealand.

With the apparent ease of access to drugs in the community, as well as the introduction of the new Health & Safety at Works Act 2015 earlier this year, it's timely that businesses consider a Drug & Alcohol policy as crucial component of creating a safe workplace, says industry expert, The Drug Detection Agency.

"Research shows clear evidence of the link between a higher incidence of

workplace accidents and employee drug or substance use, both in New Zealand and overseas," says CEO, Kirk Hardy.

"The studies show that businesses with sound workplace policies are associated with lower risk levels of workplace accidents related to alcohol and drug use," he says.

The benefits of introducing a testing regime are many, including reduced accidents and near misses, reduced absenteeism, increased productivity and reduced disciplinary actions.

"In the new Health & Safety legislation,

drugs in the workplace are a recognised hazard and as such only a robust drug testing programme, utilising fair and proper procedures and conducted in accordance with best commercial practice, will help create a safe workplace," says Hardy.

TDDA recommends using a testing agency with ISO 15189-2012 accreditation able to conduct on-site screening and prevent any allegations of discrimination. The tester should be an independent service provider to be able to withstand legal scrutiny.

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## Mark Gosling: In the Arena

**The iconic heart of Central Park, locals are understandably proud of The Trusts Arena, with its rich local history. It was created by the people, for the people and as CEO, Mark Gosling recounts, it's very important to the Trustees that it retains its community spirit.**

In that vein, there are no fences or restriction of access to the fields because, as Mark explains, "It's important that the community feel that sense of ownership about the venue."

"There are times when that ease of access is difficult for the ground staff trying to fertilise or mow the fields," says Mark, "but that is outweighed by how much benefit the community gets from being able to come here - we have

people pushing prams around the track at 5.30 am in the morning; it gets used by an enormous variety of people."

Indeed, initially built as an athletics club in the 1970s, Te Atatu Rugby also moved permanently into a club house on the premises, and the newly built Arena opening in 2004 allows for six basketball courts, used by the Mystics team amongst others; the Arena fitness gym (now open 24/7 with 900 members); and venue hire rooms.

Near on 750,000 individuals including businesses, schools, and community groups, use the arena each year for a range of events - sports, business gatherings, 21st birthday parties, weddings, awards evenings, music concerts, tournaments, the annual

fireworks and so on - all this managed by 14 permanent staff and a further 30 or so part-timers and casuals.

One of the strategic aims of the board is to maximise revenue from the Trust Arena's commercial endeavours to in turn maximise what it can provide back to the community. Bookings are made through the online booking system and community and not-for-profit organisations can then apply for a "Sponsorship" discount up to 100% of the hire fee depending on what it is to be used for - the organisation's aims must align with those of The Trust Arena.

One of the biggest recent changes for The Trust Arena was to bring the catering in-house.

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"We now have our own chef and kitchens able to cater for up to 500 people," says Mark, "while we will still use an outside catering firm for larger functions. It has given us a lot more control over food quality and service and we have had excellent feedback."

"It also gives hirers assurance when they are able to sit down without a middle man and talk directly with our chef, Carl, about the menu."

The Trusts Arena is in fact not owned by The Trusts but sponsored by it. The building itself is owned by the Waitakere City Stadium Trust and the land owned by Auckland Council. The land is leased to the Trust by Regional Facilities Auckland (RFC) - the Auckland CCO for the arts, culture and heritage, sport and leisure sector.

Mark has worked with the RFC in his previous role as Head of Stadium Events for Auckland Stadiums covering Mount Smart, Western Springs and North Harbour.

"It was a great job in the sense that we got to work on some big concerts,

and great sporting events and it was a big responsibility opening the gates to 45,000 or so people that came to see a concert. This job has a different kind of responsibility. It's about looking after the community, the welfare of the staff, and making sure the business is tracking well financially."

"It's expensive to maintain the facility and it's a challenge to keep the venue current with what's happening with the rest of the world whether in technical advances, putting Wifi in, creating artificial pitches, and so on. We are always looking for

new ideas and ways to improve the venue and enhance this community asset."

A Westie immigrant, Mark has lived in Scenic Drive for 14 years and is pleased to now be avoiding the congested Auckland traffic that was the bane of his previous role. With the hectic Arena schedule, he is often called upon to visit the venue outside of hours, but he quips:

"I can actually see it from my deck through my binoculars, so am rest assured it hasn't gone anywhere ...!"



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### Securing Discretionary Effort

By John Richmond  
Team Management Services

**Determining how to get the best from people at work is an ongoing quest for anybody leading a team. So what is it that makes people invest the extra effort, take ownership of objectives and accept responsibility at work?**

When people willingly add value over and above the contracted minimum standards by providing unpaid overtime, using their own initiative and by taking ownership for quality or organisational goals they provide "Discretionary Effort." In economic terms, securing this for no additional cost drops straight to the "bottom line."

The catch is that by definition we can't pay for discretionary effort - or entice, cajole or beat it out of others. People provide it willingly - because they want to. So how do we secure more of it?

A Corporate Leadership Council study on the subject indicates that the most important thing people seek is to have a "quality manager" at work. People are more likely to offer discretionary effort to a manager that meets this criteria.

So what does a "quality manager" look like? The survey found the five most important factors for positively influencing team members at work are:

1. Being entrusted with responsibility and independence
2. Interesting and challenging work
3. Positive working relationships
4. Good communication and feedback
5. Positive relationships with other team members

### Entrusting people with responsibility and independence

Traditionally the manager controlled everything and held the authority for any decisions. If we can only trust one person this makes sense, but if we have a team of competent people this controlled approach actually inhibits their working at full potential.

By empowering the team, new dynamics are created. The leader does not lose their overall authority but they delegate elements of this with the associated decision making. By doing so they raise the status of others in the team, pass over responsibility and provide more independence and autonomy. (Interestingly the more power that can be distributed to competent others, the more likely a team is to perform at a higher level). Leaders that entrust others with responsibility send two key messages:

- You have the capability, experience and skills required
- I trust you.

### Interesting and challenging work

By devolving power and delegating responsibility, work tasks become more challenging. The mandate for leaders is to empower others by passing on big tasks and important projects. Get into the habit of asking what aspects of a problem or project are really essential to cover, versus what can be delegated away

to others then take some personal risks and "let go."

Remember however, that entrusting people with responsibility and providing challenging work has inherent risks and does not always lead to perfect results... Tasks may not get completed to the usual standards at first so it takes trust from both sides to resist laying blame and consider miss-takes as learning opportunities. "Coach" rather than criticise.

### Positive working relationships

To empower successfully there must be a safe two way relationship. Trust is built over time as a result of consistent experiences that foster support and integrity, so for empowerment to work team members need to be free from fear and ridicule. The emphasis should be on "what can we learn," not "who is to blame." When delegated undertakings are delivered upon, both sides develop faith that other tasks will be in safe hands again in the future. True empowerment is a long game and calls for tolerance and the development of others.

### Communication and Feedback

Open lines of communication are vital to handing over responsibility and staying in touch (delegating rather than abandoning). If feedback is sought and provided this cannot help but create healthier environments and foster a climate where team members have greater confidence to take ownership of their jobs. So when people go above and beyond the call of duty - let them know that you appreciate it and thank them genuinely to reinforce that behaviour.

### Creating the Environment

Consistently providing feedback, autonomy and challenging work helps establish an environment in which discretionary effort is more likely to be given. Ironically such initiatives are largely discretionary themselves - and take time and effort. But they may be the most significant investments that we can make as a Leader.

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## Lincoln Road Corridor Improvements

Dr Grant Hewison  
Director, Grant Hewison & Associates

**The Lincoln Road Corridor Improvements Project being promoted by Auckland Transport involves upgrading a 1.6 kilometre length of Lincoln Road between its intersection with Te Pai Place / Pomaria Road to the south and the State Highway 16 onramp to the north.**

The Project involves upgrading and widening both sides of Lincoln Road between SH16 / Triangle Road / Central Park Drive and Te Pai Place / Pomaria Road.

Land from private properties will need to be acquired on both sides of Lincoln Road.

Given the investment in public transport improvements along Lincoln Road and the density increases signalled in the Proposed Auckland Unitary Plan (PAUP) along the corridor, analysis also took into account the achievement of future land use and transport integration.

Investigations considered options against the following criteria:

- Meeting roading needs for servicing properties.
- Achieving urban planning outcomes aligned to the Auckland Plan.
- Taking into account the increased land use intensification signalled along the Lincoln Road edge in the Proposed

Auckland Unitary Plan.

- Maximising public facilities / infrastructure in close proximity (local park, bus stop with improved and more frequent services).
- Avoiding the removal of Heritage Trees.
- Minimising land-take from private and public spaces.
- Integrating transport infrastructure with land use development, while minimising the effect on existing properties.

The initial option for widening Lincoln Rd between Pomaria Rd and Poinsettia Pl posed a need to remove two heritage trees located outside 158 Lincoln Rd (Cedar) and 172 Lincoln Rd (Rimu) plus the need to acquire 341 m2 of land from the Te Pai Reserve.

In late-January 2016 there was a meeting within Auckland Council to discuss the options.

Agreement was reached that Auckland Transport's (AT) project team would revisit their proposed design to reduce the impact on both the land take requirement from Te Pai Reserve and the two heritage trees. AT's project team managed to negotiate with the Walking and Cycling Team, a 3.3m shared path facility instead of the originally proposed 4.3m Copenhagen style facility for that section of the road. As a result, only 438 m2 of land at Te Pai Reserve land is required for road purposes.

The latest proposal was presented to the Henderson - Massey Local Board for approval in late May. The outcome of that decision will form part of the supporting documentation for the Lincoln Road Corridor Improvement Notice of Requirement under the RMA to be notified.

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