

# Who are we Today?

# 2006

A City of 78,000 people, we are a City on the move. Our population is growing.

Nationally we're known for education and research but we don't always see our own strengths. Businesses, for example could more often use our education and research strengths.

We have the seeds for a bright future. Our future strengths lie in bio-technology, education and smart business. This includes the Bio-Commerce Centre at Massey University, which will add to our many research units.

The number of jobs has grown – on average, more than the rest of New Zealand. These jobs are mostly in education, government administration and defence, health and community services, transport and storage, and retail. We also have more businesses in the City particularly in the property and business services.

Most of us enjoy a good standard of living.

Our City is safer. We have less reported crime and traffic accidents than a few years ago.

Our region is one of the most affordable areas in the country. Almost two-thirds of us live in homes that we own. The rest of us are in mostly privately rented homes.

We enjoy a wide range of social, health and education services:

- we have over 75 education providers from early

childhood through to university. And more of us have secondary and tertiary qualifications than the rest of the country.

- Mid-Central Health offers all levels of healthcare and we have good access to general practitioners.

We have good community spirit and many of us volunteer for things, yet we don't seem very proud of our City.

Rangitaane and their values have a special place in our community and they are growing as leaders of their people, particularly in areas of health, education and the environment.

Because we have many students, we have a younger population than the rest of the country. We have around 30,000 people involved in study. However, few students stay here after their studies and we lose their skills.

We're mostly happy with the way Palmerston North looks and feels. The City centre upgrade has begun. Our City still tells the story of our past, with a number of protected heritage buildings.

We move around the City easily. But this could change – more of us are using vehicles or buses to get to work and less of us are cycling or walking.

Most of us are happy with the many leisure activities we can choose from, but less so our young people. We've got the City Library, Te Manawa, the Lido swimming complex, Arena Manawatu, the Victoria Esplanade and the walkway system. There are plenty

of events throughout the year such as the Waitangi Day Festival, Esplanade Day and the Festival of Cultures.

New and established artists are supported by many different organisations such as the Palmerston North Community Arts Council and Creative Sounds. And we have plenty of venues for displays and shows.

We've become more 'green' in recent years. We are protecting a growing number of our special environments. We have good clean air and our water quality is improved but some watercourses are better than others.

We are generally happy with the Council services we receive - more so than many other cities. Most of us have a piped water supply and stormwater collection along with regular rubbish collection. Most households can also connect to the sewerage system. We have a good number of roads and footpaths as well as plenty of parks and open space.

As we're a growing City we need more living and working areas. North-east of the airport and around State Highway 2/Te Matai Rd will be developed. More houses will be developed between Gillespies Line and Cloverlea Rd.

# Who will we be tomorrow? 2016

This is a 10 Year Plan showing what the Council is doing to help create the City of the future. This part of the Plan describes what the Council wants the City to look like in 2016.

We are a good-sized City of 94,000 people – and growing.

We're well-known for ideas and thinking. Students come here for the easy, fun lifestyle and because our excellence in education and research is known around the world. There are lots of other learning opportunities for people of all ages.

Many students stay on after finishing their studies because they can get their careers off to a great start, especially in the high tech businesses that spin-off from the Bio-Commerce Centre.

Businesses are growing and there are plenty of jobs. We continue to draw businesses that build on our economic strengths (eg. education, defence, tourism and distribution).

Families enjoy the friendly and safe City. We take an interest in one another. With safe streets and footpaths, our children can easily walk or cycle to school or parks. There's housing for all ages and budgets. And we've made more room for housing in the Te Matai and Cloverlea Road areas. An extra bridge on the Manawatu River links Te Matai with the rest of the City.

We've become a place for people of retirement. Known for good health and social services, the City has a wide range of central government and community organisations. These services, plus the many leisure activities, mean we are healthy.

Our community spirit and pride is strong. We support each other and organisations work together. We enjoy healthy neighbourhoods. We are keen volunteers. Our community organisations help those in greatest need and work together to get positive results.

Places like the Highbury Whanau Centre and Kelvin Grove Community Centre are doing well and attract people, especially youth, from right across the City for their programmes.

We celebrate Rangitaane's role and long history with the City. And we embrace the different backgrounds of all people living here.

Four gateways that tell the story of our past and of our creativity greet you as you enter the City. People come from all around the region to enjoy the wide choice of shopping. Nestled in the heart of the CBD, The Square is the place of many exciting activities and events. Event sponsors know they get good value from the naming rights to our widely popular events.

Whether on foot, by car or bike, our transport system makes it easy and safe to move around. Everything is within easy reach. The new bridge and the rural ring road mean we can still easily get from one side of the City to the other.

There are lots of fun things to do here. Local people and visitors of all ages enjoy all sorts of outdoor activities. People kayak, waka ama and learn to sail on our man-made lake. A footbridge and the new Te Matai Bridge provide magnificent loop walkways around the lake and next to the river. The Te Araroa Walkway, Kahuterawa Hub and Turitea Eco Park offer adventure, while horse

riders and mountain bikers enjoy the redeveloped Awapuni Landfill.

Rugby, netball, basketball and soccer are among our first division teams. This is supported by first class facilities such as Arena Manawatu, the Esplanade and the Lido Aquatic Centre. The Esplanade has a treetop walk in aviary, better play areas and enlarged conservatory.

We are a City of arts and culture. The Te Manawa complex is just one of numerous places that attract many tourists. The community is behind our active arts and music scene, which is centred in well-maintained facilities like Square Edge, the Regent, Centrepont and the Stomach. We have more exciting public art around the City.

The Library – the Living Room of the City – is the best of its kind in New Zealand. Other libraries copy it.

'Green' is the theme in Palmerston North. We have tree-lined streets, native bush alive with birds, noted parks and gardens and a wetland area developed as part of the Waste Water 2006 project. We are home to the largest wind farm in the southern hemisphere.

We can trust our roads, water and waste systems to work. Our water is still top quality. We are proud of how our City looks: no overhead wires on streets, and less rubbish, thanks to the success of the Knowaste plaza. And there's a lot less flooding in neighbourhood streets after heavy rain.

**We are proud of Palmerston North. We all know it is the best City in provincial New Zealand.**

# What's important to you?

## Palmerston North Community Outcomes

**These community outcomes belong to the community. They are for everybody – organisations, groups and individuals – to work towards.**

### What are community outcomes?

Community outcomes are the things that are important to people. In Palmerston North this means:

- people have lots of fun things to do
- people feel safe
- businesses grow here and people have lots of job opportunities
- people can move easily around Palmerston North
- Palmerston North's physical infrastructure is reliable
- Palmerston North is attractive, clean and green
- the community is supportive and people and organisations work together
- people are well-housed and healthy
- people have lots of learning opportunities.

### Where did they come from?

You decided our community outcomes!

In 1995 we developed a City Vision. This was based on extensive community consultation to find out what sort of community people wanted to live in. We used this information as a starting point to identify the community outcomes. We wrote a draft 'word picture' based on the vision and then went and asked people what they thought of it.

To make sure we heard the views of the 'person on the street' we visited places such as shopping centres, suburban buses, festivals, schools, Massey University, UCOL, the Highbury Whanau Centre and Age Concern.

We also sent a questionnaire to all households. Reply-paid postcards were put in major businesses, cafes, the Council's Customer Service Centre, and libraries. We also met with government agencies and key organisations to ask their views.

People had two months to have their say and over 1,000 people shared their thoughts.

We looked carefully at all of these ideas and summarised them into the community outcomes.

## Achieving the Community Outcomes

The community outcomes will only be achieved if all organisations and individuals in the City work towards them. We are committed to playing our part. The 10 Year Plan shows how we will do this. See the tables on pages 22-29 which outline what we and other organisations are doing.

All the organisations – including the Council – work towards the outcomes in three ways:

- by doing their 'day-to-day work', eg, MidCentral Health provides health services, schools provide education and sports clubs offer recreation opportunities
- by working together on particular projects, eg, the Council and Ministry of Social Development jointly fund a youth worker in Kelvin Grove, the Ethnic Council leads a settlement support network, involving the City Council and government agencies, to help new migrants and refugees settle in Palmerston North.
- by working together through networks and 'umbrella groups', such as the Regional InterAgency Network (central and local government agencies), Ethnic Council, and Environment Network Manawatu.

Building the City described in the community outcomes comes at a cost. We are convinced that the outcomes can only be achieved if these costs are shared by more people. In other words to achieve these outcomes Palmerston North must be a growing City. And to be a growing City, we must achieve the outcomes. The two go hand in hand. The community outcomes are the building blocks for a growing progressive City.

## Palmerston North – a growing progressive City

Our goal is for Palmerston North to be a growing, progressive City. We want Palmerston North to have a population of 100,000 by 2020. But more than that, we want these 100,000 people to live in an attractive, vibrant and healthy City.

### Growth – the big picture

To be successful, cities need to grow.

Experience shows this. During much of the 1990s Palmerston North's population stalled. Businesses left town, taking jobs with them. People had to move their families from Palmerston North to get work. The CBD had empty shops and the City felt drab. Youth crime was a major concern. People generally felt that Palmerston North was not doing well. Economic and social confidence was low.

By contrast, over the past few years Palmerston North has grown. With a strong regional economy, we and other organisations and businesses have invested in the City. Our rural sector has supported and shared in this growth. Increased investment and the efficiency of our farmers and other rural industries continue to make an important contribution to the City's economic, community and other outcomes. The population has increased. There are jobs. Things are happening – the Arena, the Lido, the Highbury Whanau Centre have all been redeveloped. Palmerston North is more positive and people can feel the difference.

Research also shows that growing cities are successful cities.

The reason is simple. The more people in a City, the more money there is to spend on roads, libraries, parks, events, community groups and all the other things that make

a City a great place to live. Also, with more people in a city there is greater mix and range of clubs and organisations that can meet peoples' different interests and needs.

It becomes an ongoing cycle – the better a place is to live the more people it attracts, so there is more money to spend on the things that make it an even greater place to live, so even more people are attracted. And, of course, the people that are already living in the City have more things to enjoy as well.

This is not growth for growth's sake: it is growth for people. Growth and quality of life together make a real, positive difference for people.

We know it is important to make sure that the costs and benefits of this growth are shared throughout the community, otherwise growth will not be balanced; nor will it be lasting.

In the past, growth could almost be taken for granted. But, the lesson of the 1990s is that growth is no longer guaranteed. As a nation, we are having fewer children, so future growth will depend more and more on attracting people to live in the City.

To attract people to the City, it must have an appealing quality of life – fun things to do, a safe CBD, street trees and parks, jobs, schools, good roads and other infrastructure, a strong community identity, and good housing and health. These reflect our community outcomes.

Achieving a growing City requires people and organisations to work together. Everybody must have the positive attitude, the common goal, the commitment, the pride and the belief that Palmerston North is the best City in provincial New Zealand.

## Growth – the numbers

Palmerston North's current population is 78,400 (June 2005). By 2020 we want that to be 100,000 people. To reach this target our City will have to grow, on average, by 1.6% each year. This is a 'stretch target' – it will not be easy to achieve. Certainly, we won't get there if people and organisations don't try and don't work together.

However, it is not too much of a stretch. Some areas, such as Rodney and Tauranga, are struggling with too much growth – at 3% a year.

An annual growth rate of 1.6% is another 1,300 people or 500 households per year. We know this is achievable, balanced and sustainable because we have been averaging over 1% growth a year for the past few years. And we know it is positive – we can all feel the difference it is making to Palmerston North.

Some of the projects in this plan are based on this growth being achieved. If the growth is lower than expected then those projects will be put back. If growth is higher then the projects may need to happen sooner.

## Monitoring the community outcomes

Achieving the outcomes is a long term job. We will need to keep track of our progress. We have worked with other organisations to identify key performance indicators – the signals that will tell us how we are doing. These are outlined in the tables on the next pages.

## People have lots of fun things to do

WHAT COUNCIL DOES	HOW WE WILL MEASURE PROGRESS	WHAT OTHER ORGANISATIONS DO
<p>Council provides a range of leisure facilities – such as the library, playgrounds, walkways, sportsfields, swimming pools, skatepark, Arena Manawatu, and Te Manawa. Future facilities include a recreational lake and eco park.</p> <p>We fund a wide range of events for local people and visitors.</p> <p>We help promote what is on in Palmerston North.</p> <p>We also provide grants to organisations like Sport Manawatu, the Regent Theatre, Centrepoint, Creative Sounds, Rugby Museum, Manawatu Community Athletics Track and the Globe Theatre.</p>	<p>Satisfaction with range of leisure opportunities.</p> <p>Number of clubs.</p>	<p>Sport Manawatu co-ordinates the sports sector, and the Regional Sport and Active Recreation Strategy.</p> <p>The Community Arts Council co-ordinates the arts and cultural sector.</p> <p>Manawatu District, Massey University, the NZ Army and schools have a range of recreation facilities, sportsfields and playgrounds.</p> <p>Destination Manawatu promotes what is on in the City.</p> <p>Sports clubs and arts and cultural groups provide opportunities for a huge range of leisure activities.</p> <p>Private businesses also provide many leisure opportunities, eg, shopping, the movies, etc.</p> <p>Incorporated societies and trusts help fund many groups and facilities.</p> <p>Residents need to be active and involved in things. They need to be aware of what is on.</p>

## People feel safe

WHAT COUNCIL DOES	HOW WE WILL MEASURE PROGRESS	WHAT OTHER ORGANISATIONS DO
<p>The Council is responsible for providing safe transport networks – for motorists, cyclists and pedestrians.</p> <p>We provide street lighting, footpath maintenance and ensure trees are cut back from footpaths so people can move safely.</p> <p>We are responsible for stormwater and flood protection (other than the Manawatu River and the Mangaone Stream, which are the responsibility of Horizons).</p> <p>We provide safe drinking water.</p> <p>We include Crime Prevention Through Environmental Design (CPTED) in projects like City Heart.</p> <p>The Council's regulatory services – animal control, health inspections, hazardous substances, building consents, bylaws, etc – are for safe communities.</p> <p>Through civil defence, the Council encourages people to prepare themselves for emergencies like earthquakes and floods. We will work with other emergency services during an emergency.</p> <p>We support safety groups like the Safety Advisory Board, Neighbourhood Support and SafeCity Hosts.</p> <p>We ensure that our community buildings, sportsfields, playgrounds, etc, are safe.</p> <p>We maintain a register of contaminated land.</p>	<p>Crime figures</p> <p>Road accidents</p> <p>Fire Starts</p> <p>Injury Accidents</p> <p>Perceptions of safety</p>	<p>The Safety Advisory Board ensures organisations take a co-ordinated approach to safety.</p> <p>The Police focus on crime and crash reduction.</p> <p>The Fire Service responds to fires and other emergencies. It also promotes fire safety.</p> <p>St John provides emergency response services and first aid training.</p> <p>Horizons leads the regional Civil Defence and Emergency Management Group (and the CDEMG Plan) and is responsible for flood protection on the Manawatu River and the Mangaone Stream.</p> <p>ACC works to prevent injuries at home, at work, at play, on the move, etc. It has overall responsibility for the NZ Injury Prevention Strategy. The ACC and the Council have a Memorandum of Understanding to address common issues of safety in Palmerston North.</p> <p>The Ministry of Social Development works to strengthen communities and families and to reduce family violence.</p> <p>Child, Youth and Family Services works to prevent child abuse and neglect and provides services for strong families.</p> <p>Occupational Safety and Health looks after safety in the workforce.</p> <p>Land Transport New Zealand contributes to safe transport systems.</p> <p>MidCentral Health encourages healthy, safe lifestyles and treats the sick and injured through its MidCentral District Strategic Plan.</p> <p>The SafeCity Trust helps create a safe and pleasant social centre for the City.</p> <p>Community groups eg, Neighbourhood Support, DrugArm, Women's Refuge all help keep people safe and reduce violence.</p> <p>Housing New Zealand Corporation helps provide safe urban neighbourhoods.</p> <p>Residents need to look after each other and be prepared for emergencies.</p>

## Palmerston North is attractive, clean and green

WHAT COUNCIL DOES	HOW WE WILL MEASURE PROGRESS	WHAT OTHER ORGANISATIONS DO
<p>The Council is responsible for waste management, involving reduction, re-use, recycling, recovery, treatment, and disposal of waste.</p> <p>We provide 'green space' through parks, walkways, reserves, etc, and street trees and gardens.</p> <p>We develop and implement the District Plan, including urban design criteria and heritage protection.</p> <p>We plan for sustainable growth.</p> <p>The Council supports groups like Urban Care, Environmental Trust, Manawatu Tree Trust, Zero Waste Academy and the Environment Network.</p> <p>We carry out projects to keep the City looking attractive such as repositioning overhead cables underground and removing graffiti from public places.</p> <p>We include public art in projects like City Heart.</p>	<p>Satisfaction with look and feel of the City</p> <p>Reserves per 1,000 people</p> <p>Water Quality</p> <p>Air Quality</p>	<p>Horizons is responsible for the sustainable management of air, land, native biodiversity and water resources through its LTCCP. It also undertakes environmental education.</p> <p>The Environment Network co-ordinates the environmental sector.</p> <p>Urban Care is active in projects like Clean-Up NZ and Street Pride.</p> <p>Other environmental groups carry out environmental projects and advocacy.</p> <p>The Department of Conservation looks after conservation issues in the City and is involved in reserve management.</p> <p>The NZ Historic Places Trust is responsible for the protection of heritage buildings.</p> <p>Housing New Zealand Corporation helps provide attractive and well designed urban areas.</p> <p>Residents need to keep their properties attractive and the City clean and tidy.</p>

## Businesses grow here and people have lots of job opportunities

WHAT COUNCIL DOES	HOW WE WILL MEASURE PROGRESS	WHAT OTHER ORGANISATIONS DO
<p>The Council funds and promotes initiatives that increase the numbers of businesses and jobs in the City. We do most of this by helping fund Vision Manawatu.</p> <p>The Council funds Destination Manawatu and Vision Manawatu to market and promote the City as a vibrant place to live, to work, to visit and do business.</p> <p>We provide the infrastructure such as roading, water and waste removal that businesses need.</p> <p>We plan and provide for industrial land.</p> <p>We provide part of the regulatory framework within which businesses operate.</p> <p>We invest in the airport.</p> <p>We provide events to attract visitors.</p> <p>We provide a vibrant CBD (City Heart) and parking developments.</p>	<p>Number of jobs</p> <p>Number of businesses</p> <p>Average household income</p> <p>Employment</p> <p>Deprivation Index</p>	<p>Vision Manawatu provides economic development services.</p> <p>Destination Manawatu markets the City as a place to do business.</p> <p>Business groups like City Centre Marketing and Manawatu Chamber of Commerce undertake co-ordination and advocacy.</p> <p>The BioCommerce Centre helps develop new businesses.</p> <p>Work and Income assists people into employment and economic independence through it's Central Regional Plan.</p> <p>Trade and Enterprise gives advice and funding to business (through Vision Manawatu).</p> <p>Community Groups (eg, Mature Employment, Ethnic Council) undertake community employment initiatives.</p> <p>Careers Service Rapuara provides individuals with careers advice.</p> <p>The private sector provides a large number of business and jobs.</p> <p>Residents need to take up job and training opportunities and to support local businesses.</p>

## People have lots of learning opportunities

WHAT COUNCIL DOES	HOW WE WILL MEASURE PROGRESS	WHAT OTHER ORGANISATIONS DO
<p>The Council works with Massey, UCOL, the International Pacific College, etc, to market the City as a learning centre.</p> <p>We make the City attractive to students through events, and other initiatives.</p> <p>We provide learning opportunities through the library and Te Manawa.</p> <p>We provide funding and support for community education groups.</p>	<p>Participation in early childhood education</p> <p>Number of school leavers with at least NCEA level 1</p> <p>Highest Qualifications</p>	<p>Schools and tertiary education institutions provide a wide range of education and training opportunities.</p> <p>Community education groups (Te Whare Akonga Open Learning Centre, EOSL, etc) provide education and training opportunities.</p> <p>Private Training Providers also provide education and training opportunities.</p> <p>Tertiary Education Commission funds and co-ordinates the tertiary sector.</p> <p>The Guardian Group (a cluster of education groups) also provides co-ordination for the education sector.</p> <p>The Student City Group markets the City as a student centre and carries out initiatives for students.</p> <p>The Ministry of Education Special Education Services improves learning opportunities for disadvantaged young people.</p> <p>Residents need take to learning opportunities available to them.</p>

## People can easily move around the City

WHAT COUNCIL DOES	HOW WE WILL MEASURE PROGRESS	WHAT OTHER ORGANISATIONS DO
<p>The Council is responsible for providing safe transport networks – for motorists, cyclists and pedestrians.</p> <p>We ensure that transport is part of land planning for new growth areas.</p> <p>We liaise with Horizons on public transport.</p>	<p>Satisfaction with moving around the City</p> <p>Delays at key intersections</p> <p>Number of road accidents</p>	<p>Horizons is responsible for co-ordinating transport activities in the region through its Regional Land Transport Strategy and Plan. It also funds public transport services (including special services for people with disabilities) and has a road safety programme (Road Safe Central).</p> <p>Land Transport New Zealand is the land transport funding agency (full funding for state highways, part funding with the City Council for local roads). It also promotes safety and sustainability.</p> <p>The Police undertake traffic enforcement, road safety, and crash investigations.</p> <p>ACC helps ensure road safety and injury prevention from road crashes.</p> <p>Individuals need to drive, cycle and walk safely and courteously. They also need to use public transport.</p>

## Palmerston North’s physical infrastructure is reliable

WHAT COUNCIL DOES	HOW WE WILL MEASURE PROGRESS	WHAT OTHER ORGANISATIONS DO
<p>The Council provides the main infrastructural services for the City – roading, water, wastewater, stormwater and waste disposal. We have asset management plans to make sure this infrastructure is well maintained and can meet the City’s needs at least cost.</p> <p>We provide new infrastructure for growth.</p> <p>We also provide much of the City’s cultural and recreational infrastructure.</p>	<p>Satisfaction with roads, footpaths, water, stormwater, wastewater, waste</p> <p>Asset Management Plans</p> <p>Number of households connected to services</p>	<p>Communication and energy companies provide communication and energy infrastructure.</p> <p>Land Transport New Zealand has part responsibility for land transport funding.</p> <p>Waste management companies provide waste services.</p> <p>Horizons has responsibility for infrastructural consents and monitoring, and for the stopbanks along the Manawatu River and the Mangaone Stream.</p>

## The community is supportive and people and organisations work together

WHAT COUNCIL DOES	HOW WE WILL MEASURE PROGRESS	WHAT OTHER ORGANISATIONS DO
<p>The Council carries out community development, making grants to organisations, building capacity and carrying out research.</p> <p>We work with organisations and groups such as Ministry of Social Development, Community Services Council, Safety Advisory Board, Tools for Schools, etc.</p> <p>Our strategic planning and democratic services are about getting people working together on agreed actions.</p> <p>We provide community halls and community infrastructure.</p>	<p>Satisfaction with community spirit</p> <p>Amount of volunteering</p>	<p>Community, church and voluntary groups carry out a wide range of projects that help communities and individuals.</p> <p>Umbrella Groups (eg, the Arts Council, Ethnic Council, Environment Network Manawatu, Community Services Council etc) provide co-ordination and leadership, as well as carrying out specific projects.</p> <p>Rangitaane are Tangata whenua and mana whenua.</p> <p>Housing New Zealand Corporation provides community agency housing.</p> <p>Department of Internal Affairs gives advice, information and funding for strong communities and encourages a strong volunteer sector.</p> <p>The Ministry of Social Development improves peoples' well-being and ability to participate in the community. Key areas include youth, families and prisoners.</p> <p>The Regional InterAgency Network provides co-ordination for government agencies working together.</p> <p>Te Puni Kokiri provides policy for Maori development.</p> <p>Individuals need to be involved in voluntary groups and support people in need.</p>

## People are well-housed and healthy

WHAT COUNCIL DOES	HOW WE WILL MEASURE PROGRESS	WHAT OTHER ORGANISATIONS DO
<p>Much of the Council's infrastructure is concerned with public health. For example, providing clean water and disposing of waste and wastewater.</p> <p>The Council provides many opportunities for healthy exercise – walkways, playing fields, parks, etc.</p> <p>The Council supports community groups involved in health and housing.</p> <p>We provide community and public rental housing for low income people, especially the low income elderly.</p> <p>We carry out building inspections and are responsible for the regulatory framework for housing.</p> <p>We plan for growth.</p>	<p>Housing overcrowding</p> <p>Number of people with severe/significant housing needs</p> <p>Morbidity and mortality</p> <p>Life expectancy</p>	<p>MidCentral Health encourages people to lead healthy lifestyles in a healthy environment. It also provides primary, secondary and tertiary health and disability services.</p> <p>The Primary Health Organisation aims to keep people well through health services and education. It also provides GP, physiotherapist, pharmacy, etc services.</p> <p>Private health providers provide a wide range of health and wellness services.</p> <p>Maori Health providers, eg, Whakapai Hauora, Te Waka Huia, Manawhenua Hauora, etc, provide health and wellness services.</p> <p>Community groups are also involved in health and wellness services.</p> <p>ACC is responsible for injury prevention and rehabilitation.</p> <p>Individuals have to lead healthy lifestyles and make healthy choices.</p> <p>Housing New Zealand Corporation provides rental housing (1550 units), advice and assistance into home ownership.</p> <p>Tenancy Services resolves disputes between tenants and landlords.</p> <p>MidCentral gives support for people to stay in their own houses and fund healthy homes or home modifications for people with disabilities.</p> <p>The Ministry of Health funds housing for people with special needs.</p> <p>Work and Income provides the accommodation supplement and gives grants or loans for modifying housing for people with special needs. It also funds the Healthy Homes programme.</p> <p>The Energy Efficiency and Conservation Authority encourages energy efficient and healthy homes.</p> <p>MASH and other community groups help provide sheltered housing.</p> <p>Community housing groups are involved in advice and advocacy.</p> <p>Individuals are responsible for the bulk of housing in Palmerston North.</p>