

Mary Quigg

From: Matthew O'Driscoll
Sent: Monday, 20 May 2019 9:50 AM
To: Hannah Geddis
Subject: Re: Tramways Union AGM 21 May - campaign brief

Yes please - can you make it 9am

On 20/05/2019, at 9:45 AM, Hannah Geddis <Hannah.Geddis@gw.govt.nz> wrote:

Morning team,

Do you have an RTI message that you'd like me to put up for the AGM?

"On Tues 21 May, some bus services will be reduced between 9:30am and 3pm while drivers attend their union AGM. More info at Metlink.org.nz" or something like that?

We're limited to 140 characters.


Cheers,

Hannah Geddis | Service Delivery Coordinator
Metlink | Greater Wellington Regional Council

DD 04 830 4104 | M 021 896375
L2, 15 Walter St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142
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To find out how to plan your journey, go to metlink.org.nz

<image001.jpg>

 Think green: read on the screen.

From: Kristin Cains <Kristin.Cains@gw.govt.nz>
Sent: Friday, 17 May 2019 3:37 PM
To: Contact Centre <ContactCentre@gw.govt.nz>; Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Jonathan Hales <Jonathan.Hales@gw.govt.nz>; Ali Kaye <Ali.Kaye@gw.govt.nz>; Lindsey Brittain <Lindsey.Brittain@gw.govt.nz>; Kaitlin Wiles <Kaitlin.Wiles@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>; Rob Braddock <Rob.Braddock@gw.govt.nz>; Hannah Geddis <Hannah.Geddis@gw.govt.nz>; Pippa Simm <Pippa.Simm@gw.govt.nz>; Susan Wilson <Susan.Wilson@gw.govt.nz>; Gail Reeves <Gail.Reeves@gw.govt.nz>; Greg Pollock <Greg.Pollock@gw.govt.nz>; Emma Harrison <Emma.Harrison@gw.govt.nz>; Bruce Horsefield <Bruce.Horsefield@gw.govt.nz>
Subject: Tramways Union AGM 21 May - campaign brief

Hi there

Please find attached the campaign brief for Tramways Union AGM 21 May disruption. The service update is live and paid media kicks off this afternoon.

Let me know if you have any questions.

Cheers,
Kristin

Kristin Cains | Customer Information Advisor
Metlink

M 021 936 733

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<image001.jpg>

Mary Quigg

From: Matthew O'Driscoll
Sent: Friday, 17 May 2019 10:24 AM
To: Kristin Cains
Subject: RE: Union AGM 21st May

Good job we pulled radio

From: Kristin Cains <Kristin.Cains@gw.govt.nz>
Sent: Friday, 17 May 2019 10:24 AM
To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Ali Kaye <Ali.Kaye@gw.govt.nz>
Cc: Jonathan Hales <Jonathan.Hales@gw.govt.nz>
Subject: RE: Union AGM 21st May

FYI – NZ Bus still haven't confirmed the routes that will be reduced when I checked with Service Delivery just before. Matt Lear and team are chasing at the moment.

From: Kristin Cains
Sent: Thursday, 16 May 2019 4:10 PM
To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Ali Kaye <Ali.Kaye@gw.govt.nz>
Cc: Jonathan Hales <Jonathan.Hales@gw.govt.nz>
Subject: FW: Union AGM 21st May

FYI see below – we'll know more in the morning in regards to what will be on the website, as per Rob's email.

Radio advertising has been pulled for tomorrow so we'll discuss further tomorrow morning.

From: Rob Braddock <Rob.Braddock@gw.govt.nz>
Sent: Thursday, 16 May 2019 4:01 PM
To: Susan Wilson <Susan.Wilson@gw.govt.nz>; Hannah Geddis <Hannah.Geddis@gw.govt.nz>; Kristin Cains <Kristin.Cains@gw.govt.nz>; Pippa Simm <Pippa.Simm@gw.govt.nz>
Subject: Fwd: Union AGM 21st May

Almost there with the list will check again in the morning

Sent from my iPhone

Begin forwarded message:

From: Andrew Gillanders <Andrew.Gillanders@nzbus.co.nz>
Date: 16 May 2019 at 2:24:16 PM NZST
To: Rob Braddock <Rob.Braddock@gw.govt.nz>
Subject: FW: Union AGM 21st May

Hi Rob

The team are still working on the list. Will have confirmation of trips that will be covered tomorrow.

Andrew

From: Lance Strathern
Sent: Thursday, 16 May 2019 1:52 p.m.

To: Andrew Gillanders <Andrew.Gillanders@nzbus.co.nz>; Guramrit Singh <Guramrit.Singh@nzbus.co.nz>
Cc: Frank Rodgers <Frank.Rodgers@nzbus.co.nz>
Subject: FW: Union AGM 21st May

AG,

Trips that could be dropped at the moment, will confirm exact tomorrow.
Eg, the first 2 on list can be ran, run off from Seatoun.
Lucky and I will have a good look tomorrow morning.

Lance

From: Stephen Marsh
Sent: Thursday, 16 May 2019 12:22 p.m.
To: Frank Rodgers <Frank.Rodgers@nzbus.co.nz>
Cc: Lance Strathern <Lance.Strathern@nzbus.co.nz>
Subject: RE: Union AGM 21st May

Frank

List of cancelled trips attached, this is similar to what has been sent to GWRC in the past

Cheers

Steve

From: Frank Rodgers <Frank.Rodgers@nzbus.co.nz>
Sent: Thursday, 16 May 2019 11:27 AM
To: Stephen Marsh <Stephen.Marsh@nzbus.co.nz>
Cc: Lance Strathern <Lance.Strathern@nzbus.co.nz>
Subject: FW: Union AGM 21st May

Hi Steve,

Can you assist with this ?

Cheers,
Frank

From: Andrew Gillanders <Andrew.Gillanders@nzbus.co.nz>
Sent: Wednesday, 15 May 2019 4:01 PM
To: Lance Strathern <Lance.Strathern@nzbus.co.nz>
Cc: Frank Rodgers <Frank.Rodgers@nzbus.co.nz>
Subject: Union AGM 21st May

Hi Lance

I can confirm that the Union AGM will be between the hours of 10.30am and 1.30pm on Tuesday the 21st May. Can you have Lucky provide a list of last trips run before the meeting and 1st trips run after the meeting. GWRC require the information by the end of the day Thursday 16th so that they can put their coms together. WE will need to allow operators time to travel to the venue after completing their last trip before the meeting and and the get to their 1st stop after the meeting.

Regards

Andrew

Mary Quigg

From: Matthew O'Driscoll
Sent: Thursday, 16 May 2019 3:43 PM
To: Contact Centre; Mark Gilmour; Bruce Horsefield
Cc: Kristin Cains; Jonathan Hales; Emma Harrison; Ali Kaye
Subject: AGM FAQs

Hi folks,

Some FAQs for next week's tramways stop work meeting:

What's happening?

Next Tuesday (21 May) members of the tramways union will be attending their Annual General Meeting.

What does that mean for bus customers?

Some drivers will be attending the AGM and this will affect off-peak service (9:30-3pm).

This means some off peak services will be reduced during these times.

What routes are affected?

Largely NZ Bus routes at this stage but we'll confirm exactly which routes on the website soon (Rob Braddock getting final list tomorrow)

We are in constant contact with our operators, and are providing the most up-to-date information via our website and app.

Why are other services affected?

Drivers from other companies may also wish to attend the AGM.

Customers seeking alternative travel arrangements may take up capacity on other routes.

Why are you letting this happen?

GWRC has no role in the AGM, this is a union led initiative. However, we support drivers attending this important meeting.

Matthew O'Driscoll | External Relations & Media Lead

GREATER WELLINGTON REGIONAL COUNCIL

15 Walter Street, Te Aro, Wellington, 6011

M: 022 681 8441

www.gw.govt.nz

Mary Quigg

From: Matthew O'Driscoll
Sent: Thursday, 16 May 2019 3:00 PM
To: Kristin Cains
Subject: RE: AGM social post

Looks good – can you get 'some' in the following

Disruption to some off-peak services

From: Kristin Cains <Kristin.Cains@gw.govt.nz>
Sent: Thursday, 16 May 2019 2:58 PM
To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Jonathan Hales <Jonathan.Hales@gw.govt.nz>
Subject: AGM social post

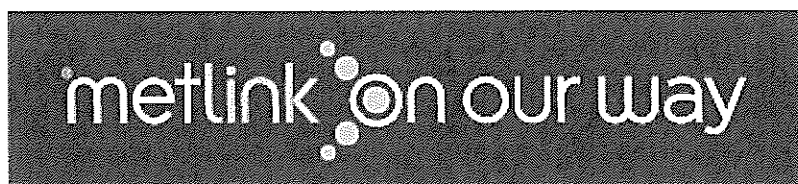
Does this look ok for the social post? I tweaked the copy a bit – feel free to change.

We have paid social and will also put on our own Facebook & Neighbourly.

Kristin Cains | Customer Information Advisor
Metlink

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L2, 15 Walter St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142
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Mary Quigg

From: Matthew O'Driscoll
Sent: Wednesday, 15 May 2019 11:22 AM
To: Rob Braddock; Matthew Lear
Cc: Jonathan Hales
Subject: AGM comms
Attachments: Messaging for Tramways AGM.docx

Hi Matthew and Rob

Can you cast your eye over the attached and provide marked-up track changes on anything that needs altering.

Ignore the press ad copy as Rob and Jono H have worked on this already.

Matt

Matthew O'Driscoll | External Relations & Media Lead

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Mary Quigg

From: Matthew O'Driscoll
Sent: Tuesday, 14 May 2019 12:02 PM
To: Jonathan Hales
Subject: Messaging for tramways union's AGM
Attachments: Messaging for Tramways AGM.docx

Hi Jono

Can you please have a look through this and edit as appropriate

Hopefully we've captured everything.

Thanks

Matt

Matthew O'Driscoll | External Relations & Media Lead

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Mary Quigg

From: Matthew O'Driscoll
Sent: Friday, 17 May 2019 1:45 PM
To: Ali Kaye
Subject: RE: Draft Comms for Tramways AGM

Beaut! Please go ahead!

Thanks for getting this up

From: Ali Kaye <Ali.Kaye@gw.govt.nz>
Sent: Friday, 17 May 2019 1:44 PM
To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>
Subject: RE: Draft Comms for Tramways AGM

Thanks Matt! Here's the draft – did we want that live now?

From: Matthew O'Driscoll
Sent: Friday, 17 May 2019 1:35 PM
To: Ali Kaye <Ali.Kaye@gw.govt.nz>
Subject: FW: Draft Comms for Tramways AGM
Importance: High

From: Jo Pritchard <Jo.Pritchard@gw.govt.nz>
Sent: Friday, 17 May 2019 12:47 PM
To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Kristin Cains <Kristin.Cains@gw.govt.nz>
Cc: Matthew Lear <Matthew.Lear@gw.govt.nz>; Rita Aiono <Rita.Aiono@gw.govt.nz>; Mark Gilmour <Mark.Gilmour@gw.govt.nz>; Hannah Geddis <Hannah.Geddis@gw.govt.nz>; Susan Wilson <Susan.Wilson@gw.govt.nz>; Pippa Simm <Pippa.Simm@gw.govt.nz>
Subject: Draft Comms for Tramways AGM
Importance: High

Hi Matt and Kristin,

Below is really basic draft comms for you to use, including the affected routes. We are hoping to get the full list of times from NZBus really soon, but it's looking very unlikely that we will have this to you by 1pm.

Feel free to do what you will with the draft below, but we do feel like the sentence at the bottom regarding the Airport Flyer should be in there. If it isn't there, the Contact Centre will get the enquiries anyway. We think that we can easily front foot that and get those enquiries off to NZ Bus direct rather than through to the contact centre in the first instance.

Cheers
Jo

"The Tramways Union are holding their Annual Stop Work Meeting on Tuesday 21 May 2019.

This means that the following routes will be disrupted between 9am and 3pm on Tuesday:

Route 2

Route 3
Route 12
Route 12e
Route 14
Route 18
Route 18e
Route 20
Route 21
Route 22
Route 30x
Route 31x
Route 33
Route 34
Route 81
Route 83

NZ Bus have also confirmed that the **Route 91 – Airport Flyer will also be affected by this Stop Work Meeting. Please contact NZ Bus for details.*

Exact times for these services will be displayed on the Metlink website once these details have been confirmed.”


Thanks!
Jo

Jo Pritchard | Service Delivery Advisor
Greater Wellington Regional Council and Metlink

Te Pane Matua Taiao
Level 2, 15 Walter Street, Te Aro, Wellington 6011
T: 04 831 3303 | M: 021 729 131

To find out how to plan your journey, go to metlink.org.nz



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Mary Quigg

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Sent: Monday, 20 May 2019 9:50 AM
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Metlink | Greater Wellington Regional Council

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Subject: Tramways Union AGM 21 May - campaign brief

Hi there

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Let me know if you have any questions.

Cheers,
Kristin

Kristin Cains | Customer Information Advisor
Metlink

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<image001.jpg>

Metlink industrial action guidelines

Purpose

The purpose of this document is to outline the process, collateral and requirements of GWRC during bus industrial action to ensure bus customers are effectively communicated with and aware of the disruption.

Background:

Routinely our bus operators and the Tramways Union enter into negotiations around staffing issues and contracts. At times these interactions can escalate into industrial action, which causes various levels of disruption to bus customers. This often leads to direct criticism of Greater Wellington Regional Council and the Metlink brand.

Greater Wellington's role in industrial action:

While Greater Wellington Regional Council is often publically criticised for industrial action, legally we have no role to play, and are not allowed to get involved in negotiations or dispute.

As such our public messaging is generally along the lines of “we hope for a quick resolution and are working with the operator to minimise disruption to bus customers”

One role that we do have to play in industrial action is communicating with bus customers to ensure they have the right information they need to make informed decisions about their travel options. This happens across a range of paid, owned and earned media – the process of which is outlined within this document.

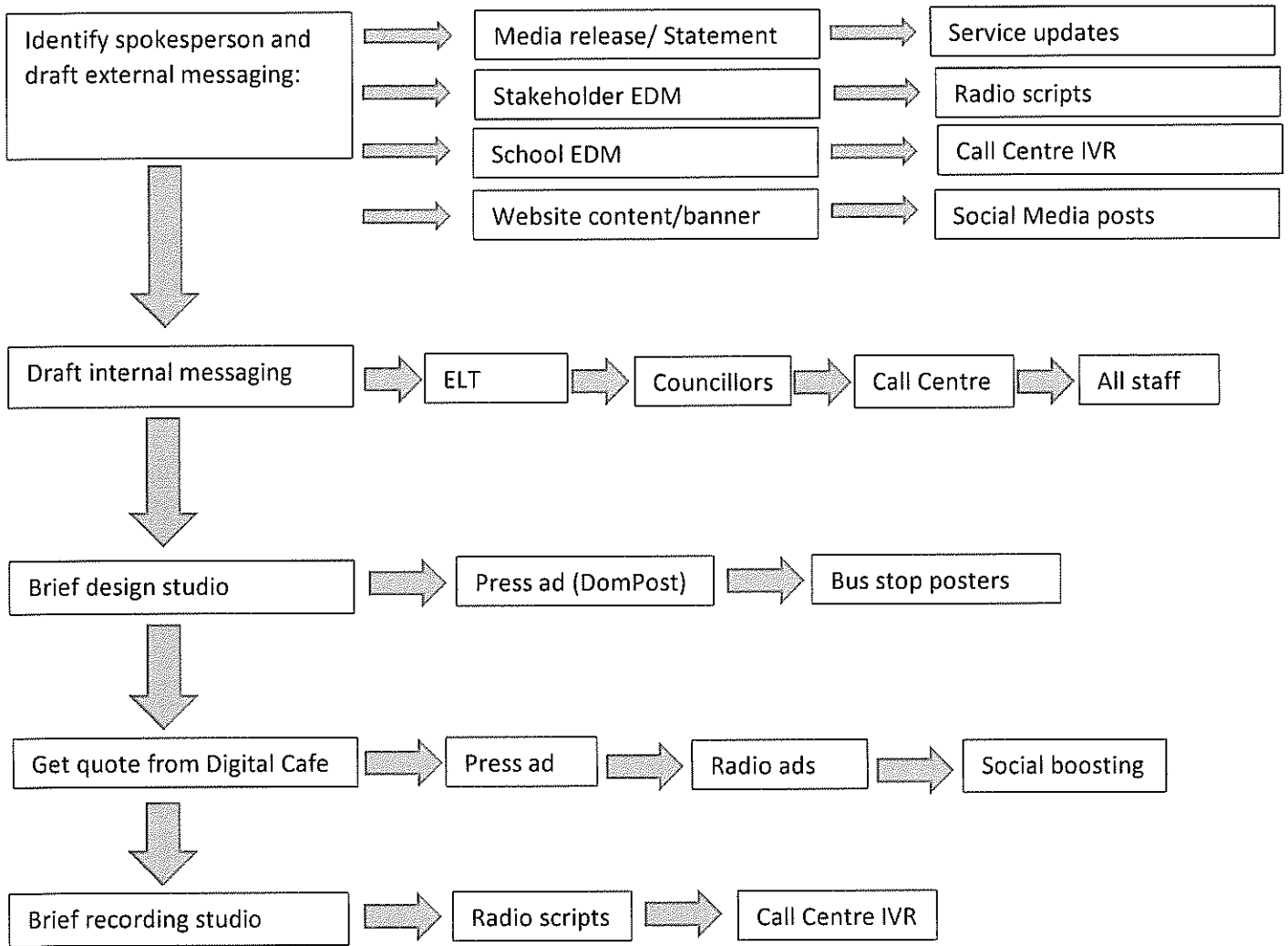
Within this document you will find:

- 1) Pre-sign off collateral list and flow chart
- 2) Post-sign off collateral list and process chart
- 3) Key roles and responsibilities
- 4) Draft messaging templates

If you require more information:

Please discuss with Media Team Leader, Matthew O’Driscoll – matthew.odriscoll@gw.govt.nz

Strike Action – how to keep the public informed



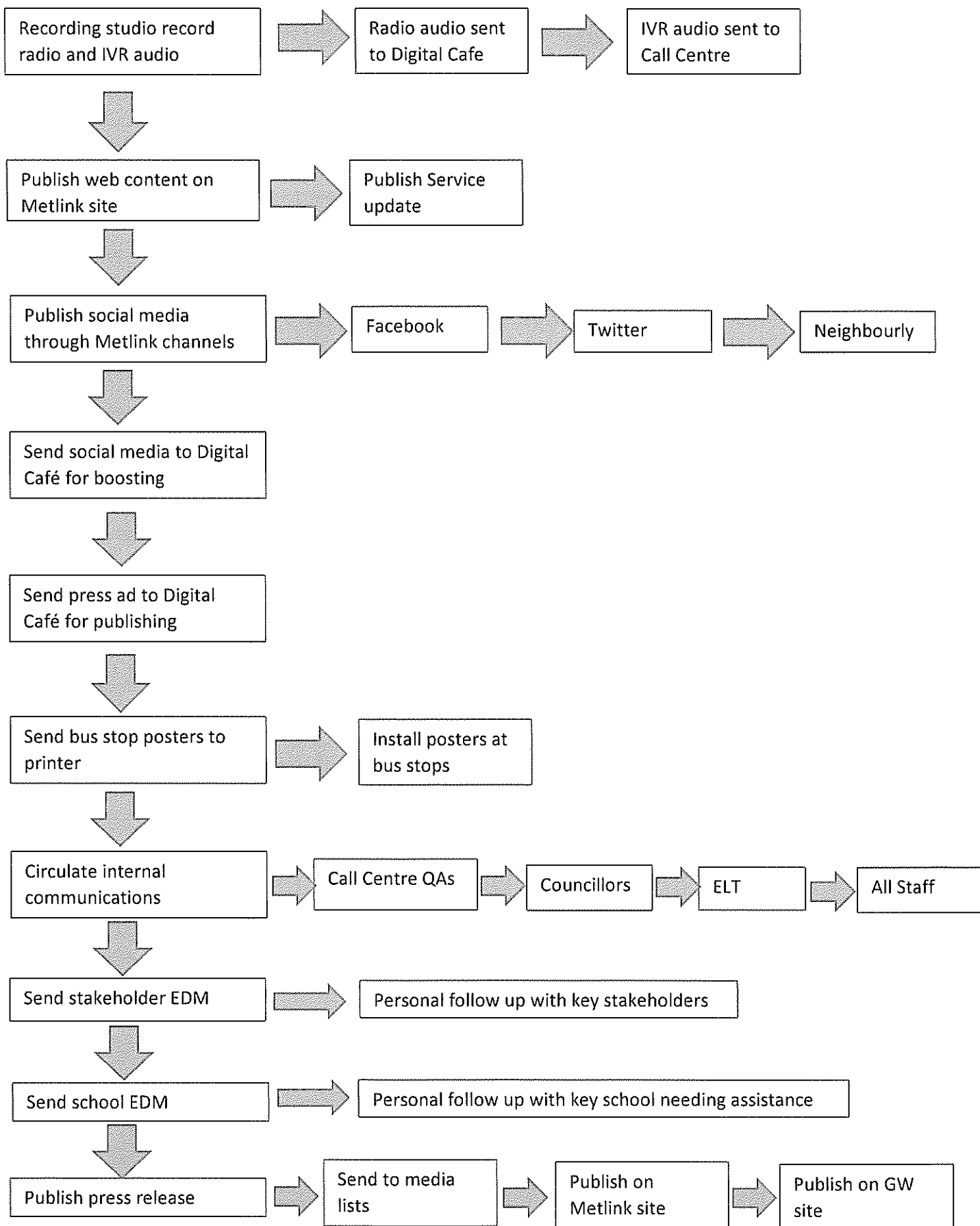
All content above must be signed off by CE before proceeding further (see checklist below)

Media release / statement	Stakeholder EDM	School EDM	Web content / banner	Service Updates
Radio Script	Press Ad	Social Media posts	Councillor update	All Staff internal update
Call Centre QAs	Call Centre IVR	Bus Stop posters	Digital Café quote	ELT update

Other tips Customer Engagement can do to improve the process:

<ul style="list-style-type: none"> Establish direct line with operator for easy flow of information 	<ul style="list-style-type: none"> Establish public feedback process 	<ul style="list-style-type: none"> Establish reactionary channels and protocols for social media

Once CE approval has been given (see pre-approval checklist above):



Mary Quigg

From: Rob Braddock
Sent: Thursday, 13 June 2019 1:24 PM
To: Jonathan Hales
Cc: Mary Quigg
Subject: Notice of stop work meeting

Here is the notice we received, and was the trigger for letting customers know.

Note the disruption timeframes we discussed in our advertisements were based on our experience of the effect of these meetings, often held over the same time period (10.30am to 1.30pm).

From: Andrew Gillanders <Andrew.Gillanders@nzbus.co.nz>
Sent: Wednesday, 8 May 2019 12:14 PM
To: Rob Braddock <Rob.Braddock@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>
Cc: Susan Wilson <Susan.Wilson@gw.govt.nz>; Frank Rodgers - NZBus <Frank.Rodgers@nzbus.co.nz>; Pippa Simm <Pippa.Simm@gw.govt.nz>
Subject: FW: AGM

Hi

Tramways union have requested a stop work (AGM) meeting for their members on the 21st May, 10.30am to 1.30pm. This will affect both Wellington and Eastbourne operators. I will confirm by the end of the day if we are able to provide any cover. At this point I would expect that we will not be able to cover our trips during this period of time. We would be looking at having to take operators off the road 45min prior and post meeting to allow for travelling to the meeting.

Regards
Andrew



Andrew Gillanders | Regional Operations Supervisor-City/Wellington
Email andrew.gillanders@nzbus.co.nz
Mobile +64 021913108



RELIABILITY | RESPECT | FIT FOR PURPOSE

Kristin Cains

From: Rob Braddock
Sent: Wednesday, 15 May 2019 1:31 PM
To: Kristin Cains
Subject: RE: AGM meeting disruption

That's the bit we're waiting on.....I'm not expecting a complete list till at least end of play tomorrow ☹️

That list will include last trips of the morning and first trips of the afternoon. We can assume that all NZ Bus routes will be affected but the question is around Tranzurban at the mo.....

Thanks!

From: Kristin Cains <Kristin.Cains@gw.govt.nz>
Sent: Wednesday, 15 May 2019 1:17 PM
To: Rob Braddock <Rob.Braddock@gw.govt.nz>
Subject: AGM meeting disruption

Hi Rob

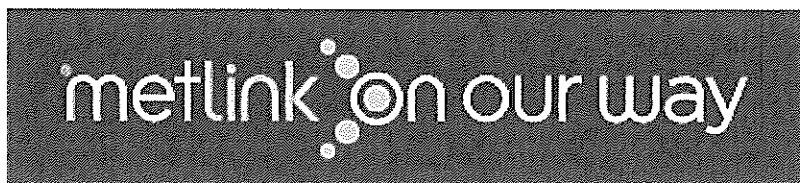
Jono spoke to you about the disruption ad we're doing for the Tramways AGM. Would you mind letting me know what bus routes will be affected so I can add to the copy?

Cheers,
Kristin

Kristin Cains | Customer Information Advisor
Metlink

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Kristin Cains

From: Rob Braddock
Sent: Thursday, 16 May 2019 4:01 PM
To: Susan Wilson; Hannah Geddis; Kristin Cains; Pippa Simm
Subject: Fwd: Union AGM 21st May
Attachments: image001.jpg; ATT00001.htm; image002.png; ATT00002.htm; Stopwork Cancellations 20190521.xlsx; ATT00003.htm

Almost there with the list will check again in the morning

Sent from my iPhone

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Hi Rob

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Sent: Thursday, 16 May 2019 1:52 p.m.
To: Andrew Gillanders <Andrew.Gillanders@nzbus.co.nz>; Guramrit Singh <Guramrit.Singh@nzbus.co.nz>
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Eg, the first 2 on list can be ran, run off from Seatoun.
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Cc: Lance Strathern <Lance.Strathern@nzbus.co.nz>
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Regards
Andrew

Kristin Cains

From: Rob Braddock
Sent: Friday, 17 May 2019 9:36 AM
To: Kristin Cains
Cc: Susan Wilson; Hannah Geddis; Pippa Simm
Subject: Re: Union AGM 21st May

I'm off crook today but keeping an eye out for that info. I'll let Andrew know to contact Susan & Pippa direct. No I don't have an ETA sorry will see what I can do.

Sent from my iPhone

On 17/05/2019, at 8:51 AM, Kristin Cains <Kristin.Cains@gw.govt.nz> wrote:

Might be too early to follow up, but asking anyway ☺ Do you know an ETA?

Happy Friday!

From: Rob Braddock <Rob.Braddock@gw.govt.nz>
Sent: Thursday, 16 May 2019 4:01 PM
To: Susan Wilson <Susan.Wilson@gw.govt.nz>; Hannah Geddis <Hannah.Geddis@gw.govt.nz>; Kristin Cains <Kristin.Cains@gw.govt.nz>; Pippa Simm <Pippa.Simm@gw.govt.nz>
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Sent: Friday, 17 May 2019 12:47 PM
To: Matthew O'Driscoll; Kristin Cains
Cc: Matthew Lear; Rita Aiono; Mark Gilmour; Hannah Geddis; Susan Wilson; Pippa Simm
Subject: Draft Comms for Tramways AGM

Importance: High

Hi Matt and Kristin,

Below is really basic draft comms for you to use, including the affected routes. We are hoping to get the full list of times from NZBus really soon, but it's looking very unlikely that we will have this to you by 1pm.

Feel free to do what you will with the draft below, but we do feel like the sentence at the bottom regarding the Airport Flyer should be in there. If it isn't there, the Contact Centre will get the enquiries anyway. We think that we can easily front foot that and get those enquiries off to NZ Bus direct rather than through to the contact centre in the first instance.

Cheers
Jo

"The Tramways Union are holding their Annual Stop Work Meeting on Tuesday 21 May 2019.

This means that the following routes will be disrupted between 9am and 3pm on Tuesday:

Route 2
Route 3
Route 12
Route 12e
Route 14
Route 18
Route 18e
Route 20
Route 21
Route 22
Route 30x
Route 31x
Route 33
Route 34
Route 81
Route 83

NZ Bus have also confirmed that the **Route 91 – Airport Flyer will also be affected by this Stop Work Meeting. Please contact NZ Bus for details.*

Exact times for these services will be displayed on the Metlink website once these details have been confirmed."

Thanks!
Jo

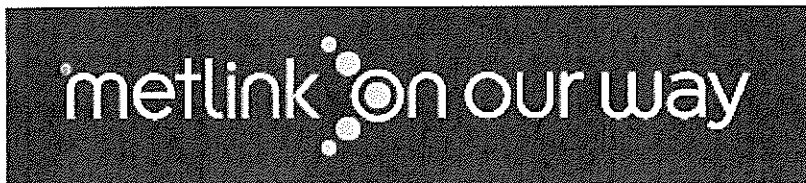
Jo Pritchard | Service Delivery Advisor
Greater Wellington Regional Council and Metlink


Te Pane Matua Taiao

Level 2, 15 Walter Street, Te Aro, Wellington 6011

T: 04 831 3303 | M: 021 729 131

To find out how to plan your journey, go to metlink.org.nz



 Think green: read on the screen.

Marketing Communications Campaign Brief	
Campaign/Activity	
Campaign/activity name:	Tramways Union AGM – 21 May
Objective(s):	To inform customers using who travel off-peak that there will be reduced services on some bus routes. They should make alternative travel arrangements.
Launch date and duration:	Fri 18 May – Tue 21 May
Background: (Include transport featured)	Bus routes affected: 2, 3, 12, 12e, 14, 18, 18e, 20, 21, 22, 30x, 31x, 33, 34, 81, 83 Service update: https://www.metlink.org.nz/service-updates/union-agm-tuesday-21-may-some-off-peak-services-reduced/
Channels:	<ul style="list-style-type: none"> • Radio Sat 18 May – Tue 21 May • Dominion Post Sat 18 May • Posters at bus stops Mon 20 May – Tue 21 May • Facebook/Instagram – sponsored Fri 17 May – Tue 21 May • Facebook/Instagram – organic Fri 17 May • Neighbourly – organic Mon 20 May
Key Messages and Call to Action	
Key messages:	There will be reduced services on some routes between 9.30 – 3pm
Call to action:	Make alternative arrangements & check affected services

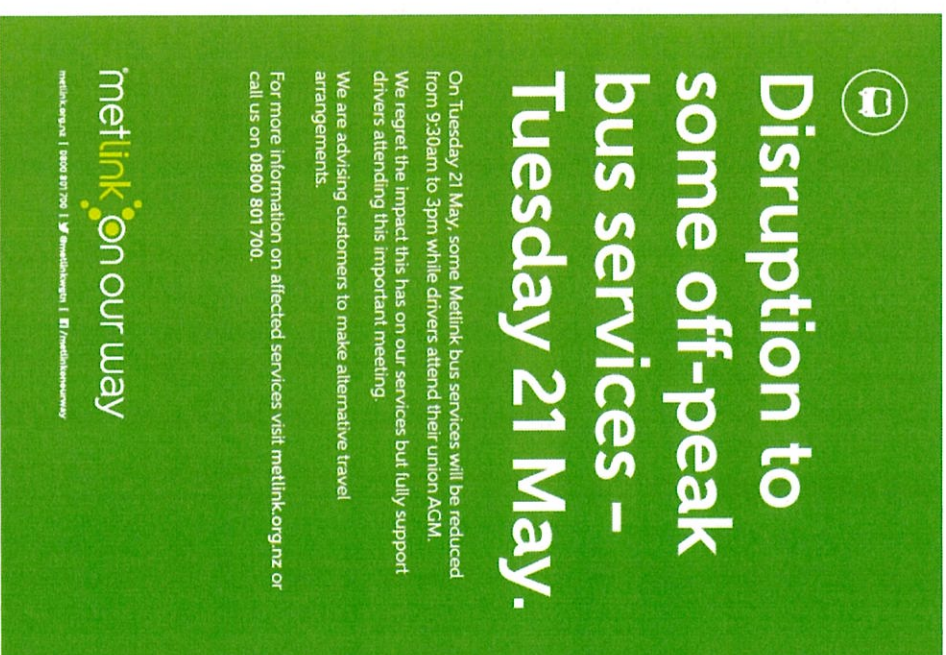
Creative Examples

Press ad:



A green rectangular press ad with a white bus icon in a circle at the top left. The main text is in white, bold, sans-serif font, reading: "Disruption to some off-peak bus services - Tuesday 21 May." Below this, in smaller white text, it says: "On Tuesday 21 May, some Metlink bus services will be reduced between 9:30am and 3pm while drivers attend their union AGM. We regret the impact this has on our services but fully support drivers attending this important meeting. The following services are affected: Bus routes 2, 3, 12, 12e, 14, 18, 18e, 20, 21, 22, 30x, 31x, 33, 34, 81, 83. We are advising customers to make alternative travel arrangements. For more information on affected services visit metlink.org.nz or call us on 0800 801 700." At the bottom left is the Metlink logo and contact information: "metlink on our way" and "metlink.org.nz | 0800 801 700 | @metlinknz | #metlinknoway".

A3 poster:



A green rectangular A3 poster with a white bus icon in a circle at the top left. The main text is in white, bold, sans-serif font, reading: "Disruption to some off-peak bus services - Tuesday 21 May." Below this, in smaller white text, it says: "On Tuesday 21 May, some Metlink bus services will be reduced from 9:30am to 3pm while drivers attend their union AGM. We regret the impact this has on our services but fully support drivers attending this important meeting. We are advising customers to make alternative travel arrangements. For more information on affected services visit metlink.org.nz or call us on 0800 801 700." At the bottom left is the Metlink logo and contact information: "metlink on our way" and "metlink.org.nz | 0800 801 700 | @metlinknz | #metlinknoway".

Product/service | Campaign/activity name

Commercial in Confidence | Page 2 of 4

Disruption to some off-peak services



COPY:

On Tuesday 21 May, some Metlink bus services will be reduced between 9:30am and 3pm while drivers attend their union AGM. We advise customers to make alternative travel arrangements and we regret the impact this has on our services. For more information on which services are affected visit metlink.org.nz or call 0800 801 700.

Radio



Metlink Bus AGM Metlink Bus AGM
PRIOR TO TUES 15.r TODAY.mp3



Channel planning

How are the customers most likely to contact us – phone, email:

There will be an increased level of contact using all methods (phone, email, social media).

Contacts

Campaign contact: Kristin Cains - kristin.cains@gw.govt.nz

Matt O'Driscoll - Matthew.ODriscoll@gw.govt.nz (Media & External Relations)

Operations contact: Rob Braddock - Rob.Braddock@gw.govt.nz, Hannah Geddis - Hannah.Geddis@gw.govt.nz, Pippa Simm -

Pippa.Simm@gw.govt.nz, Matthew Lear - Matthew.Lear@gw.govt.nz

