



TODD MULLER MP FOR BAY OF PLENTY

Community Newsletter | Autumn 2021



I often wonder as I sit in the dark of our Mount Maunganui dawn service listening to the waves fold gently upon each other whether I would have thrown myself into the water like those landing in Gallipoli or Normandy.

Whether I would have driven on into the desert valleys of the Middle East and North Africa or slashed through impenetrable jungles of Asia. In my bravest moments I tell myself I would have and so would my friends, but if I am honest I find their bravery and courage daunting beyond measure. I am particularly moved by the humility of our service men and women.

To those who think that the greatest (WW2) generation can't be replicated, I can give you confidence that our current service women and men are exemplary. In 2017 I was very privileged to travel to Iraq and meet those serving in that hostile part of the world. I was struck by how young they were, how professional and diverse and comfortable in their skin. They truly were inspirational.

I find the many forms of service a profoundly inspiring part of this job. As Member of Parliament for Bay of Plenty I meet so many locals who serve their community with humility and consistency, never seeking recognition, other than simply lending a hand to someone or some people who need support.

It is always risky to call out individuals but I have four names I want to acknowledge:

Bryce McFall and Amanda Lowry whose work with our disabled athletes to help them be the best they can be is just stunning.

Andrew Hitchfield and Jim Pearson, from Papamoa Surf Lifesaving Club who have worked for years and years to get our new surf club built.

These four will immediately say they are part of a much wider team, which of course is true, but someone has to lead, someone has to serve, and in these four we have great community examples.

We live in a remarkable community at a profoundly challenging time. I believe a way through the next few years is for those of us who can, spend just that extra bit more helping out our neighbour – great things happen when extraordinary people allow themselves to be truly themselves.

I look forward to seeing you out and about.

Kind regards

Todd Muller



Kaimai School



It was a pleasure to attend the opening of Kaimai School's new classrooms for Year 5 and 6 children. Kaimai School is a growing primary school that teaches children from the top of the Kaimais all the way down to Ruahihi dam.

Principal Justin Bertrand talked about how well the children coped with moving around while the new classrooms were finished onsite and the middle school block was also stripped and modernised. Kaimai School is looking very smart and the children all looked very happy with their new surroundings.

Public meetings



To be an effective MP for the Bay of Plenty, it's important for me to hear the views of residents about a range of issues, both local and national. I also enjoy the chance to share my own views about how our community deserves better investment in roading, health, housing and education.

In March I held meetings in Welcome Bay and Lower Kaimai. My next meeting is planned for Papamoa on the 27th of May. RSVPs will be open soon at www.toddmuller.co.nz/papamoa.

If you missed the opportunity to attend a meeting, you can still have your voice heard by completing my on-line constituent survey at www.toddmuller.co.nz/survey. Please call my team on 07 542 0505 if you'd like the survey to be sent to you by post.

Show TV



I recently took Chris Bishop, Opposition Covid Response Spokesman, to Show TV for a meeting with Phil and Darryl. You may have attended their Home Show events here or elsewhere in New Zealand.

They have been disadvantaged by Ministry of Health rules that prevent them from running their consumer events throughout the recent alert level changes. While Auckland shopping malls can open in Level 2, Darryl and Phil cannot run their home shows, despite operating strict contact tracing through ticketed pre-sales.

They recently presented a petition to Parliament and Chris Bishop has also requested Ministerial intervention to ensure that well-managed events such as these can operate if there is another alert level change in future.

Water Safety Bay of Plenty



I appreciated a recent catch up with Dave White who is the Regional Water Safety Strategy Manager at Water Safety Bay of Plenty. Drownings are a major concern in New Zealand and I congratulate Dave on the work he is doing focussing on watercraft and boating education in our region. Although we're moving into the colder months, boaties and surfers are never far from the ocean and our wider community can participate in growing local water safety awareness.

Get involved at www.watersafety.org.nz.

Banking services for those without online access

I am supporting my colleague Andrew Bayly's inquiry into how branch closures and the withdrawal of cheques are affecting the day to day lives of vulnerable New Zealanders. My electorate office team are receiving increased queries about access to banking services for those without computers, tablets or smartphones. We asked the major banks to provide an update about what they offer locally for these customers.



ANZ provides 24/7 phone banking by calling 0800 103 123. To talk to a real person, call from 6am – midnight, 7 days a week by pressing 0 from the main menu.

To enquire about a community workshop regarding phone and internet banking, please contact the local branch team on 07 557 7331.

With ANZ phone banking, you can check your account balances, get details of your transactions and account details, transfer money between your ANZ accounts, pay bills to anyone in New Zealand, set up and manage automatic payments.

📞 ANZ branches: Tauranga Crossing (Tauriko, 7 days), Grey Street (Mon-Fri), Eleventh Avenue (Mon-Fri) and Bayfair (7 Days).

ASB is in the process of calling customers and businesses who still use cheques frequently to explain about the upcoming change, and talk through alternative payment methods.

ASB hosts free face-to-face Better Banking workshops to talk about banking options with your local ASB team. You can sign up at your local branch (branches offer 'priority hour' 9-10am for over 65s and customers who need more help) or by calling 0800 272 119 (priority line for over 65s). The team can also help set up 'Fastphone' telephone banking for all your banking needs. ASB branches offer ATMs with deposit and withdrawal options which our team is happy to demonstrate.

📞 ASB Branches: Bayfair (7 days), Spring Street (Mon-Fri) and The Crossing (Tauriko- 7 days).

Kiwibank knows that for some people, the prospect of using a computer, iPad or even a cell phone to carry out banking transactions can be scary. This is particularly so for customers who have enjoyed face-to-face contact with their bank for many decades.

Having different ways to do your banking means that you've got financial independence, no matter what happens. Alternative payment methods like online banking and telephone banking can be faster, cheaper and safer than traditional payment methods. Kiwibank is committed to giving customers a helping hand to make the change.

Tauranga and Bayfair branches provide tailored support including help with non-digital alternatives that may better meet customers' needs and team members are available to travel and talk to local groups about alternative banking options.

Support is also available over the phone for Kiwibank customers (0800 113 355).

Kiwibank and partner DIAA provide free digital banking workshops called "Stepping UP" which is tailored for seniors. To check availability at the Tauranga Library, contact DIAA on 0800 463 422 or visit the website www.steppingup.nz.

📞 Kiwibank branches: Tauranga Crossing (7 days), Bayfair (Mon-Sat), Papamoa Plaza (Mon-Sat), Bethlehem Road (7 days) and Grey St (Mon-Sat).

Westpac was New Zealand's first dementia-friendly bank and has several landline or mobile phone options to help customers who don't have internet access and are unable to visit a branch.

The automated phone banking service allows customers to check their balance, pay bills or transfer money any time. Phone banking is fast, convenient and secure, and free to set up and use. To register for phone banking, customers can call 0800 400 600 to get set up and then call 0800 172 172 to use the service.

The New Zealand-based contact centre team are available on 0800 400 600 to help with a range of other banking services like setting up regular payments.

Customers can use Smart ATMs to deposit and withdraw cash, check their balances, pay bills, transfer funds and even top up Vodafone prepaid phones. Branch staff will be happy to help customers use these ATMs during opening hours and the Tauranga Crossing, Cameron Road, Bayfair and Papamoa branches have Secure Smart ATM lobbies that can be accessed any time.

📞 Westpac branches: Tauranga Crossing (Mon-Sat), Cameron Road (Mon-Fri), Bayfair (Mon-Sat), Papamoa (Mon-Fri).

BNZ will be phasing out cheques this July and is supporting customers into digital banking via branches or by calling 0800 275 269. They run digital education sessions in branches and have a dedicated phone team for people aged 70 plus on this freephone number.

BNZ is rolling out a North Island Cashless Mobile Banking fleet that will visit the Bay of Plenty this year. They have ATMs in Bethlehem, Greerton, Tauranga Crossing, Cameron Road and Papamoa.

📞 BNZ branches: Spring Street (Mon-Fri), 639 Cameron Road (Mon-Fri).

Affect Change with Petitions

One of the key roles of a Member of Parliament is to guide legislation through the House of Representatives in the form of Bills, which if successful, become law.

This is still possible from Opposition and I had a Members' Bill drawn recently that, if supported by the other parties in Parliament, will ensure that our sunscreen is required to meet its label claims.

Another way to implement new laws or change existing legislation is to lodge a petition. I have been supporting and promoting several petitions lately that include requests to:

- Open recreational fisher consultation before closing the reefs off Motiti Island;
- Provide after hours medical care in Papamoa;
- Roll out rural broadband in Lower Kaimai;
- Allow managed events with strict contact tracing to operate if we return to Level 2;
- Provide greater resourcing for Police in Welcome Bay.

More information about these petitions can be found at www.toddmuller.co.nz/petitions.

If you have a concern with current legislation, consider submitting your own petition to Parliament to have your proposed changes considered by the House of Representatives.

Contact my electorate office (details below) to learn about how I can lodge and present your petition to Parliament.

Meet with your Member of Parliament



As well as holding scheduled meetings with constituents at my Papamoa electorate office, I also hold monthly constituent clinics on the third Monday of the month (Feb-Nov) at Te Puna and Welcome Bay.

The Welcome Bay and Te Puna clinics are drop-in meetings where no appointments are required and my team and I see people on a first-in first-seen basis. This is a great opportunity to share any concerns you may have or to ask for help accessing assistance from government agencies including WINZ, ACC, Kainga Ora (Housing NZ) Immigration or the Ministry of Health. My team has a great success record at helping constituents resolve issues quickly.

Our next dates are May 17, June 21 and July 19.

Te Puna: 10-12.00 at Te Puna Hall.

Welcome Bay: 1-3 at the Community Centre.

Survey

I place great value on the feedback I receive from constituents but I understand that it's not always convenient for people to attend public meetings. I am inviting Bay of Plenty constituents to share their views with me at www.toddmuller.co.nz/survey

If you'd like a hard copy of the survey, please give me a call on 07 542 0505 or send me an email to Todd.MullerMP@parliament.govt.nz. All responses will be kept confidential.

CONTACT US

For an appointment, or to contact me or my team about any issues, please phone the electorate office, or alternatively please feel free to email me using the details below.

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