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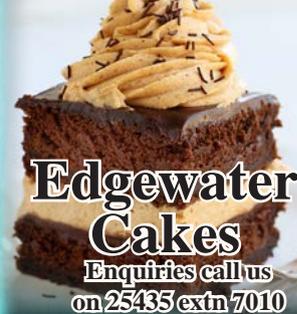
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Manihiki therapy: the Opposition should try it

By Prime Minister Hon Henry Puna

Wet weather in the North may be restricting our outdoor work but the rain has certainly not dampened the community spirit in Manihiki. Last Friday, Tukao and Tauhunu marked the 1st of February by imposing a rai – a conservation ban – on the harvesting of resources in the Southern region of the atoll. The occasion was a special one, drawing the people out of the villages and coming together on the waters of the lagoon.

Several boats made the journey in the rainy conditions to the South of Manihiki although only one was needed for our smaller village of Tukao. This was very much a traditional affair. It was conducted with prayers and words of encouragement for the one year ban on fishing and other harvesting from the area. Sustainability and the need to conserve marine stocks is a key principle in Manihiki, and one that is upheld with sincerity.

Two blue flags now mark the rai area from reef to motu to lagoon – a region where the atoll's main channels allow fish stocks to spawn and replenish between the ocean and lagoon. At least four of the island's main channels are in this Southern area, and the life-cycle of varieties of fish like Trevally, represent a key staple in the



sustenance of Manihikians.

Upon completing the ceremonial marking of the conservation zone from motu to motu, the village boats convened in Tauhunu where everyone wrapped up the event with a traditional lunchtime kaikai. The heavy rains held off long enough for us to chalk this up as a great success and an important occasion in which to be mindful about what we have.

Manihiki is an island

of abundance despite its remoteness and vulnerability. Our people are resilient and appreciative of their resources, especially in the lagoon, which is rich in its marine biodiversity and economic potential. The rai is representative of that appreciation and a commitment to a close community spirit of sharing.

Throughout my time as the Member of Parliament for Manihiki, these are the sentiments that have helped ground me in the reality of the Cook Islands – a life of representation for people who are clear about their needs and how they want to be treated. It's a pity that this so often gets clouded by the muck-raking out of Rarotonga – politicking that often falls well short of decency.

Between the non-stop moaning by the Leader of the Opposition and the scud missile fizzles of the MP from Teenui-Mapumai, the chorus of complaining by these two in Rarotonga is like putting your head in a vice. Why would you put up with it? Clearly no

one is listening. Neither has a following but both seem bent on continuing to shout into an empty echo chamber of self-importance. And both are primary candidates for some 'Manihiki therapy' of village humility. They should try it.

Manihiki and the people of this island are important to me, and my representation is a commitment to them all. Constituency visits each year are provided by the Civil List for all Outer Islands MPs. I intend to keep the commitment I've made – to my people and to all the people of the Cook Islands.

That means as Prime Minister, I shall fulfill the obligations of national service as other Leaders have before me. On occasions, I will have to meet the demands of international representation, including my duty as the current Chair of the Pacific Islands Forum. Unfortunately, for the two Moaners-in-Chief, ill-advised complaining will remain the only level of commitment they will achieve. Some 'Manihiki therapy' would help.

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Manganese resource valued, tender process for exploration licenses begins 1 March 2013

By Charles Pitt

Sea Bed Minerals Commissioner Paul Lynch advised the Herald on Tuesday afternoon that the project to value our manganese resource has been completed.

Lynch said the comprehensive report by Professor David Cronan is being forwarded to the Office of the Sea Bed Minerals Authority in sections with the first section just received. This first section details the research reports done on the Cook Islands Manganese resource since the 1970s to date.

Lynch said Prof Cronan's report will form part of the tender documents which will be made up to the package of information to be supplied to parties tendering for exploration licenses.

The 2009 Sea Bed Minerals Act will come into force on 1 March 2013 as per the Executive Order dated 10 August 2012. Lynch said it was important to get things in order over this 9 month period.

He reported that everything is now in place for the exploratory

phase, a phase which may last up to 3 years.

Lynch said the tender process will kick off on 1 March 2013 with assistance from the Commonwealth Secretariat. In fact, said Lynch, ComSec will handle the tender process. At this stage, the exploration fee has not been set but Lynch indicated that international practice was for exploratory license fees to be around US\$250,000. When asked why the Endeavour Mining offer was high, at \$15 initially then \$10 million per year over three years, he indicated such high entry fees usually came with conditions attached.

Lynch said the tender documents will be released during July-November 2013. Tenders will close in November 2013 and the assessments done during the period November 2013 to February 2014. Sometime in February 2014, licenses will be granted.

Lynch said international interest in the Cook Islands methodical and careful approach

to the management of its resource is increasing.

Following the Deep Sea Mineral Conference in Shanghai, China, on 15 October 2012, he was invited to the Deep Sea Minerals Conference in Trondheim City, Norway, held at the Norwegian University of Science And Technology from 20-21 November 2012.

It was at this conference that the Norwegians reconnected with the Cook Islands following a gap in relations which occurred after the departure of Sir Terepai Maoate. Lynch re-established contact with Cook Islands Honorary Consul in Norway, Hallbyon Hareide and as a result the Norwegians re-opened doors for the Cook Islands Sea Bed Minerals programme.

Lynch said he met up with several large Norwegian companies who advised

they were stepping up their investment in deep sea minerals.

One company, GE is keen to have Cook Islanders work with them.

In a remarkable demonstration of co-operation, the Norwegians have agreed to use part of their Sovereign Fund to assist the Cook Islands with research and long term exploration and management.

Norway has offered scholarships for Cook Islanders in Sea Bed Minerals. They have even offered to train our office staff said Lynch.

Norway said Lynch, wants the Cook Islands to become the "Norway" of the Pacific.

Lynch said the Cook Islands may be represented at the upcoming Deep Sea Minerals workshop in Tonga from 11-15 March 2013 which will focus on law and contract negotiation.

Developers remain committed

By Charles Pitt

It has been some four years since developers the Mirage Group of Auckland, NZ were engaged to develop the old Sheraton Hotel site at Vaimaanga and readers may be wondering when some action at the site is likely.

The landowner of the site, Pa Ariki told the Herald on Tuesday morning she had met with her legal advisor Tim Arnold at 3pm on Monday to discuss progress with the development.

Arnold advised the Herald on Tuesday morning the developers have indicated they shall have some good news for Pa

within weeks and they remain committed to starting work about May 2013.

Arnold said that under the lease that was signed, Stage 1 had an opening date of late 2012. That has not happened and it has been a real concern to Pa. The developers had told Pa a number of problems had eventuated but they were now confident these will be resolved in a very short space of time.

Government, said Arnold, is taking a close interest in developments affecting the old hotel site as it is seen as a project that could grow the economy.



SWITCH ON WITH TE APONGA UIRA

“Five weeks of fury...”



Geoff Mackley

Over the course of five weeks – from the beginning of February to early March, 2005 – we felt as though we were in the middle of a war zone. But our fight was not against another country, but the forces of nature in the shapes of Cyclone Meena, Nancy, Olaf, Percy and Rae.

Power was cut, structural damage was inflicted, and many trees blown down. Amazingly,

and thankfully, no one was hurt. But 2005 reminds us that February and March is a danger time for cyclones and to make sure we have the following items on hand:

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Tamarua By Election final count	
Tetangi Matapo – Demos	28
Tokorua Pareina - CIP	26
State of the Parties- CIP	14, Demos 10
(anticipates N George)	

Tsunami warning & the Demo win

By Wilkie Rasmussen, Leader of the Opposition

Tuesday afternoon was eventful for me and my office staff. We had the final count of the Tamarua by-election done at about 2.00 pm that day and it confirmed what we had always believed; a Demo win and our newest MP is Mrs Tetangi Matapo. I was told that the hopes of the Government were literally dashed because it believed that there would be a draw at least. I also understand that the Government is now extremely worried, having lost two by-elections in a row. So it should be because the public is voting against it rather loudly.

Not long after the announcement of the final results was the breaking news that an earthquake some 30 kilometres at the bottom of the ocean near the Solomon Islands had triggered off a tsunami that could reach even the remotest islands of the South Pacific such as my home island Penrhyn. I was in immediate contact with the Island Secretary and Mayor of Penrhyn to inform them of the latest updates and indeed they responded well with gathering people to the Community Centre and talking the right steps to prepare in case a tsunami sweeps over the

island. This is the second time this happened in Penrhyn and I was on the island the first time. One can imagine the emotions involved with people of such small communities considering their vulnerability and isolation.

I noted that people in Rarotonga were also alert to the tsunami warning and lots of words of support were given to families either here in Rarotonga and indeed to the outer islands. For Penrhyn, I kept contact through our Facebook Group Page called "The Tongareva Soasoa Club". Messages were pouring in from Penrhyn people in Australia, New Zealand and all over the world. It was heartwarming to read that there are people that care particularly in times of tragedy. Fortunately the tsunami warning and watch was cancelled.

I was in fact worried about the Prime Minister being in Manihiki during this time of crisis for the fact that if a disaster of great magnitude hits, he is not here as the Leader of the country to make those decisions especially for the disposal of resources that he could only make. I was also worried because my friend could get swept away by the tsunami.

Back to politics, it is interesting to note that the symbolism of



the loss of the Tamarua seat by the CIP Government to the Demos could be devastating for the confidence of the PM and his team. I note in his column last week, he brushed aside the loss as insignificant. I think he's putting on a brave face to disguise

anger and disappointment that the Demos has outsmarted him and are showing signs of being a formidable Opposition. I pledged earlier last year that I would create and lead a formidable Opposition that will rattle and eventually dislodge this Government.

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New challenges for Alex

By Charles Pitt

Twenty four year old Cook Islander Alexandrya (Alex) Herman is the Office of the Sea Bed Minerals Authority's new Legal Officer.

The Herald caught up with her on Wednesday morning.

In May 2012, Alex graduated from Auckland University with a degree in Law with Honours and a degree in Commerce majoring in Economics. Late last year, she was accepted at SOPAC in Fiji to do the internship in deep sea minerals law and started work at the Authority in January 2013.

For her law degree Alex studied commercial law and litigation but also studied maritime law and law related to sea bed minerals. Sea bed minerals is actually her niche area.

Alex who was born in New Zealand, the daughter of Dr Aumea Herman, came to the Cook Islands at the age of just three weeks old and grew up on Rarotonga with her grandparents. She attended Avatea School and Tereora College where she was Dux.

From an early age she has always wanted to be a lawyer and had a keen interest in business.

Outside of work she describes herself as a social netballer with an interest in baking and socializing.

Of the SOPAC internship, she said it was an invaluable experience and she learnt a lot.



Alex Herman

She performed a wide range of tasks. She was the fifth intern to be accepted, those before her being from Fiji, Tonga, Vanuatu and Kiribas.

She is enjoying her work as Legal Officer at the Authority. She finds it new and challenging and is learning a lot. She also said she had good mentors in Commissioner Paul Lynch and Natural Resources Advisor Darryl Thorburn.

In future she intends to undertake some postgraduate studies.

The manganese nodules: no sudden rush of riches

By Charles Pitt

With the tender process for licenses to explore our manganese nodule resource due to kick off in March 2013, do not expect a sudden rush of riches into state coffers cautions Darryl Thorburn the Natural Resources Advisor at the Office of the Sea Bed Minerals Authority.

Thorburn advised the Herald on Tuesday afternoon that with the exploration phase expected to take three years or more, revenues will be largely made up of license fees and other ancillary services to support the exploration teams locally-accommodation, food, transport.

After the exploration phase, and technology permitting, the commercialization phase where exploitation of the resource commences, could take overseas companies up to 6-7 years before seeing a return on their sizeable investment. This said Thorburn is based on international models.

The exploitation phase could involve companies investing

anything between \$500,000 to \$2 billion for recovery and transshipment.

Therefore, said Thorburn it could be some 8-10 years before companies begin to see profits flowing into their coffers. Our government then will start to receive its portion of that profit. Once profits start flowing they are expected to continue subject to market and operating costs fluctuations.

Thorburn said it is possible that 1 million tonnes could be extracted in a year, realizing a profit perhaps of around \$800 million depending on market prices. Of this our government will likely see \$200 million to \$300 million flow into its Sovereign Fund.

Cobalt, Nickel and Copper are expected to fetch the greater returns initially.

Thorburn said work is underway on a framework for ensuring the Cook Islands maximizes its revenues from each step of the process from exploration to processing and sale.

Restructuring backfires at the NZ High Commission

Restructuring at the NZ High Commission has not started off well. Office Manager at the NZ High Commission, Alice Coxhead's job was re-advertised and an Australian man was appointed. This raised some eyebrows as it was believed the High Commission had adopted a policy of appointing Cook Islanders. Coxhead, a Cook Islander and a graduate was so distraught say friends, that she has now left for NZ. The new appointee arrived from Australia but found it difficult to adapt to life in the Cook Islands. After just one day on the job, he quit and left the country.

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Is having a second job worth it?

Chances are you are only taking home \$100 per week from that job – review welcomed

Representatives from the International Monetary Fund along with local consultant, Mike Carr will have the task of reviewing the Cook Islands Tax system which is the 1st of 2 stages that will undergo a major change this year. One of the biggest challenges will be the reviewing of the Income Tax scheme.

According to figures published in the 2012/2013 budget, government is estimating to receive over \$26.8 million in 2012/2013, and a further \$27.5 million in 2013/2014, with income tax making up 69% of all total direct taxation received by government, compared to company tax that makes up only 29% and 2% made from withholding tax.

One of the biggest areas of concern is how much revenue is generated through secondary tax. There is currently 3 levels of tax, first, if you earn between \$10,000 - \$30,000, you'll be taxed at 25%, if you earn more than \$30,000, your tax rate 30% and if you have a part-time job your tax rate is 30% which is identical to those who earn more.

According to figures from the 2011 Census, around 4,234 people earn between \$10,000 - \$30,000 compared to only 1319 who earn over \$30,000 a year. Nowadays individuals and couples hold more than one job to make ends meet – but in the end is it worth it?

The CI Herald questioned a number of individuals who say, they've had to hand in their resignation as their secondary employment wasn't worth it. One person we spoke too who didn't want to be named said, they were earning \$7 an hour, worked 18-hours a week, and was

going home with just under \$90 a week. Calculations show, that if you earn \$7 an hour from your secondary employment, \$2.10 will go towards your secondary tax, and which leaves you earning \$4.90 an hour.

Most people we spoke too said, they've had to keep their part-time job because of the cost of living. On average, families of 2 adults and 2 children will spend between \$150-\$250 per week on groceries (basics), those who live in rented accommodation pay between \$150-\$200 a week, pay between \$130-\$180 a month on power, and between \$40-\$60 on their phone-bill (no IDD & NDD calls) and this doesn't include their personal expenses like, loan repayments, HP's and other daily expenses like bread, fresh vegetables and fuel.

A question we put to MFEM was possibly removing the tax from locally fresh produce to help families live a healthier lifestyle and to boost the 'Go Local' campaign. MFEM's Treasurer/Customs Comptroller, Andrew Haigh says, he cannot comment on the issue at this moment and is part of the review, but Australia did remove the tax from some food products but ended up being a mess.

The CI Herald was told that if government was to consider removing or lowering the secondary tax rate, this would help families by having that little bit extra to spend a week and would be worth going to work.

The CI Herald also questioned Haigh as to how much of the \$26.8 million is generated from secondary tax, he says, at this stage there is no figure but

by Moana Tetauru

In a Flash:

The IMF will be conducting a review of the tax system. Income tax makes up 69% of total direct taxation revenue. But with the high cost of living, would removing the secondary tax (tax on your part-time job) help make life's expenses a bit easier. Someone working an 18-hour part time job at \$7 per hour only gets \$4.90 in the hand, or just under \$90/week.

is willing to release the figure to media when known. The issue surrounding secondary tax has been a long standing one. Last November, Radio CI questioned the Minister of Finance Mark Brown as to whether discussions have begun on the removal of secondary tax which was one of the promises that were made during the CIP 2010 election manifesto, the Minister went on record saying that at that stage there were no discussions as of yet as there were more urgent matters government had to attend to. Haigh however says, the removal of secondary tax is part of the review which is likely to take place this month, with the review outcome made before the start of the financial year. Funding for the review is provided through the International Monetary Fund as part of the Cook Islands membership.

MFEM is encouraging people to attend the public meeting on Friday and to put forward their submissions to the review board concerning possibly removing or lowering secondary tax.



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OPEN 7 DAYS. NIKAO, O'OA AND ARORANGI

Is the Arorangi Jetty a waste of money? - 5 cruise boats so far this year, only 1 offloaded, what is wrong?

by Sally Hosking

Foul weather has made the Avatiu Harbour and Arorangi Jetty inaccessible for cruise ships in the past month. According to CEO of Ports Authority, Bim Tou, Rarotonga received five cruise ship visits this year. Of that total, however, four left due to inclement weather and rough sea conditions – taking away with them close to \$100,000 in revenue.

On one occasion, both ports were inaccessible. Making dock at Avatiu Harbour was unsafe due to high winds coupled by rough seas. The ship made sail to the Arorangi Jetty where – upon the Captains advice – did not offload due to the jetty being unchartered.

“The Master of the vessel that was considering discharging at the Arorangi Jetty decided not to due to the area yet to be chartered,” said Tou. “The safety of its passengers and its insurance does not cover discharging passengers at an uncharted area. Apart from Avatiu and Avarua Harbour, all other passages around Rarotonga are unchartered.” The Avatiu Harbour can facilitate container and fuel vessels that are no longer than 120 meters in length, and cruise ships that spans no more than 200 meters.

The jetty – constructed by Land Holdings – was managed by Mr. Des Eggleton of Frame Group, on behalf of Ports Authority. \$2million sourced by the New Zealand/Australia Harmonized Aid Programme was used to fund the development. Prior to construction, the project underwent extensive design processes and environmental impact assessments while simultaneously winning support from the Arorangi community. Agreements were signed with the Aronga Mana (traditional leaders) and the Ministry of Education on behalf of Arorangi Primary School, which sits adjacent to the jetty site.

According to New Zealand High Commissioner, John Carter, the main purpose of the jetty was to capture more cruise ship visits by providing an alternative access in the event that Avatiu Harbour is inaccessible due to bad weather, or rough sea conditions. In a Media Release issued in June last year, Tou said, “In 2010, only 64% of visiting cruise ships could disembark passengers, meaning a big loss of potential income for the economy in Rarotonga. The goal is raise this to 90% by 2013, and the new jetty will play a major role in our efforts to achieve this.”

While concerns surrounding the four ships inability to disembark this month have risen, so have concerns about the effectiveness of the Arorangi Jetty at this point.

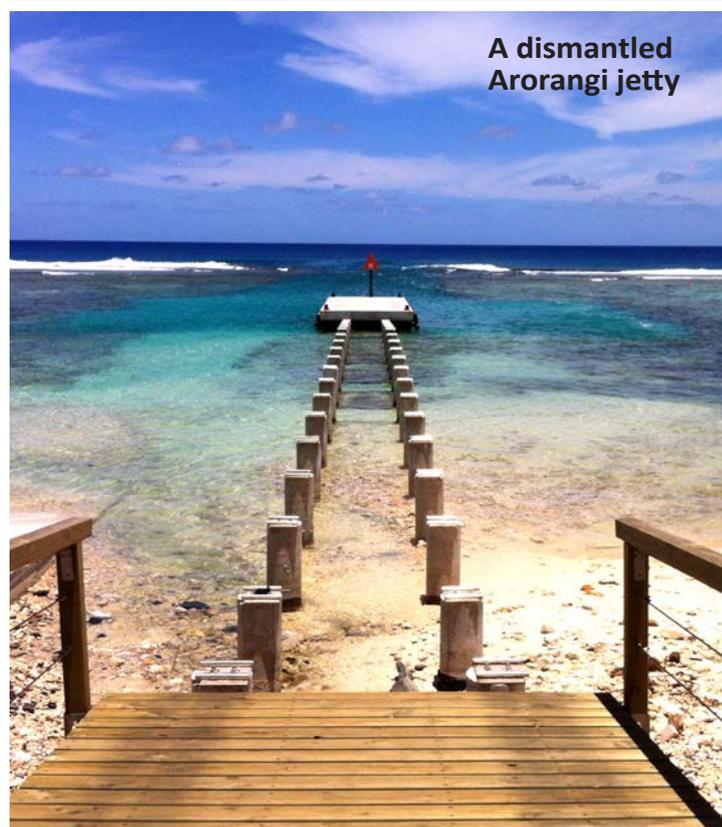
With each cruise ship estimated to inject close to \$300,000 into the local economy, it was predicted that the jetty would bring additional revenue for Rarotonga, and further enhance the tourism experience offered by the Cook Islands. Since its official opening in November last year, the jetty has not yet received any visits.

Despite competition also, the jetty has not yet received full certification.

“The outstanding work to be completed is the hydrographical survey, and we are unable to conduct this work until all navigational lighting and buoys are installed,” said Tou. “We have now received the two lead lights to be installed onshore and two beacon lights to be installed outside the passage once the navigation buoys are received. The outstanding items are two navigation buoys (green and red) plus two marker buoys

In a Flash:

5 cruise boat visits this year so far, only 1 came ashore. \$100,000 worth of revenue lost. So why wasn't Arorangi Jetty used? Well, its not chartered according to one cruise ship captain - so he took his passengers away.



(green and yellow) for inside the jetty basin. We will immediately install the lead lights once the weather is fine.”

Tou added that once all navigational equipments are installed, the hydrographical survey will be conducted, and the survey information forwarded to Land Information New Zealand (LINZ) to complete the nautical charting. “Once the charting is completed, and the NZ9558 charting is updated, that will give confidence for vessels to safely anchor at the Arorangi Jetty.”

According to Carter, full certification will confirm that the jetty can survive 90% of weather conditions. “Unless the survey is done, it can't cope with anything,” he added. The jetty was dismantled when a tropical cyclone warning was issued for the Cook Islands two weeks ago. Tou said that winds approaching from the north-west and south-east directions affected both ports. David Heather of T&M said they are awaiting approval from the Harbourmaster to re-assemble the structure – which will only take an hour and half for just four men with machinery to complete.

Tou said although the Authority expects seven visits this year, they are still awaiting cruise ship agents to confirm more potential stopovers for the calendar year. In the meantime, Heather hopes to welcome their first visit which is scheduled for March this month.



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Fuel shortages highlight why renewable energy targets adopted

If you live in the Outer Islands, your life is heavily shaped by shipping.

This fact of life was brought into sharp focus this week when a delay in the shipping schedule resulted in Manihiki not having enough fuel to generate power beyond the next four days. The dire situation led the Prime Minister to request the police patrol boat Kukupa to make an emergency fuel run to the northern island. This was the second time in six months the islanders have found themselves faced with depleted fuel stocks. Last October, Manihiki only managed to keep generating because two foreign fishing boats diverted to the island to offload fuel.

Emergency fuel runs to the outer islands are not unusual. Last week Mangaia was desperately looking for a ship to bring fuel to keep its power station operating. Fortunately Taio Shipping's Lady Mary responded with the much needed cargo, just as it did for the island of Palmerston last October.

It doesn't help of course that the economics of interisland shipping in the Cook Islands is rickety. It's hard for shippers to make regular calls to each island when average cargo loads are low.

Given the current shipping situation and the foreseeable future, it's no surprise Government sees renewable energy as the logical solution to the energy needs of the Outer Islands. This is reflected in a renewable energy system being installed right now on Rakahanga.

Even on Rarotonga where we rely on a regular shipping service between here and New Zealand, we are not immune to fuel shortages. For a few days last November, we couldn't buy petrol from most gas stations to fill our bikes and cars until a fuel tanker finally docked at Avatiu harbour.



Crazy and volatile fuel prices are another reason for turning our attention more and more towards renewable energy. Sometimes it feels we are at the mercy of foreign ideology and distant events in far off lands. Did you notice how the price of oil in the market shot up immediately when terrorists seized an oil facility and hostages in Algeria last month?

And with electricity bills comprising a major portion of the monthly budget for households and businesses on Rarotonga, one assumes the drive to cut expenditure is behind the rapid uptake of solar systems in Rarotonga (from 3 homes before 2009 to 100 last year).

Government's target for power supply from renewable energy is 50% by 2015 and 100% by 2020. It may be ambitious but the Cook Islands is not alone in adopting this target. Other Pacific island governments in Niue, Solomon Islands, Tuvalu and Vanuatu have the same aim, albeit with varying time frames. We all share the same problems, needs and outlook in relation to power generation.

On 7 November last year, Tokelau, (which comprises three atolls and a population of approximately 1,400) became the first territory in the Pacific to meet all their electricity needs from solar power.



News Briefs *By Moana Vaevae Tetauru*

Cook Islands National Superannuation Fund

As of Monday 11th February 2013 the Cook Islands National Superannuation Fund office will be relocating from Nikao to the heart of Avarua and will now be located on the ground floor of the Clarke's Building in Parekura, just below KPMG.

Manihiki Rations Power due to lack of Diesel

With the lack of diesel fuel in Manihiki, the village of Tauhunu began to ration power on Monday. It's understood, communication has commenced to have the vessel diverted to Tauhunu to possibly discharge up to 1000 litres of fuel. It's hoping the vessel will arrive soon to assist with the power issue. The Tukao Power station is fairing better but will too face rationing soon.

The Chief Censor's office is making regular inspections one of its main priorities for 2013. Over the weekend a number of store owners were given verbal warnings over the illegal selling of pirated DVD's. The Censor's office spokesperson, Dennis Tangirere says, if owners refuse to take heed of the warnings issued, then they will be prosecuted and fined of up to \$5000. Tangirere said at the end of last year, a number of hotels were warned for selling pirated DVD's on their property, and during the inspection last weekend, the hotels have ceased the selling of pirated movies.

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Cannabis-induced mental illness on the rise

- we have to face reality, it is a problem

If you talk to young people, you will find that they would almost be able to rattle off a handful of names of other young people who are 'snap'. Snap is a term more common with young people under 30 and refers to a mental state of various descriptions 'not all there, not quite right, zoned out, or weird'. But while some of this 'snap' behaviour is the result of various types of mental illness, there is a growing number that are the result of cannabis abuse.

According to Ministry of Health statistics, the number of people diagnosed with cannabis-induced psychosis is currently 8 of a total 174 diagnosed mental illness cases (see table).

According to Public Health Director Dr. Rangi Fariu this 5 percent is specific to cannabis and not hard drugs, "most young people prefer cannabis as relayed to me by those who are heavy users and have developed mental illness as a result."

The just completed Second Generation STI survey on the health behaviours of young people, identified only one or two respondents who had tried Ecstasy or heroin before, though it did not say if the experience was here, or overseas. Simply put the Cook Islands is too small a market for the suppliers of Ecstasy or party drugs which is probably to our advantage.

According to Chairperson for the Te Kainga Mental Health Trust Mereana Taikoko who deals with mental illness cases, the youngest person she has counselled was 17 years old but she is aware of younger ones. She says that with regards to this type of mental illness, prevention is best. She suggests that strengthening a child's ability to resist bad habits and to bounce back (resilience) when things are not going right is what a good home should be attempting to do. This will also help them against alcohol-induced psychosis, another continuing problem in the country.

Otherwise, Taikoko recommends early intervention. When you first recognise there is a problem with a family member, you need to accept it and seek help early. By delaying you are allowing the problem to get worse, and then it gets to a stage that it is too difficult for Te Kainga and the Ministry of Health to deal with.

Furthermore, the way they treat psychosis is with anti-psychotic medication to fix the chemical imbalance in the brain, and this is not readily available. So it is best to be diagnosed so that the Ministry of Health may look at what medication assistance it can assist with.

The only other form of treatment is by sending the patient to a detox centre in New Zealand where they can then attempt to clean out the brain.

Taikoko believes that our Polynesian people may have a lower tolerance to this type of mental illness. But whether that is because we have a huge proportion (70-80%) of the adult population engaging in alcoholism and drug taking remains to be researched.

Otherwise, both Dr. Fariu and Taikoko would like to see the building of a detox unit where both drug and alcohol related cases can be placed. At the moment, because of the extremity of their problems many of them are ending up in prison. And while there is no access to drugs and alcohol there, it is not the right place for them. The hospital is also not the right place for them as they have a tendency to walk off and disappear. Taikoko says that they have already identified a building that just needs to be tidied up. She does put the cost at \$300,000 for the renovations.

Mental health is a very tricky kettle of fish for any Government, given that there are over 400 categorised types of mental illness, which vary significantly and would require a wide range of expert knowledge and resources to deal with.

Currently, only 0.01% of the Ministry of Health's budget is allocated to mental health. "Mental health is not a priority for the MoH, unlike NCDs," says Dr. Fariu. Furthermore, in most cases they are not life-threatening. The budget is used to pay for Taikoko and another nurse who assist mental health cases.

The NZ Aid funded Hospital Specialist Visit scheme sends a psychiatrist, twice a year, to support the local staff. According to Dr. Fariu, they teleconference monthly with the same psychiatrist, based in New Zealand, for difficult cases. Otherwise, the WHO provides technical assistance and funds for work experience in mental institutions overseas.

by Jeane Matenga

In a Flash:

There are now 8 people diagnosed with cannabis-induced psychosis in the Cook Islands out of a total of 174 diagnosed mental illness cases. Ages for cannabis related cases are 17-34 years old. Prevention is better. Otherwise, early treatment is next best. For bad cases, a detox unit in New Zealand may be the only help.

The Te Kainga Mental Health centre was initially set up for the rehabilitation of mental patients, however, many old people with dementia also attend the centre, which opens two days a week. Te Kainga raises its own funds for its operation. Besides the nurse, all the staff are volunteers. In 2012, with the assistance of the Japanese Government, a two bedroom respite unit was built.

Schizophrenia	22
Depression/Anxiety	16
Bipolar	5
Alcohol psychosis	6
Autism	5
ADHD	23
Alzheimer's	34
Epilepsy	5
Cannabis induced psychosis	8
Elderly with medical disabilities	50

Table 1 - Breakdown of the 174 diagnosed mental health cases for Rarotonga, Aitutaki, Mangaia, Mitiaro, Atiu, Mauke only. Supplied by Dr. Fariu, Ministry of Health

1. Stress
2. Grief
3. Caregiver's Stress
4. Depression
5. Alcohol
6. Schizophrenia/Psychosis

Table 2 - Order of mental health cases dealt with by Te Kainga, illustrating the focus on prevention. Supplied by Mereana Taikoko, Te Kainga Mental Health Centre

Manihiki lagoon merger for raii

The two villages of Manihiki came together over water last Friday, joining boats on the lagoon to launch a one year ban on the harvesting of resources in the southern region of the atoll. Several boats from Tauhunu and Tukao converged near Atimoono motu to mark the south eastern end of the raii that now reaches at least four kilometres to Porea motu in the south.

The conservation measure was imposed under a traditional ceremony of prayers and words of encouragement for preserving stocks of fish and other life from the reef to the motu to the lagoon. Local fishermen say it had become noticeable that fish stocks in the area were being depleted.

Blue flags were mounted by Marine Resources staff on coral heads to mark the raii area – a region where the atoll's main channels allow fish stocks to spawn and replenish between the ocean and lagoon. At least four of the island's main channels are in this southern area, and the life-cycle of varieties of fish like Trevally, represent a key staple in



the sustenance of Manihikians. Following the ceremonial marking of the conservation zone from motu to motu,

the village boats convened in Tauhunu where everyone took part in a celebratory kaikai at the wharf.

The last raii was lifted in 2006, and that occasion saw several hundreds of fish being harvested when the ban came to a close.

Continued success for Tukao School

Tukao School Principal Tere Ave displays one of the 50 lifejackets purchased for the children's safety preparedness during times of emergency or disaster. The lifejackets are among the successful projects undertaken by the school's own fund-raising efforts. Others include the pre-school playground equipment, and building extension work. The School Committee utilises Housie evenings to help raise money as well as pearl shell cleaning. The kids help with the cleaning process, stacking and packing the shells for shipping to overseas markets. Principal Ave says the school is anxiously awaiting the arrival of building materials, which it raised money to buy, to arrive via Penrhyn – where it had been off-loaded. The new overhead extension will complete building work at the forefront of the school, providing the children with significant space for activities. Thirty children presently attend the school.



Women dominate engineering and science scholarships



Maruia Willie, Rima Browne, and Kuramea Taringa - recipients of engineering and science scholarships

With science and technology still dominated by men, for years now, the Ministry of Education have been trying to encourage female students in the Cook Islands to study Science and Engineering at University. So when three wonderful young ladies from Tereora College, earned Cook Island scholarships to study specific fields in Science and Engineering, the Ministry was only too pleased. Tereora College year 13 student, Kuramea Taringa, and Head Girl, Maruia Willie, with her fellow Prefect Talia Rima Browne, have decided to take on the world of Science and Engineering, a new found love and interest that the girls have only just discovered within the past year. The Herald caught up with Maruia and Rima after they were awarded their scholarships at the Annual Graduation last week.

All three talented girls will be working towards their career by studying the Bachelor of Engineering at Auckland University for four years, and will then travel back to the Cook Islands upon completing their degree in hopes to show off their new skills. When interviewed, Maruia explained how Architecture had been her passion to begin with, but that with everything going on in our home country, she figured that Engineering would play a significant part in our the Cook Islands economic future, therefore deciding to study Engineering instead, and then realizing a new sudden passion for the subject. Tereora College Prefect, Rima, on the other hand explains that

Science has always been something that she's loved, but while completing her last year in High School, discovered that Engineering was what she was more passionate about and is now hoping to major in Civil Engineering.

The Herald also spoke to Ina Herrmann, the Director of Learning and Teaching at the Ministry of Education, who happily told us how fantastic, and great it was to see young women taking on a challenge in Science. She also explained how the Women in Science and Technology (WISAT) program being run in the Cook Islands was their to show women job, and study opportunities within the science and engineering world, and that it wasn't just a job for men. This has proved to be successful with more women realizing 'that they can do anything'

The Manger of Continuing Education and Scholarships at the Ministry Of Education, Ngarangi Tangaroa also agreed that it was a fantastic achievement for the three girls. She explains how there are limited spaces in the Engineering Honors course, and the students had to compete with top students in New Zealand and with those already working in that area and wanting to get their qualifications.

Ngarangi proudly tells us that, "they are models for our young female students at school, showing that they can achieve in any area and reach their goals if you are committed, passionate and willing to put in the hard work"

Ngarangi also explains that those who are awarded scholarships are those of

by Dante Numa

In a Flash:

3 young women have been awarded the 5 science/engineering scholarships for 2013. They are Maruia Willie, Rima Browne, and Kuramea Taringa. Given that the MOE has been pushing for women to take up science and engineering through their WISAT program for over a decade, this is a very welcoming achievement.

academic merit and that the scholarships are for country development purposes; hence the reason some areas of study are not prioritized, and students cannot be offered a scholarship to them. When Ngarangi was asked if, because Engineering Scholarships were given out to Maruia, Rima, and Kuramea this year, if there were going to be Engineering Scholarships next year as well, Ngarangi replied that because, "we have three already undertaking Civil Engineering this year, it is highly unlikely that we will be offering scholarships in Civil Engineering next year or for a while yet. However there are different facets to engineering which can be relevant to country projects such as the proposed sea bed mineral exploration, renewable energy and so forth"

With the Cook Islands needing more women students studying within the science and engineering area, we wish Maruia, Kuramea and Rima all the best of luck with their studies!

School here or NZ?

Our schools rank 37th out of 75, so if you aren't sending your children to NZ schools that are in the Top 20 you are best to leave them here

You won't be disadvantaged if you sent your children to school here instead of New Zealand, well not if you use the Metro Magazine statistics to assess our education levels.

A total of 79 local students sat University Entrance (UE) last year and 46, or 58% achieved their UE. This is an improvement from 15% in 2008, and 52% in 2011. The Metro magazine is a magazine that specializes in essays and articles, reviews, interviews and analysis of Australian, New Zealand and Asian features and more importantly for this issue, it annually publishes ranking of schools in the Auckland region. Sharyn Paio, Secretary of Education tells us they sourced from Metro Magazine their formulae for rating schools in the Auckland Region and applied them to our statistics. Using their formulae, we came out 37th of the 75 Auckland Area Secondary schools based on achievements, retention rates, NCEA merit and excellence results. She also says our results have increased markedly since then.

We wonder why many parents choose to send their children to New Zealand to complete their schooling and not finish up here then move onto university overseas? Is the level here good enough? The Cook Islands Herald spoke with a number of parents who have sent their children to complete school overseas and there are a number of reasons; from personal family reasons to upping their education status.

Although New Zealand may have several of the subjects we don't, we are not far away from their academic achievements. The Metro magazine is a magazine that specializes in essays and articles, reviews, interviews and analysis of Australian, New Zealand and Asian features and more importantly for this issue, it annually publishes ranking of schools in the Auckland region. Sharyn Paio, Secretary of Education tells us they sourced from Metro Magazine their formulae for rating schools in the Auckland Region and applied them to our statistics. Using their formulae, we came out 37th of the 75 Auckland Area Secondary schools based on achievements, retention rates, NCEA merit and excellence results. She also says our results have increased markedly since then.

Tere Carr, mother of Tamatoa Carr who finished at Nukutere College here in

Rarotonga and went on to do 6th and 7th form in New Zealand, says Nukutere College was great, however it was a personal decision Tamatoa made himself to go to New Zealand to finish school. Apart from friends leaving for New Zealand as well, he felt at the time that he needed to extend himself a bit more to his full potential. Ana Koteka, mother of Talissa Koteka who attended forms 5, 6 and 7 in New Zealand at Rangitoto College and St.Cuthberts also found that they had to send Talissa to New Zealand so she could do the subjects she wanted. "At the time, she wanted to study engineering and we had to send her where the subjects were, she was not being challenged here. She did forms 3 and 4 at Nukutere College and she kept topping her class, it was getting too easy for her and I needed her to stay focused" Ana says. Following Talissa's studies in New Zealand she did extremely well, completing NCEA levels 1,2 and 3 with Merits and Excellence.

However one parent the Cook Islands Herald interviewed who does not wish to be named and whose child was sent to New Zealand for 6th and 7th form, says they weren't happy with NCEA to start with... "At that stage we weren't aware that scholarships were being offered to New Zealand, we were only aware of the scholarships being offered to USP", she says "otherwise we would've thought about keeping her here". She also says they wanted their child to set goals for herself and be in a motivating and stimulating environment where she could have ambitions. Apart from that, it also would have been an easier transition from there to University instead of going from here to university.

Moana Moekaa, father of twins Rima and Kura Moekaa who completed forms 4 to 7 in New Zealand at Auckland Girls Grammar School says his parents were living there by themselves so they sent the twins there to keep them company, they wanted the girls to experience the school life in New Zealand as well as be a bit more independent and from there go on to university. Kura Moekaa says it was challenging to be studying NCEA in New Zealand as there were a lot more approved subjects to choose from for university entrance; however her twin sister Rima found NCEA studies a bit more straightforward and was something everyone was able to do well in. She found

by TeRiu Woonton

In a Flash:

The MOE have used Metro Magazine's school ranking system to determine that we are 37th out of 75th compared to Auckland schools. Parents continue to send their children to NZ to broaden their horizons, make them independent, have a wider range of subjects to choose from, and because their are some undoubtedly better schools there.

the New Zealand curriculum different to the curriculum taught here, however she was able to adjust to it throughout the years. And that bought the Moekaa twins to be endorsed respectively with Merit and both passed NCEA levels 1, 2 and 3.

The Cook Islands Herald spoke with a group of 5 friends who recently finished school last year, and have completed NCEA. Three of the students have passed NCEA, and say it was straightforward, particularly during level 3. Unfortunately two of them had failed, merely by 10 or 12 credits and say it was lack of focus. The hardest part of NCEA studies according to the students was the waiting on results and not knowing whether you did well or not or whether you will be gaining that extra credit, being able to stay focused and studying for the exams. Only one out of the 5 students will be attending AUT this year, one of them who had failed NCEA but still got her University Entrance will be attending next year, and one of them who passed has chosen to stay back here and work.

Unlike New Zealand, our Cook Islands schools do not use the Decile rating system to work out the rating of schools amongst each other. According to Paio, we don't use a decile system for ranking our schools as it is not relevant. We fund our schools on different criteria taking into account isolation etc. However, we would probably find that most of our schools would be in the Decile one category if we did and at the time of comparing us with the Metro rankings- we were ahead of Decile 5 schools in Auckland. "With our results now so much more improved, it will be interesting to see how we would compare currently- perhaps it is something our staff might get onto once final results are confirmed" she emphasizes.

No Kia Orana, No Smile

Dear Editor

A friend of mine recently took his family on a holiday to Fiji. Upon return from his holiday I was curious to know how his family holiday had gone because I had recommended Fiji as a popular family holiday destination. Mind you my recommendation was based on my last visit, which was nearly twenty-three years ago. Anxious with excitement to hear his stories I hurried him to detail his experience. He looked at me and said in a bitter voice "bro, I had the worst holiday experience with my family in Fiji, it was a nightmare!" After explaining his holiday from hell experience, he looked at me firmly and said "I will never go there again and I have told all my friends and family not to go there because it's the worst place when it comes to customer service!" I felt embarrassed and slightly annoyed as to why this could've happened. Surely it was only a one-off situation and it doesn't happen all the time.

Born in Rarotonga, I was sent to live with my grandparents twenty-nine years ago. I was one of four grand children whom were fortunate enough to have been raised and educated in Australia. Whilst living abroad in a western culture my grandparents instilled our Cook Island culture in all of us. This is how I became familiar with our customs and "the way of doing things". In 1997, I decided to return to my birthplace (Raro) for a holiday and much to my surprise I was greeted with a warm welcome and friendly overall experience. I hastily returned to my adopted home.

Fast forward fifteen years and I'm back in my motherland with the same expectations I had a decade and a half ago. This time I came with my better half, whom, I had boasted about how beautiful the Cook Islands were especially the people. This most certainly wasn't the case.

In my adopted home (Australia) customer service is a crucial aspect of any business whether you are providing a product or service. Great customer service builds great rapport with clients and poor customer service only results in the demise of your business. There are two rules in business when it comes to customer service the first rule is the customer is "always right". The second rule is if the customer is wrong then you must refer back to the first rule. Sounds simple yet it is very effective when building or maintaining the reputation of your business product

or service. A simple smile, gesture, welcome or acknowledgement could be the difference between making a sale or not. Cook Islanders may read this and say none of these matter we do things in "Island time" the "Island way". If this is the attitude towards tourism and business, then how will we ever compete on an international level for foreigners to come here and spend their well-earned money? We are competing with hundreds of other destinations that provide cheap accommodation, a better exchange rate for their money, cheap travel to get there, better access to health services, attractions and above all world-class customer service! If this were the case why then wouldn't we step up to the plate and give the best Polynesian service? Our islands rely on tourism to feed the economy, create jobs and help promote our cultures and traditions. This was my naïve way of thinking before I had my own holiday experience here in the Cook Islands this last holiday season.

My first experience of poor customer service in Rarotonga was when I went to a vehicle rental business. The two women behind the counter had a take-all-their-time-in-the-world attitude. There was no "hi, can we help you sir" or even a "hello, how are you today?" there was just a "you want to hire a bike" remark assisted by a tone that sounded more annoyed than happy to have me as their customer. They explained nothing about how their rental system worked. They just started filling out the forms when I hadn't even finished with my enquiries about what kind of deals they had going. When I asked a question they seemed annoyed at having to answer the question. The only time they responded with interest to my enquiry was when I mentioned a family name, which they recognised but even that wasn't enough to get them enthused about the transaction that was about to take place. I was then sent with paper work outside to another person who would show me how the motorbike functioned only to find that I knew more about how it functioned than they did. I thought surely it had to be a one off, no big deal and shrugged it off.

Another time I stopped by a grocery store where I had gone to purchase some food items to make dinner. There were four checkouts but only two were opened. Both checkouts were starting to grow long queues and during this whole time both checkout women were chatting to what seemed like family members about personal stuff. The customer in front of me had five items to buy. From my

In a Flash:

The author is reflecting on the poor customer service experienced at a supermarket, grocery store and cafe. Frontline staff did not acknowledge the presence of the customer, kept chatting with friends as the queue grew longer, stared at the customer and called "oi" to come get the food order. But he does praise one establishment.

experience working in retail (in Australia) the process from scan to payment for five items would take approximately 60 seconds. This also includes a greeting and general conversation with the customer (even this is generous). Much to my amazement the cashier and the customer carried on a conversation about the weekend, how much alcohol they had consumed and what was for dinner that night. The customer paid with cash and the cashier seemed to not understand how much the customer had given them and whether it was enough to cover the cost of the items. So she rescanned the items again whilst beginning a new conversation about stuff that had nothing to do with the confusion over the items and the payment required from the first time. I waited patiently and wondered if she noticed the huge line of people growing behind me, and if she would care to move a little quicker to shorten the line. Call me funny but the wait was so long the two women standing behind me burst into song while standing in line. While this was no laughing matter, it made me chuckle with tongue in cheek, because I wasn't sure if someone was playing a practical joke or this was the world's smallest flash mob. Finally, after what seemed like a lifetime of boredom it was my turn to be served. There was no apology for the delay in service, no eye contact and no welcomed greeting of any sort. It was like I wasn't even standing there.

A few days later I was ordering food from a well-known food parlour. I was told the food at this place was "amazing" and next to nothing. Excited and hungry, I made my way down town to Avarua for a taste of heaven. I stepped up to the counter to order and once again no welcome to even say "hi, what can I get you?" I just got a look, which I assumed meant "what can I order you?" At this stage I almost really didn't care about the unwelcomed customer service because it seemed to be the norm. So I ordered and began the wait for my meal, which mind you was a simple dish that can be made in less than

four minutes. Forty starving minutes later my order was delivered with an "Oi" and a hand gesture signalling my order was ready. I won't lie my meal was amazing and I was satisfied but that did not take away from the fact that the service was slow and totally unsatisfactory. The great meal would've complimented the customer service but this was not the case and it put a downer on my whole experience. That was my first and last visit to the food parlour. It will take a miracle for me to go back and have another meal. The great meal on its own is not enough to entice me to go back for more. First impressions last even bad ones.

These were only three out of a dozen or so examples of bad customer service experiences I endured. Their attention to detail is poor and the care factor for providing excellent customer service in Rarotonga is embarrassing. I rate customer services a 2 out of 10.

However, to be fair I kept an open mind to other services that may list customer service at the top of their agenda. Thankfully there was excellent customer service in the form of a resort. The Pacific Resort had an outstanding customer service and promptly attended to any queries and wishes that we requested. The meals were a little expensive but despite the hefty price tag it did not deter us from spending more money because the level of professionalism and attitude toward providing excellent customer service was first class. It dawned on me that the staffs at The Pacific Resort are all well trained and schooled in the art of customer service. Maybe this is where the heart of the issue may lie?

It led me to ask questions, if we are a tourist destination and the product we provide is our culture, which, is a welcoming and friendly to all who visit our shores, then where has this natural nature of ours gone? If it has gone why aren't we caring to do something about it? And if we aren't caring about doing something about it, then who will? If we are a tourist destination why aren't we pouring resources into training and education in hospitality and tourism? Places like Bali value customer service at the top of their list. There are many

reasons for this. It could be because they are poor and therefore go the extra mile just to have your dollar. Now, I'm not saying we have to treat people like royalty and suck up to every Tom, Dick or Harry for them to spend more money to grow the economy. No. I'm saying hospitality and good customer service should always be at the top of our list regardless whether they have to pay for it or not. It should be second nature to us because that is what we are supposedly "known for". Terrorist groups are still threatening Bali but tourists are still going there in the hundreds of thousands! Go figure! That says a lot about a tourist destination. Yes its cheap, so what? People don't travel to Bali because its cheap they go for the experience. Which begs more questions like what kind of experience do people have when they visit the Cook Islands? Do they go home and boast to their friends and families about how great our hospitality is? Or would they go home and tell of their terrible customer service experiences?

Customer service is all about customer correspondence – it's how you and your staff answer telephone calls, emails and letters; it's the way customers are treated when they purchase a product or service; the way complaints are handled and problems are resolved. Customer service is the appearance of the premises, the merchandise on display and every employees appearance; the overall impression the customer has of the company's employees, products and services, and even the way staff members talk about the business to family, friends, and neighbors. Its about the detail, like a smile or a hello, its about the little things. Like the saying goes "from little things big things grow".

I can only hope as a nation and people of integrity and culture we are open to adopting a more positive approach to providing excellence in customer service to all visitors who visit our shores. Aim to send them back to their home's knowing that someday soon they will no doubt return because of our incredible hospitality, kindness, warmth, generosity and genuine desire to provide world class Polynesian service.

- by RFK

Tourism responds:

Kia Orana Editor

Thank you for the opportunity to respond to this letter to your newspaper. On behalf of all of us here in the Cook Islands who provide world class genuine customer care I would like to apologise to your contributor 'RFK' for the experiences he went through. Customer Care and Customer Service are a key part of any successful business and Tourism in the Cook Islands is everyone's business!

Cook Islands Tourism is pleased to advise that over the last few months we have been working with our partners in education and training to reintroduce the 'Kia Orana Care' programme. This programme teaches everyone the importance of customer care, and trains everyone with the practical skills needed to provide genuine customer service. We encourage everyone in the private sector, Government, and the community to take advantage of this when the programme starts to help improve the performance of your business or Ministry. This will help all of us in the Cook Islands to share with all our visitors our genuine Polynesian hospitality and lifestyle – this is what will bring visitors back again and again to our islands.

We are all in Tourism!
Metua Vaiimene
Destination Development
Cook Islands Tourism

News Brief

By Moana Vaevae Tetauru

On Wednesday, the Police Commissioner commended people for their response efforts towards Tuesday's tsunami watch. He said the Police Emergency Operations Centre was activated when the tsunami watch was issued. In his statement he said there were no reports of high seas, storm surges and damage throughout the country after the 8.0 magnitude earthquake rocked the Santa Cruz island in the Solomon Islands on Tuesday afternoon, followed by a 1-metre tsunami that travelled 500-metres inland. The Commissioner has commended the quick response from the public with people already activating their emergency plans. It's also understood that boats were yesterday out removing their fishing vessels from the wharf which the Commissioner says is proof that people are taking necessary precautions if the tsunami did hit. The Police Emergency Operations office remained open till around 9pm on Tuesday night.

Looking for Ngametua Teariki

Dear Editor

I am trying to track down Ngametua Teariki who was a baby in Rarotonga that lived with me. He would be 12 now and probably lives with extended family in NZ. Do you know anyone who may remember him or his mum. She had died in NZ when the boy was quite young. I would like to find out how he is doing and if he is ok.

Any leads or information would be gratefully received.

Thank you so much.

Heather Beaton (nursebeaton@usa.net)

A career in the Ministry of Marine Resources



Georgia Langdon

As the New Year begins and students are looking at vocational guidance for the future, we at the Ministry of Marine Resources would like to encourage our Cook Islands young people to take up a career in Marine.

A prime example is MMR staff Georgia Langdon who commenced employment with us in March 2011. Georgia studied in the James Cook University in Townsville, Australia for three years studying a Bachelor of Science, double majoring in Marine Biology and Aquaculture.

Her initial establishment here at MMR was as a Pearl Biologist in the Pearl Support Division, and that meant spending time in Manihiki. Flying over the atoll and seeing Manihiki for the first time was a beautiful moment for Georgia as she contemplated the thought that Manihiki would now be her



Left to Right: James Kora, Roland Maru front is Teuru Passfield and Anika Hunter "home away from home".

Particular duties necessitated travelling to Rakahanga, Penrhyn and Pukapuka for research purposes. Experiencing the diverse marine life while diving and fishing was quite another adventure and life in the Northern Group is an experience of a life time for a young woman returning to Cook Islands.

Contributing to the pearl industry by implementing new methods to assist management, information collection and monitoring was part of Georgia's responsibilities and practical field work could not have been accomplished

without the assistance of the MMR boys.

Nowadays, Georgia's role has changed in MMR after procuring the position of Data Manager with the Offshore Division, under the directorship of Joshua Mitchell. Management of all incoming scientific data, including catch and effort, port sampling and observer data are some of the tasks with this new position and the aim is to provide accurate data reports for the Cooks Islands Offshore Fishery domestically and regionally.

Georgia states "My time spent in Manihiki was an unforgettable experience and I would like to

thank the people who were part of my life for 18 months. My new role will enable me to learn more about the Pacific's offshore fishing industry and more about the western Pacific region in general."

MMR have been taking in students during their semester breaks from Auckland University. Mataiapo Tairi and Teuru Passfield are both studying Biological Sciences with a vision to come back to the Cook Islands to seek careers in the marine field. Roland Maru and James Kora were both working for MMR after finishing from College and now have gone to Auckland to do further studies.



Ministry of Marine Resources
GOVERNMENT OF THE COOK ISLANDS

How God meets our needs his way

Part 1

By Senior Pastor John Tangi

In Part 1 of this two Part article of Encouragement I stated that some people in society are not getting the respect that they expect to get from others because of their attitude. Yet they wanted people to respect them.

In Part 1, the key to good reputation is character! Reputation is what people say about you. Character is what you really are in the inside! Our character produces respect. The question is "What Character or Behaviour, produces respect?" The Book of Proverbs says that we are to speak with Integrity or Honesty; and to serve with Intensity; and to share with Generosity; and in our successes we are to remain HUMBLE.

In Part 1 the first two lessons we looked at were, Lesson 1, SPEAKING WITH INTEGRITY or HONESTY according to Proverbs 17v.7 (GN) "Respected people do not tell lies." Furthermore, Proverbs 10v.9 (GN) reads "The man of integrity walks securely." In other words, integrity or honesty produces reliability and stability.

Lesson 2, SERVING WITH INTENSITY This means desiring to help others, serving others, doing good, and serving God. Proverbs 14v.22 (GN) reads "You will earn the trust and respect of others if you work for good." If you do good you will gain the respect of others. The Apostle Paul said in Colossians 3v.23 "And whatever you do, do it heartily, as to the Lord and not to men." Proverbs 11v.27 (GN) reads "If your goals are good, you will be respected."

Lesson 3 is SHARING WITH GENEROSITY. People who are respected are 'Generous people!' Psalm 112v.9 (GN) reads "He who gives generously to the needy and shows kindness will be powerful and respected." There are two kinds of people, there are the "takers" and there are the "givers". Proverbs 11v.25 reads "A generous man will prosper, and he who refreshes others will himself be refreshed."

Lesson 4 is "in all of our successes we are to remain 'humble'. In other words SUCCEEDING IN HUMILITY. Proverbs 29v.23 (GN) reads "Arrogance will bring your downfall, but if you are humble, you will be respected." In I Peter 5v.5 it reads "...to clothe yourself with humility." Arrogant attitude turns people off! But humility attracts them! Humility does not mean ignoring the successes in your life, it just means sharing the credit, acknowledge the contribution made by others, your wife; your children, the family, your friends! Above all, we must realize that so much of what we have was because of Gods intervention! Proverbs 3v.5-6 reads "Trust in the Lord with all your heart, and lean not on your own understanding, in all your ways acknowledge Him and He shall direct your path." Proverbs 10v.7 (GN) reads "Good people will be remembered as a blessing, but the wicked will soon be forgotten."

The question is "What do you want to be remembered for in life?" "How about your parents?" "your children?" "your friends?" Do you want others to remember you as an "uncaring person?" or "A hot head type person?" The good type response would be something like..."My wife is a caring person!" or "She's a great mum!" or "He's a great dad!" and so on.

Romans 8v.29 tells us that God purposed for our lives to be more like Christ. Romans 12v.2 reads "And do not be conformed to this world, but be transformed by the renewing of your mind, that you may prove what is that good and acceptable and perfect will of God." Jesus is our model. Speak with Integrity & Honesty; Serve with Intensity; Share with Generosity; Succeed with Humility.

May this article be an encouragement to you throughout this New Year 2013. God bless. Te Atua te aroa!

The COMPUTER MAN Tech Tips

Phone 24979 Email: sales@thecomputerman.co.ck

10 things to try when applications won't work with Windows 8

Windows 8 is more forgiving with regard to application compatibility than some of the previous versions of Windows were, but some applications just will not work with it. Thankfully, you don't always have to accept defeat. Although there is no silver bullet that guarantees application compatibility, you can use a number of tricks to improve your odds of getting a stubborn application to run in Windows 8.

1: Create a virtual machine

I will go ahead and get the last resort step out of the way up front. Windows 8 includes its own copy of Hyper-V. If you can't get an application to function in Windows 8, you can enable Hyper-V and create a virtual machine running a legacy version of Windows as a way of running the application.

2: Turn off User Account Control

I haven't experienced any User Account Control (UAC)-related compatibility problems in Windows 8 yet, but I have run into problems in Windows 7. When I first adopted Windows 7, there was a particular dictation application that would not work until I disabled UAC. I have read posts on the Internet from people who have had similar experiences in Windows 8, where disabling UAC resolved a compatibility issue.

3: Install .NET Framework 3.5

When you install Windows 8, version 4.5 of the .NET Framework is installed by default. However, older apps often require an earlier version of the .NET Framework. If you receive a .NET Framework-related error, you can go into the Control Panel, click on Programs, and choose the option to turn a Windows feature on or off. Windows will display a list of the various components you can enable or disable. One of the items on the list is .NET Framework 3.5, which also includes .NET 3.0 and 2.0. Installing this component will likely correct the issue that you are experiencing.

4: Check for application patches

One of the first things you should do upon discovering an application compatibility problem is contact the application vendor and find out if it has a Windows 8 patch available. Sometimes, a patch is all you need.

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Teen Scene!

By Norma Ngatamariki

Now, we've all probably heard the "prep talk" our parents give us before we go off and do something that could change our entire lives, but do we really take it to the heart? It is in our genetic code to annoy our parents or any grown up, for that matter, simply because we are teenagers. It's just a part of growing up and being an adolescent. We may clash with our parents now and again (some more often than others, like moi) over the most trivial things. For example, our hairstyle. What may look outrageous in the eyes of an adult, may be the latest fashion trend at school. I mean, don't get me wrong. Kids do anything with their hair nowadays, from using hair wax for styling to salad oil (don't ask me what for). Some teens may argue that they are expressing themselves in ways that cannot be done verbally.

Well, there's a lot of "expression" going on with teens these days.

Another thing that seems to have changed is our overall lifestyle. If you time-travel back, way back in the day (maybe when your Grandma was a teen. It may be hard to believe, but your nana was young once, too), you wouldn't see any girls strutting their stuff in a mini-everything (short, singlet etc.) No, girls back then were swathed head to toe in the most ridiculous outfit I've ever seen in the history of fashion (the dress almost resembles a lamp shade). For boys, getting a job that involves heavy labour was considered top-notch (well, here on Raro, anyway) and now they're dreaming of working in an office. Our ways of thinking have certainly evolved, and as we are heading into a more modern era, more changes are highly anticipated.

Yikes! I almost sound like a philosopher (akamea scientist, that thing. Lolz) but it's the cold, hard truth. If you told a 35-year-old that you play on your iPhone whenever you're bored, he'd probably answer "Wow, an iPhone? In my day, all we had was our IMAGINATION." So you see, technology plays a vital role in the daily life of a teenager (I say vital because I can't imagine a day without my phone or laptop, as any other teen would agree) In this generation, you are defined by what mobile phone you have in your possession, what clothes are on your back and how much money you earn from your part-time job (if you're fortunate enough to have a job) My friends and I have all applied for jobs, since our parents are getting sick of providing our lunch money.

A teenager can feel as if she (or he) is floating on cloud nine



or hitting rock bottom. Either way, both feelings are perfectly normal. It is all a matter of keeping these emotions in check, so that we don't rush out and do something that we'll regret later on. So, I hope you, my dear reader, have learnt a valuable lesson from this article.

Massive change coming my way



By Dante Numa

I have exactly 13 more days to go before I'm off to Auckland City, in what will hopefully be a sunny New Zealand, and starting my very first week of the university life at the Auckland University of Technology!

The whole of last year, I was

always talking about how soon, our Year 13's would be off to Uni, yada yada yada, but now, I'm not really just talking about it, I'm living it! So far it's been a crazy ride, from the relief of finally enrolling into AUT on the VERY LAST DAY of enrollments, to the long three month wait to find out if you got accepted, only to be completely shattered to find out that you have been waitlisted, and then screaming up and down on your bed after being sent a congratulations letter at five in the morning a few weeks ago! And then, the hassle of sorting out accommodation, enrolling in the classes (which is actually a lot more difficult and more frustrating than it sounds), to sorting out flights, to figuring out dates....and then to the bittersweet feeling of extreme excitement, and complete devastation of leaving my best

friends and the people I care about. But with the comfort of knowing that Rarotonga will always be my home, and that (with enough begging to my mother) I will be able to come back for holidays, and small breaks, and a special little one's first birthday in October, It makes me feel that little bit less sad about leaving. And thank the Lord for Facebook, and Viber and Skype! (And that my friends all have them....and that my mum knows to use...most of them).

Anyway, I swear Airports can be such SAD places! I hate goodbyes, so I'm dreading the day that I'll be leaving! I've had my fair share of good byes with best friends and family leaving me, but now the tables have turned and it's a whole different situation. I know that from experience, that as hard as it

is for the person leaving, it is a lot harder for the person whose being left behind...but I know for a fact, that it'll be just as hard for me with a whole new lifestyle being suddenly thrown at my face. (But lucky I'm pretty adaptable, so I should get used to it after a while)

Anyway, talking to those at work who are in their second year of doing the exact same course as me, and having them show me the ropes, letting me in on a few things, and prepping me a little for what is coming my way as a, first year Bachelor of Communications student at AUT, is a great big deal of help! Now I know, through all the Facebook status' I've seen, and the people I've talked too, that a lot of us Year 13's are off to tackle the university life! I wish you all the best of luck! We can do this!

You can make a difference! Do Your Part

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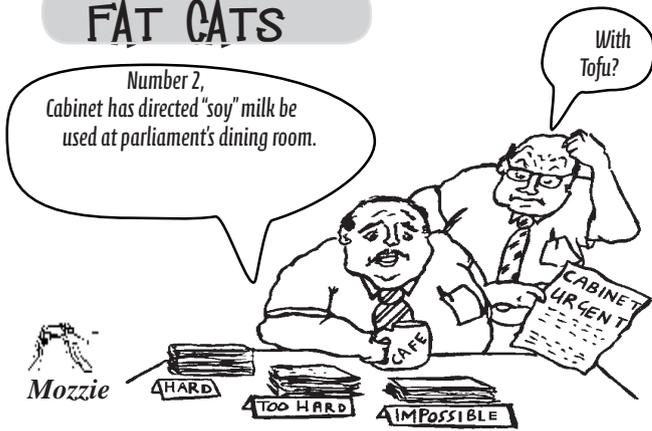
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FAT CATS



COCONUT ROUNDTABLE



Why didn't the three smallish cruise ships that called lately then sailed off, not come straight in to Avatiu harbour and tie up alongside the wharf? Wasn't that supposed to have been one of the merits of upgrading the port? Or do we now have two white elephants? One at Arorangi (\$3 million) and one at Avatiu (\$28 million)? The dosh would have been better invested in building a completely new port at Nikao as was suggested years ago by Don Silk and consistently ignored by successive governments. Have we become a country of dumbos or what? 

Whisper from out west is that after the Snowbird laundry blaze and sale, four new laundry outlets are to open! Seems a big boat is on its way with many, many, new washing machines! 

Spot the pic in the photo contest? Large group of young men piled on the stern of a boat, beer bottles raised high, but none wearing a life jacket! What does that tell you? Many Polynesians involved in drowning incidents in Kiwiland, did not wear a life jacket! Seems it's no different here. 

Government would be committing political suicide if it made people pay for their water unless the water was treated to remove impurities harmful to health. That's why people buy bottled water is it not? If government fails to treat the water so it is "wholesome" it runs the risk of a population succumbing to gastro-illnesses and

CHOOKS CORNER
WITH BIG RED 

not only running to the bog but also running up the health budget. Consider the health of the children. People should not be forced to pay to install their own treatment devices. 

Coke scandal? Ho hum. Boring. Isn't there any other current news around? Let's not go backwards, let's move on! Fast forward to the present day-why doesn't Fishkark ask the NZ government why it gives us \$19 million in aid then makes us pay some \$12 million to subsidize its airline? That's scandalous! We only come out \$7 million ahead! What the NZ government is doing to shaft us over this subsidy and the Super entitlement is outrageous and should be investigated by the UN Committee on sovereign territories! 

The NZ High Commissioner is doing his best to paper over the cracks caused by previous NZ governments. He's doing a sterling job-pity that lot in the Bee Hive keep stinging us. 

Poor Dicky! Heavy rains have once again brought the "Lake" to his front yard! How is it, MOIP cannot see this

problem over drainage? A simple pipe would drain the water to the nearby creek and prevent future floods. How hard can it be? A few years ago MOIP raised the level of the back road past Dicky's place by about a metre but somehow "forgot" to return to install pipes to drain the water. 

Baby eels coming through your water pipe? Only in Tamarua in Mangaia! Infrastructure Minita discovered this when there last week and will send men this coming Friday to look into the matter! Fishy! Perhaps other villages will complain that Tamarua residents have been receiving, at no extra charge, tasty, gourmet food with their water supply! 

Also in Tamarua, te Minita found those homes with water tanks belonged to Demo supporters! 

And te Minita discovered that driving from CIP enclave Tamarua to former Demo PM Jim Marurai's home town of Ivirua was like going from a bumpy, dirt track to a super highway! Ivirua's roads were long, straight, and

beautifully smooth to drive on! 

Last Thursday night on the goggle-box news, locals would have got a kick out of seeing an ex-pat talking but with her lips moving out of sync with her words! Rather like those old Japanese language Samurai movies where the lips move and the words come out ten seconds later in English! 

If Tom Tom takes on the QR jobbie, who will be promoted to DPM? Well, who is in the running? There's The Bishop of Aitutaki, The Heather man and the Brownie. The inside whisper is the Brownie could prevail. But what about a complete unknown from left field? Someone with no previous baggage, no sworn enemies, clean, respected, yes, there's just the one-it's Kiriau! Promote this Associate Minister up the ladder to either DPM or Minister! Would that leave the door to one Associate Minister position open for MMM- Mighty Magee Man? Make him Associate Minister for Housing and construction (under MOIP) -something he is familiar with.

Cook Islands
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CITV Building
Moss Road
Parekura, Rarotonga
PO Box 126 Rarotonga
Tel: (682) 29 460
Fax: (682) 21 907
E mail: bestread@ciherald.co.ck
www.ciherald.co.ck

Editor: Charles L. Pitt
Feature writer: Maria Tanner
Te Reo Maori: Rutera Taripo
Contributer: Norma Ngatamariki
Columnist: Dante Numa
Graphic Artist: Nga Glassie
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Nuti Māori

'Akararangi 'ē te 'akatapu`anga 'iā Maoate Mata'iapo

tātā'ia e Rutera Taripo

“Takitumu ē! Kia ka'a te tini...” I te ora nga'uru-mā ta'i i te pōpōngi mānea o te Ma'anākai ra 2 o Pēperuare 2013, kua rave 'ia ki runga i te paepae o Pa Ariki i Mata Enea, i Turangi, Takitumu tētai akakoro'anga puapinga, koia oki, ko te akararangi'anga ma te akatapu atu ia Maoate Mata'iapo-Kiriau Turepu.

Kua `akameitaki atu te ariki-va`ine `a PaMarie Teariki Upokotini Ariki iā Maoate Mata'iapo tei moe ake nei, no tōna māro`iro`i, karape `ē te tiratiratū i tōna tuātau i runga i te taonga.

Te `akakite nei te ariki-va`ine `a Pa Ariki, ē ko Maoate Mata'iapo, koia te va'a tuatua o Pa Ariki, koia katoa te ruru `ē te `aka'aere i te Pū'ara a Takitumu, `ē pērā katoa e taonga ngāteitei teia.

I te taime o te `akararangi`anga `iā Maoate Mata'iapo Kiriau Turepu, kua `akakite a Pa Ariki kia Kiriau, ki mua i te kātotoa tei tae atu i tērā rā, “...te vai nei tōku irinaki ki roto iakoe, kua rava oki tō'ou mārama no te mou aka'ou i te taonga, ...e tūranga pakari tō'ou, e mātūtū i te tā'okota`i i te Pu'ara `ē te `iti tangata o Takitumu ...”

Kua reo iku atu i reira a Pa Ariki ki tāna Pū'ara, `Ui Rangatira, Ngāti Pa, Ngāti Maoate, Vaka tangata `ē te kātotoa kia `okota`i i te turu ia Maoate Mata'iapo-



Pa Ariki, ngā Tavini Orometua o te Atua, `akatapu`anga `iā Maoate Mata'iapo Kiriau Turepu

Kiriau Turepu.

Kua `akararangi atu i reira a Pa Ariki `iāia nā roto i te `akapare atu `anga, `ē kua riro rāi nā te Orometua Rev Tereora Viniki `ē tōna tauturu i `akatapu atu `iāia.

Kua na roto te au `anga`anga pouroa i te

marū, `au `ē te mānea i te rave'ia `anga ē tae atu ki te takurua ngāteitei `ē te kakara tei te'ate'amamao `ia no te kīnaki i te `akakoro`anga tā te Ariki tā Pa Ariki `ē tāna Pū'ara i `o`ora mai.

“Takitumu ē! Kia ka'a te tini”.

TE REO MĀORI KŪKI 'AIRANI

tātā'ia e Rutera Taripo

Noātu 'oki ē kua manuia tātou 'ē kāre tātou i tā'iti ki tēta'i pāpā'anga 'uri'ia ririnui mei ā Garry, kia vai te'ate'amamao rāi ra 'oki tātou nō te mea tei roto rāi 'oki tātou i te tuātau o te 'uri'ia mei tā te tu'anga o te `Ākara'anga Reva e 'akama'ara mai nei 'ē 'akakitekite 'ua mai nei kia tātou nā runga i te rātio, `āvata-tūtū e pērā katoa te nūti-peapa. Kua kite 'oki tātou ē, i tēta'i mata'iti 'uāke nei (2005), kua pā 'e rima 'uri'ia i roto i te marama 'okota'i, i te Kūki 'Airani nei. 'E mea ūmere tikāi. No reira, e karere 'akaaraa 'ua 'anga tēia kia tātou, kia kore tātou e pō'itirere mē 'ē ake, e tau'anga tēta'i tē kā tupu.

Nōatu rāi 'oki, te kite nei rāi tātou i te tū o te uaua e tupu nei, pērā katoa te kōraparapa uira, māngūngū 'ē te tū vera o te reva. Tē kā'iro 'ua nei te 'aka'aere'anga 'ē te neke'anga o te reva i tēia au rā, i tā tātou au tamariki e 'aere nei ki te `āpi'i. No reira, kia matakite tātou i tā tātou au tamariki, i roto i tēia au tau'anga reva, kia papa 'ua tēta'i kākā'u marō nō rātou, ko te makia ā'ea mai rātou. Kia riro i reira tēia i te tauturu ma te pāruuru atu 'iā rātou kia vai mātūtū tō rātou kōpapa, 'iā rātou e 'aere nei ki te `āpi'i. Tē kite nei 'oki tātou i te inangaro o te au tamariki i te aere atu ki te `āpi'i, 'ē pērā katoa i te 'oki'anga mai ki te kainga, i te 'akakite mai kiā tātou i te au 'apinga 'ōu tā rātou i rauka mai, i `āpi'i 'ia mai i tērā rā.

AU KUPU

pāpā - beat,batter 'akama'ara - remind 'uri'ia - hurricane
uaua - rainy pō'itirere - surprise tau'anga - changes
pāruuru - protect 'apinga 'ōu - new things matakite – take care, look after, watch carefully
tau'anga reva - weather changes vai mātūtū - remain strong/ healthy

1. Kua manuia tātou, kāre tātou i pāpā 'ia 'e te 'uri'ia Garry.

We had been lucky, not to be battered by the cyclone Garry.

2. Kua ma'ata tikāi te au tau'anga reva i roto i teia ngā rā.

There had been many changes in the weather patterns these few days

3. 'E Ma'anākai tēia rā. E pō'itirere au, nō te mea, te inangaro nei tāku tamaiti i te 'aere ki te `āpi'i.

Today is Saturday. I am surprise, because, my son is wanting to go to school

4. Tē 'akakite mai nei tāku tamaiti i te au 'apinga 'ōu tāna e tāmou nei i te `āpi'i.

My son is telling me about the new things that he is learning at school.

5. Kia matakite i runga i te mataara, mē 'aere ki tēta' i tua.

Be careful on the road, when crossing to the other side.

6. `Ākono meitaki iā koe, inē?

Look after yourself carefully, okay?

TENDER NOTICE



**OFFICE OF THE PRIME MINISTER
OFFICE OF THE ENERGY COMMISSIONER**

**TENDER AND CONTRACT NO. OPM-02/2013
PUKAPUKA-NASSAU RENEWABLE ENERGY AND
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The Office of the Prime Minister (OPM) in conjunction with the Office of the Energy Commissioner (OEC), invites sealed Tender Submissions from suitably qualified contractors for the supply and delivery of all requested Goods including the construction of the Pukapuka and Nassau Islands photovoltaic and low-voltage distribution systems co-funded by the Japanese and New Zealand Governments.

Hardcopies of the tender document will be available from the Renewable Energy Development Division's office of the OPM at a non-refundable fee of NZ\$100 per set. Electronic copies will however be made available free of charge.

Only hardcopies of the Tender Submissions will be accepted and these must reach the tender box located at the REDD's office no later than 1.00pm on Monday 11th March 2013 (local time). All Tender Submissions must be addressed to:

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Private Bag
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COOK ISLANDS

All tender enquiries must be directed to the PEC Fund Coordinator Ngateina Rani, on telephone (682) 25494, mobile (682) 54433 or email ngateina@pmoffice.gov.ck.

VACANCY



DEVELOPMENT PROGRAMME MANAGER

The Development Programme Manager (DPM) is a full time, permanent role sitting within the Development Coordination Division (DCD) of the Ministry of Finance and Economic Management. The DPM will be responsible for providing technical advice to government ministries and other stakeholders on all United Nations development funded programmes. This is an excellent career opportunity as you will be involved in programmes of national importance, driving improved outcomes for the progression of the Cook Islands. Extensive collaboration with a wide range of government, private sector and NGO's is a key element to the position. Likewise, the DPM will work with cross functional teams to ensure that programmes are planned, delivered, monitored and evaluated within a strategic framework over a sustained period.

To be successful in this role, you will have:

- Proven experience in the Development field
- Planning and organisational skills and experience
- A demonstrated ability to develop and manage partnerships with donors, government counterparts, the private sector and civil society
- Knowledge and experience in implementing development initiatives, policies and programmes
- Strong verbal and written communication and negotiation skills

Development Coordination is a dynamic environment with a focus on outcomes and delivery. We offer flexibility and a team atmosphere where your career development is taken seriously. To apply for this position, or to view a position description, please go to the government website using this link: <http://www.mfem.gov.ck> or send your CV and covering letter to: jim.armistead@cookislands.gov.ck. Applications for this position close COB 12 February 2013.

VACANCY



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Telecom Cook Islands is looking for a dynamic individual to lead and develop products for and service of Telecom's business and government customers.

Our customers are at the core of our business, so firstly you will need to demonstrate strong interpersonal skills and the ability to put our customers first.

You will also need to have a wide range of business skills, including the ability to gather and analyse data and develop strategies from it. The role will require you to develop products for the market, so strong research and report writing skills to prepare proposals and strategies is needed.

As almost all our business customers use a wide range of our services it would be beneficial to have a telecommunications background to understand and support mobile, internet and PABX systems they use.

If you want to know more, please email Damien@telecom.co.ck for a full position description and if you think you're up for the challenge and you have the right credentials please send your application and CV to the Sales & Marketing Manager at the same email.

Applications close 4pm Friday 16 February 2013.



**PORT AUTHORITY
FINANCE AND ADMINISTRATION OFFICER
(RAROTONGA)**

The Port Authority invites applications for a suitably qualified and experienced person to work in the above intermediate position. Applicant should be dynamic and motivated with at least 2 years extensive experience in basic accounting duties including accounts payable and payroll functions, computer data processing and analyses, and must have the ability to prioritise and work to deadlines. Applicant must have excellent communication skills with vast knowledge in MYOB, and MS Excel and Word and is a team player. High preference will be given to applicants with experiences in shipping and cargo account management functions but not necessary. Please send your application with CV detailing your experiences and list of two referees addressing why you are the right person for position to The General Manager, Cook Islands Port Authority, PO Box 84, at Avatiu Wharf, Rarotonga or email applications to louisa@ports.co.ck. Applicant must hold current motor vehicle driver's license class 'A/B' and willing to accept Police check of your background. Copy of the Job Description can be obtained from the Port Authority Office at Avatiu. Please contact Louisa Rani on telephone 21-921. Applications close 4pm Friday 8 February 2013 CI time.

