# Taranaki Tourism Summit 2025 Shaping the future of tourism





## **Welcome and Opening address**



Kelvin Wright
Chief Executive
Te Puna Umanga
Venture Taranaki

# **Keynote: Tourism for Good Walking together for a shared future**



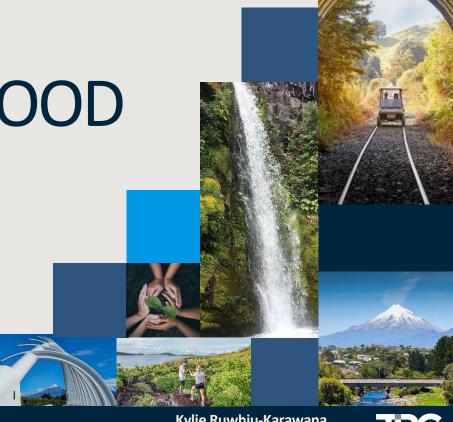
## Kylie Ruwhiu-Karawana

Managing Director TRC Tourism



## **TOURISM FOR GOOD**

Walking Together Towards a Shared Future





### **TRC Tourism**

### We specialise in:

- Tourism planning
- Destination management and development
- Product and experience development and feasibility studies
- Recreational trails projects for mountain biking, walking, running, horse riding and aquatic trails
- Protected area visitor management
- Indigenous tourism and product development
- Interpretation planning.



### **Horizon Tours**









"Hutia te rito o te harakeke, kei whea te komako e kō? Ki mai ki ahau, he aha te mea nui o te ao? Māku e kī atu, he tāngata, he tāngata."



### Shifting the Lens: From Transaction to Transformation

### OLD model...



- Tourism focused on numbers, marketing, and visitation
- "Doing to" communities
- Visitor experience designed without local context
- Extraction model economic focus only

### NEW model...

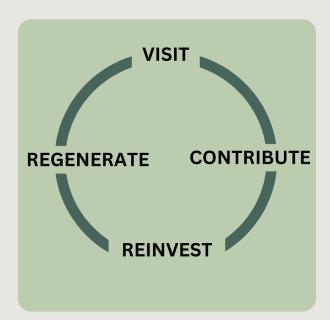


- Tourism as a platform for connection
- Cultural exchange and learning
- Co-design with iwi, hapū, whānau and communities
- Regenerative outcomes across people & place

It's not just about who visits, but how they are welcomed, what they learn, and what they leave behind

### **Tourism for Collective Wellbeing**

Redefining Success: Beyond GDP and Visitor Spend...



- © Cultural Vitality
- Local stories, language, identity carried through tourism
- Visitors becoming learners, not consumers
- Environmental Integrity
- · Regenerative tourism
- Protection, restoration, stewardship
- **Community Pride & Wellbeing**
- Local ownership
- Empowered communities
- Tourism supporting local aspirations

"Tourism for Good creates intergenerational value — experiences that heal, not harm."

## From Regeneration to Resilience: Moving Beyond Healing

True regeneration strengthens the foundations – but resilience ensures we endure and thrive.

### **Key Transition Points:**

- Regeneration restores and revitalises.
- Resilience prepares us to adapt, absorb shocks, and grow stronger.
- In a changing world, resilience must be our ultimate horizon.



## Resilient Tourism: Thriving Through Change

Social **Economic** Cultural

**Environmental** 

### Understanding Purposeful Engagement

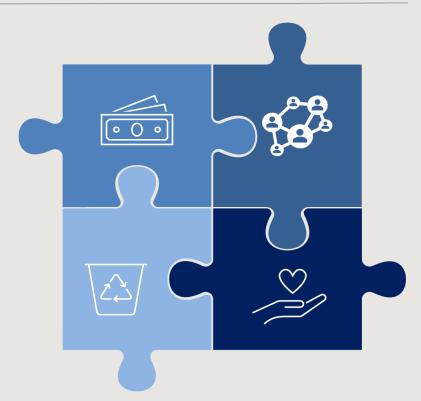
### A Definition:

Intentional, respectful interaction for mutual benefit, fostering trust, cultural understanding, and positive relationships while achieving shared goals. Showing up is one thing, but being present is another.



### The Benefits of Purposeful Engagement

- **➤**Building Trust
- ➤ Developing partnerships
- ➤ Sustainable Development
- > Resilient Communities
- ➤ Identification of Economic Opportunities
- ➤ Social Responsibility
- **≻**Conflict Resolution
- >Cultural Enrichment
- ➤ Transference of knowledge
- ➤ Meeting Obligations and Responsibilities



### Practical Steps to Purposeful Engagement

Clearly defined Purpose

Engage early

Mana to Mana – the right people

Be inclusive



### Collaborative Advantage Over Competitive Advantage

## Kotahitanga – Unity of Purpose

In Aotearoa and across the Pacific, resilience is born from working together.

### Why Collaboration Matters

- Aligns strengths across regions, iwi, operators, and communities
- Builds shared pathways forward
- Unlocks innovation and efficiency
- Strengthens cultural identity and pride
- Reduces duplication and fragmentation in tourism development



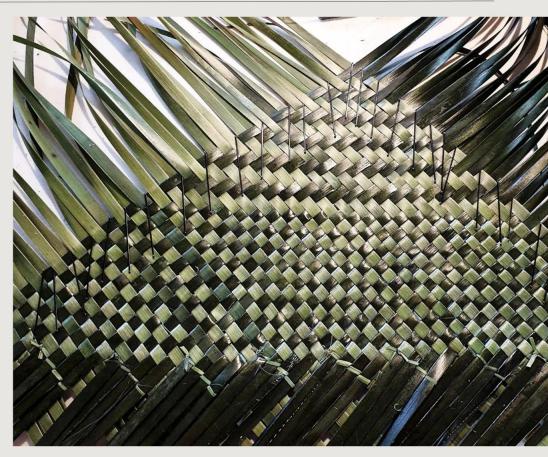
### Collaborative Advantage Over Competitive Advantage

## Kotahitanga – Unity of Purpose

In Aotearoa and across the Pacific, resilience is born from working together.

### What Collaboration Likes Like

- · Regional tourism clusters
- Collective brand storytelling across iwi & regions
- Indigenous tourism alliances
- Shared trail networks & experience corridors
- Dark-sky partnerships & environmental collaboration
- Joint governance models



### He waka eke noa – We are all in this together

### Tourism is a Force for Good

- ➤ Tourism is woven into the wellbeing of people and place
- ➤Our choices shape community outcomes
- ➤ Purposeful, respectful tourism strengthens identity, pride, and connection
- ➤ Together, we can create a future led by community aspirations

How will *you* use tourism as a force for good?





# NGĀ MIHI NUI

"When tourism uplifts the people of the place, it uplifts everyone who journeys there"



# Tourism New Zealand Marketing Aotearoa through Authentic Storytelling



### **Karl Burrows**

General Manager
Pou Ārahi Māori
Tourism New Zealand



## **Tourism New Zealand**

Karl Burrows, General Manager - Pou Ārahi Māori



### **Market focus**





3

## **Tourism Growth Aspirations**



2019 arrivals	3.9m
-	~ ~

Year to end of July 2025 arrivals	3.4m (87%)
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Tourism export va	lue by 2023	\$NZ 9.9B
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## FY26 Business Challenges



Accelerate conversion and arrivals



Increase share of mind and intention to book



Partner with industry for growth



### How we attract international visitors



International consumer channels



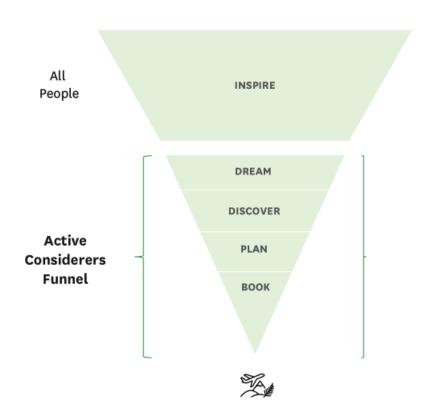
Trade



**Business Events** 



### How we target potential visitors: Active Considerers, funnel and metrics

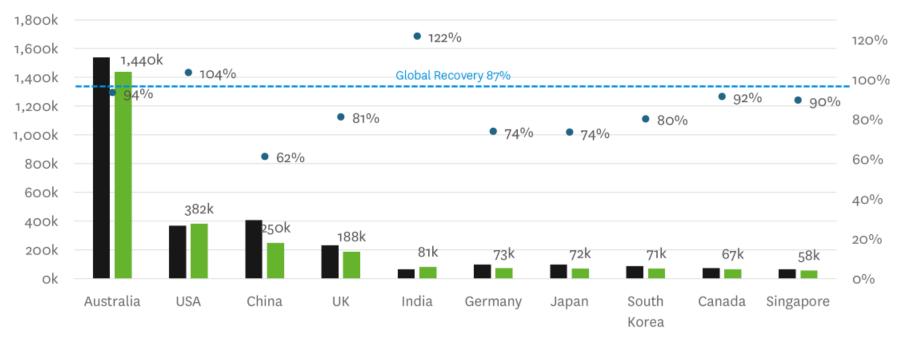




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# Total international arrivals have recovered to 87% vs 2019. Australia, the single largest source market for international visitors, is at 94%

### International arrivals by market







## **Work with Tourism New Zealand**

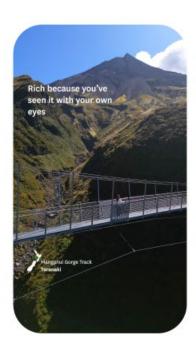
**Opportunities for the tourism industry** 

100% PURE NEW ZEALAND



## How Taranaki has appeared in TNZ's work





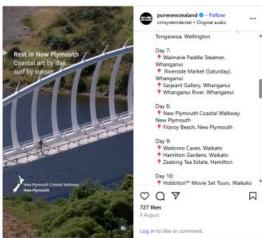






## How Taranaki has appeared in TNZ's work













### How Taranaki has appeared in TNZ's work

#### Social Media

The Devon Hotel, Novotel, King and Queen Hotel Suites, coastal walk, art galleries, surfing, itineraries

#### PR What's New Form

Te Matatini, Destination Kāwaroa, WOMAD, Te Rere o Kapuni, Spiegel Fest, Nga Rere

### **PR Pitches**

International Hobbit Day: Set jetting locations NZ

#### **Famils**

Taiwan Air Product Managers

#### Trade Social Media

Taranaki Itinerary (NAM FB): Hollard Gardens, Pukekura Park, Tawhiti Museum, Percy Thomson Gallery, Govet-Brewster Art Gallery/Len Lye Centre + Chaddy's Charters

### **KOLs/Content Creators**

Matador (US/AUS)



### **Future opportunities**



Run, Walk, Hike, Bike
An up and coming
campaign that will promote
and feature active holidays
across Aotearoa



Leveraging our new partnership with MICHELIN Guides, we are developing a focus on Food and Wine messaging for H2 FY26 and beyond.

Food and Beverage



Leaning into a key driver and motivator for our audience in H2 will be a focus on wellness, regeneration and rejuvenation.



## THANK YOU NGA MIH!

More information: tourismnewzealand.com

Newsletter signup: tourismnewzealand.com/newsletter-signup

Email us: <a href="mailto:comms@tnz.govt.nz">comms@tnz.govt.nz</a>

LinkedIn: linkedin.com/company/tourismnewzealand



# Panel: The Stakeholders and the System Ngā mata tini o te hāpai.



Andrew Wilson Regional Tourism New Zealand Chair



Gareth Hopkins
Department of
Conservation
Operations Manager



Karl Burrows
Tourism
New Zealand
General Manager

Pou Ārahi Māori



Matt Ammunson-Fyall
Māori Tourism
New Zealand

## **Morning Tea**

Thank you to our event supporters



# Sector Spotlight: Kai Waho Harnessing the Manaaki and the Whenua



**Tom Loughlin** 

Owner Operator Kai Waho

### Investing in tourism - The Ngāi Tahu Story



### **Jolanda Cave**

General Manager Ngāi Tahu Tourism

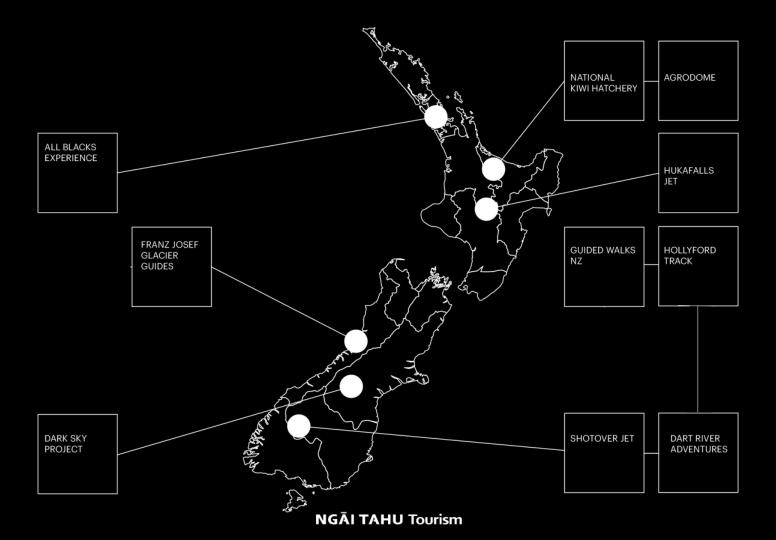


Jolanda Cave — General Manager, Ngāi Tahu Tourism Taranaki Tourism Summit

## Who we are



NGĀI TAHU Tourism



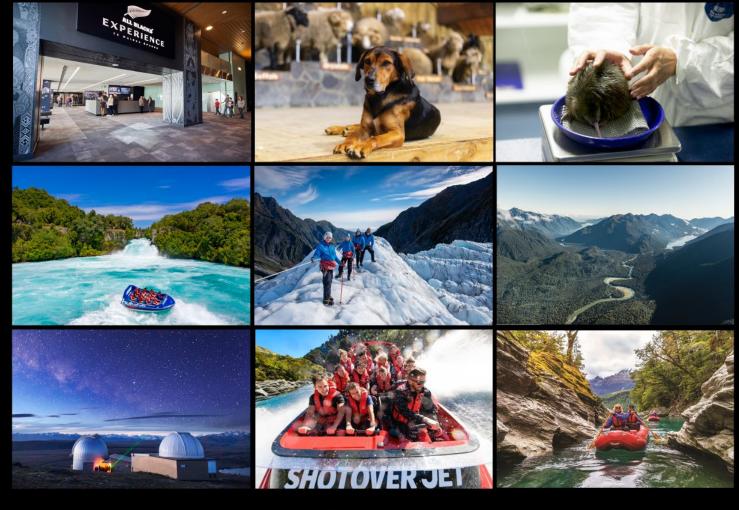




Mö tātou, ā,
 mö kā uri ā
 muri ake nei

For us and our children after us





NGĀI TAHU Tourism

# The Beginning



**NGĀI TAHU** Tourism

# Whakapapa & Purpose

Mō tātou, ā, mō kā uri ā muri ake nei

For us and our children after us

### Values in action



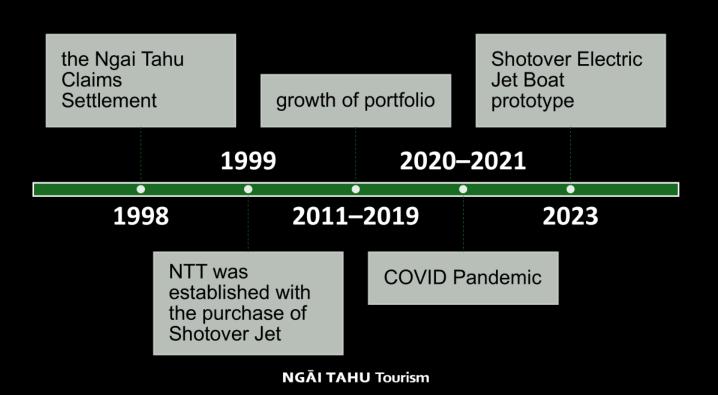
Manaakitanga Whanaungatanga Tohungatanga Kaitiakitanga Rangatiratanga Tikanga



# Our Journey

Intentional steps—and a few unintentional ones—along the way

### Milestones and impact



# The Opportunity in 2026

Tourism recovery, quality growth and partnership

## Tourism recovery snapshot

HIGH-VALUE, VALUES-ALIGNED TRAVELERS DRIVING GROWTH

SUSTAINABILITY AS A DIFFERENTIATOR

**EMERGING GROWTH SEGMENTS**& OFF-PEAK OPPORTUNITIES

## What we've learned

Five practical lessons from the Ngāi Tahu journey

### Five lessons



#### Lead

Lead with whakapapa and purpose—commercial follows kaupapa



#### Design

Design for authenticity: embed reo, tikanga, kōrero into products



#### Invest in

Invest in capability: people, safety, and tech (including low-emissions



#### **Partner**

Partner locally: iwi, councils, operators



#### Measure

Measure
what
matters:
cultural,
environment
al,
community
and
economic
outcomes

#### **NGĀI TAHU** Tourism

innovation)

### Relevance to Taranaki

Realising opportunities on your horizon

# Applying the lessons here

Build on Taranaki Maunga's cultural and natural mana storytelling and stewardship Curate hero experiences with depth (longer dwell, higher yield, season extension)

Develop pipelines for talent and rangatahi pathways

Coordinate investment: infrastructure, visitor flows, and experiences (public–private)

# Looking ahead

Intergenerational investment and 'tourism for good'

### Our commitments



Low-emissions operations and nature-positive outcomes



Deep partnerships with mana whenua and communities



Experience quality and safety as nonnegotiables



Data-led decisions for resilient, highvalue growth

## Ngā mihi — thank you

Kia kaha ki te mahi ngātahi — let's continue the korero

#### Contact:



jolanda.cave@nttourism.co.nz

### Tourism for good - Zealandia Te Māra a Tāne



Gabby Lawton

Manager

Members and Supporters

Zealandia Te Māra a Tāne

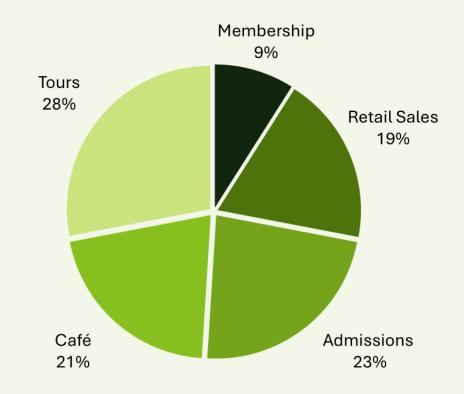






### **Team Zealandia**

- ~150k visitors per year 50% international
- 15,000 members
- Conservation
- Infrastructure
- Learning and Engagement
- Corporate Services
- Commercial





**Supreme Tourism Award** WINNER 2023



MARK

GOLD



SAFE & SOUND

WARM -

# TOITŪ

CARBON ZERO

ISO 14064-1 ORGANISATION

# **Tripadvisor**Travellers' Choice Awards

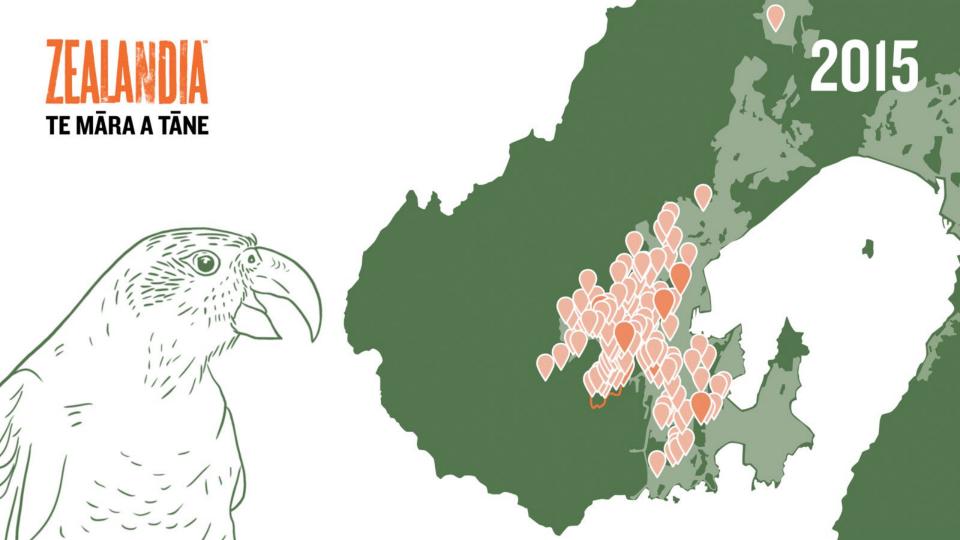


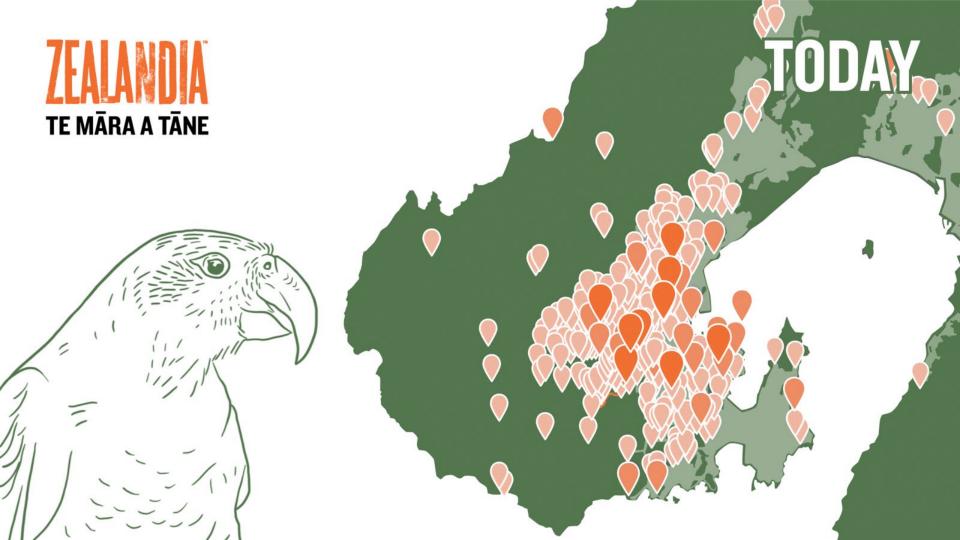


















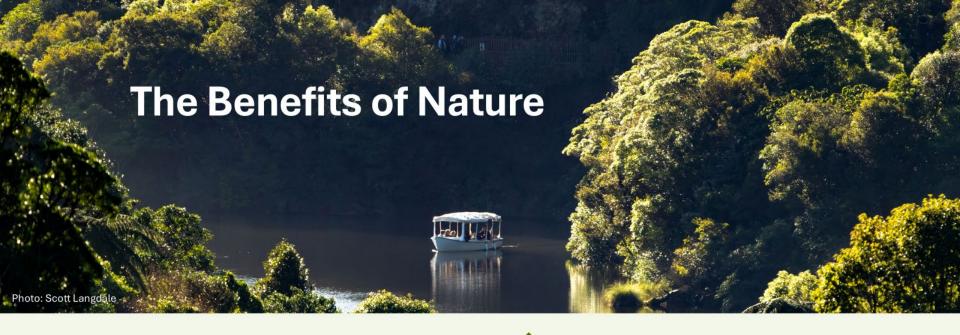


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1985 Zero encounters 2025 2000 encounters



## Why is this important?



#### **Reduction of:**

Mental fatigue Stress Blood pressure Cardiovascular disease

#### Improvement of:

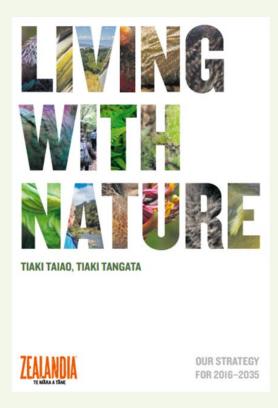
Cognitive function Mental health Social wellbeing Physical activity

#### Recipe for success

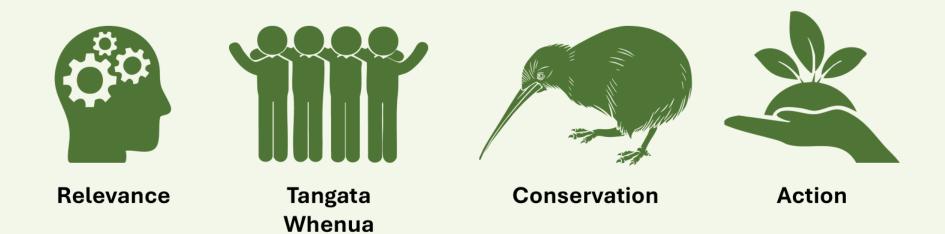
- Connect your visitor experience to your strategy
- Guides trained on key messages
- A clear tourism sales strategy
- Strong stakeholder relationships
- Community engagement



#### Connect your visitor experience to your strategy



#### Guides trained on key messages





#### A clear tourism sales strategy

- General Admission vs Guided Tours
- Commission on Guided Tours
- A premium product and experience
- Conservation impact shared
- 'Always on' availability, guaranteed departures
- Free shuttle

## Strong stakeholder relationships

- Wellington NZ & Visitor Information Centres
- Industry partners and trade sellers
- Tour content supporters and cheerleaders
- Tour guides and volunteers
- Operational support teams





# **Community** engagement

- Wellington City Ambassadors
- Membership programme
- Seasonal tours priced for locals
- Events programme
- Educational outreach
- Volunteer programme

#### Learnings!

- Hiring for long term involvement
- Foster a culture of learning
- Online training modules
- Always have something new!





## What's next for Zealandia?

- Growing our connections with businesses
- Kaiwharawhara Water Catchment
- More experiences for locals
- Pricing analysis
- Sustainable growth
- & a new fence!

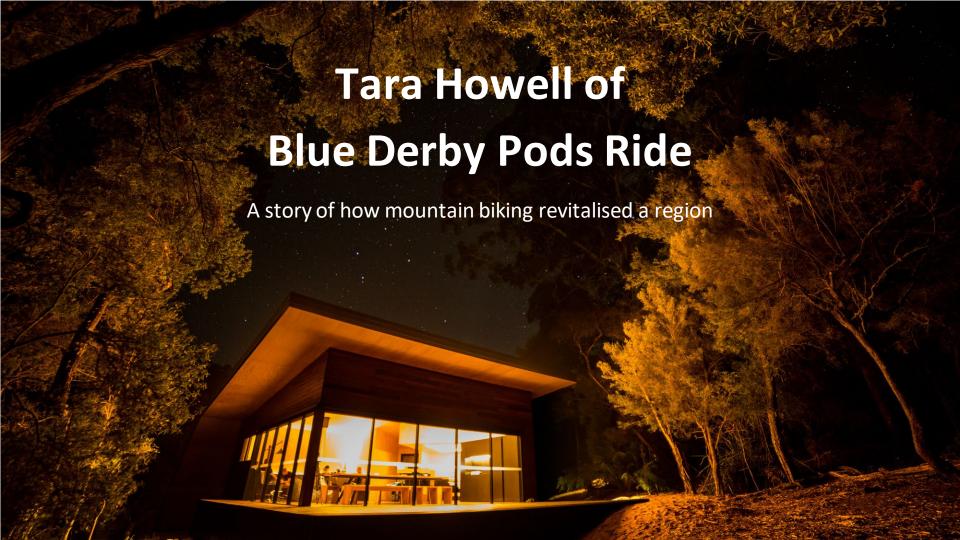


#### **Keynote: Blue Derby Pods Ride**



#### **Tara Howell**

Director Blue Derby Pods Ride





### Lutruwita / Tasmania



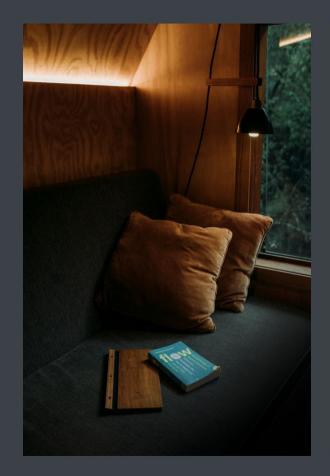


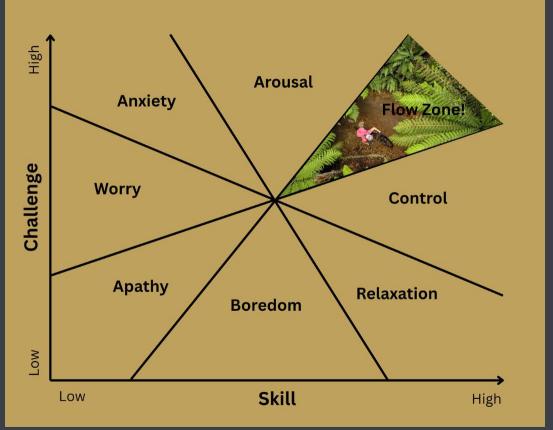


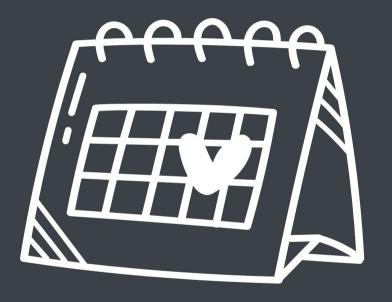










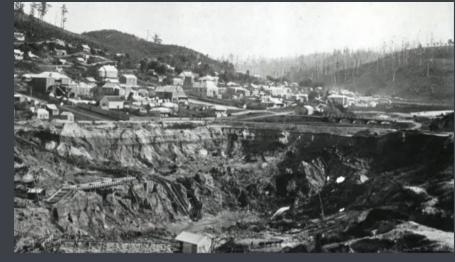


## Naivety

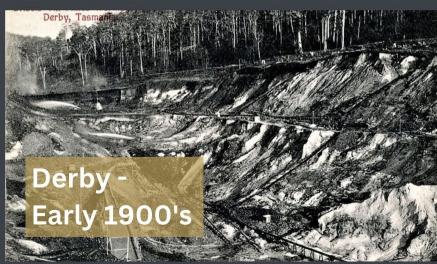
**Our Best Asset:** 

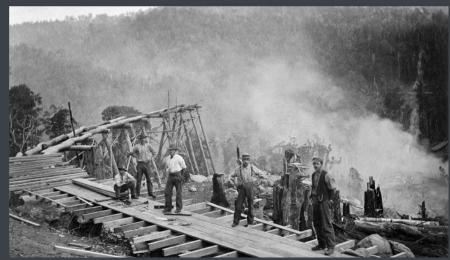
#### THE DREAM

- Create a luxury adventure, multi-day, all-inclusive, sustainable mountain biking Experience.
- Based out of unique accommodation Pods and a central hub building.
- In the middle of Parks and Wildlife Land.
- Connected to town, called Derby, that very few people knew about, and had no world-class mountain biking trails.









### **DERBY**

	2013	
Distance of world-class mountain bike trails:	Okm	
Average house price:	\$20,000	
Residents:	100-200	
Business/Industry:	Tourism: 1 cafe and 2 pubs	
Other assets and activities:	Free camping by the river	
Most common response when you said you were going to Derby:	"Where's Derby?"	

#### **MANTRA**

"We'll keep going... until we can't open the door in-front of us"

But where do we start?





# 1,345 more to go.

Step 1 complete.











# What had we created?



### **DERBY**

	2013	2017
Distance of world class mountain bike trails:	Okm	50-80km
Average house price:	\$10,000-\$20,000	\$150,000
Residents:	100-200	200-300
Business/Industry:	Tourism: 1 cafe and 2 pubs	Tourism: 1 cafe, 2 pubs, 2 bike shop and 2 tour companies
Other assets and activities:	Free camping by the river	Free camping by the river Free mountain bike trails Enduro World Series - April 2017
Most common response when you said you were going to Derby:	"Where's Derby?"	"There's some good mountain bike trails happening out there."

















# **DERBY**

	2013	2017	2025+	
Distance of world-class mountain bike trails:	0km	30-50km 150km +		
Average house price:	\$10,000-\$20,000	\$150,000	\$450,000 (highest sale \$1.2 million)	
Residents:	100-200	200-300	300+	
Business/Industry:	Tourism: 1 cafe and 2 pubs	Tourism: 1 cafe, 2 pubs, 2 bike shop and 2 tour companies	Tourism: 2 cafes, 2 pubs, 3 restaurants, general store, post office, 3 bike shops, 5 tour companies, 100+ short stay accommodation	
Other assets and activities:	Free camping by the river	Free camping by the river Free mountain bike trails Enduro World Series - April 2017	Free camping by the river Free mountain bike trails Enduro World Series - 2017, 2019 & 2023 State, National and International events Derby Floating Sauna Massage businesses Wellness retreat (completion 2026) Artist Retreat Pharmacy and Health Hub (Branxholm) Local MTB club and rides Neighbouring towns prosperity	
Most common response when you said you were going to Derby:	"Where's Derby?"	"There's some good mountain bike trails happening out there."	"They're the best mountain biking trails in Australia!"	

# **ECONOMIC IMPACT**

- Derby attracts 45,000 MTB visitors\* and over 81,000 visitors annually\*\*.
- Derby attracts \$50.9 million direct mountain biking expenditure\*.
- Derby attracts \$26.6 million in direct, indirect and induced value to the Tasmanian economy\*.
- Derby supports 274 FTE jobs\*.

<sup>\*</sup>Episteme - Maximising the value of Mountain Biking Tourism to the Tasmanian Economy - 2025

<sup>\*\*</sup>Tasmanian Visitor Statistics

# **STAY LONGER & SPEND MORE**







Tasmania.

# SOCIAL AND COMMUNITY BENEFITS

- Resident survey from Break O'Day Council showed that 25% of new residents moved area were influenced in some way by MTB Trails.
- The estimated health benefit to communities (the personal and health system benefits due to healthier and active individuals) is \$1.58 per kilometre ridden.









# Lunch

## **Brought to you by our Platinum Sponsors**





# Pukerangiora Visitor Experience The power of korero tawhito



**Rūmātiki Timu**Pukerangiora Hapū



**Chris Hay**Locales Agency

# Pukerangiora Pā

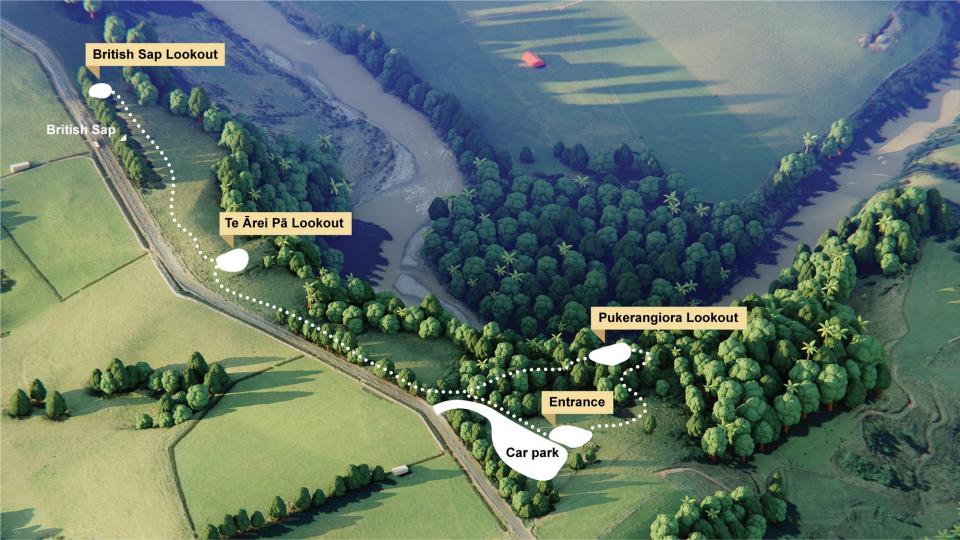
Visitor Experience

Rumatiki Timu

Pukerangiora Hapū

Chris Hay

Locales

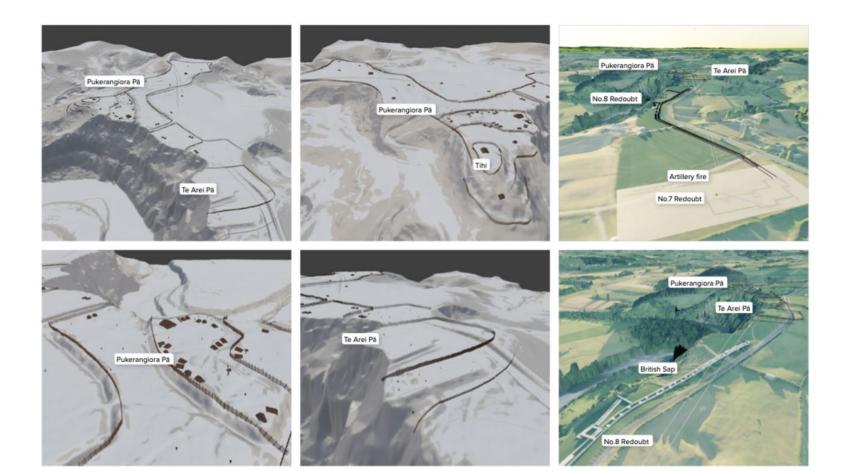




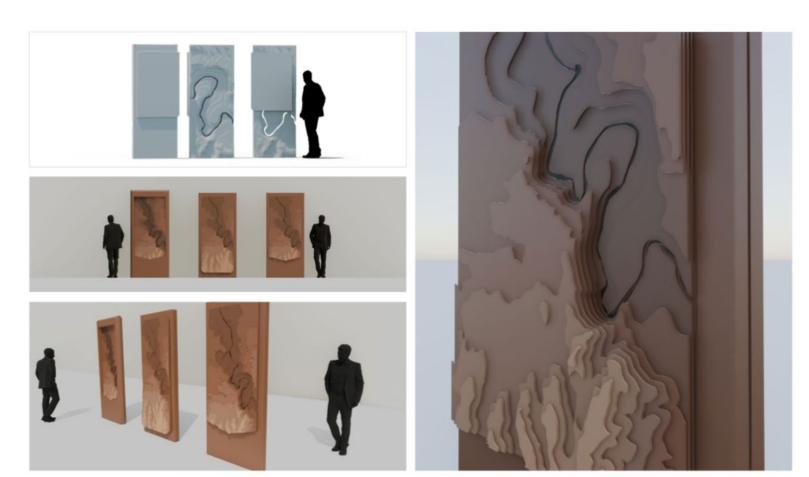




## **3D Map Development**



# **Orientation Map Development**























## Te Ārei Pā Lookout

North View

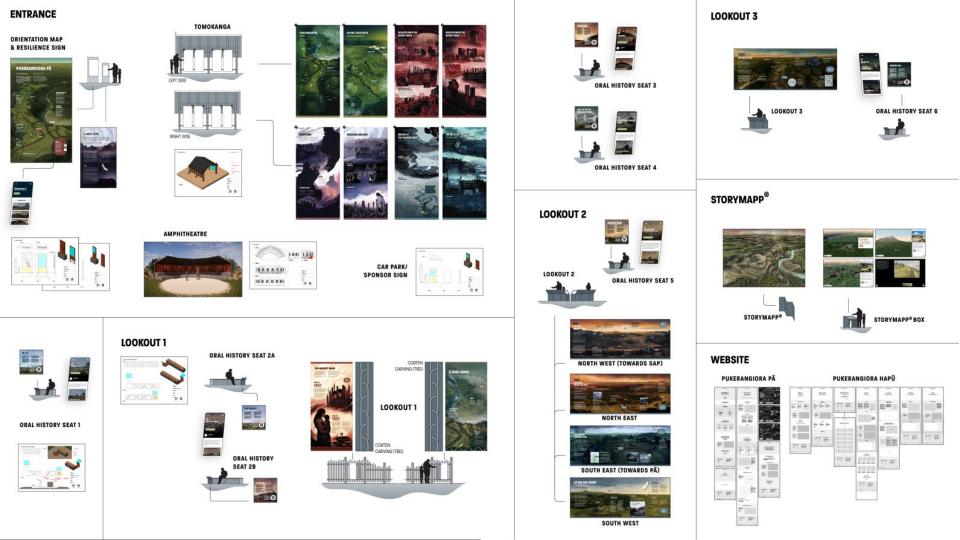


# British Sap Lookout

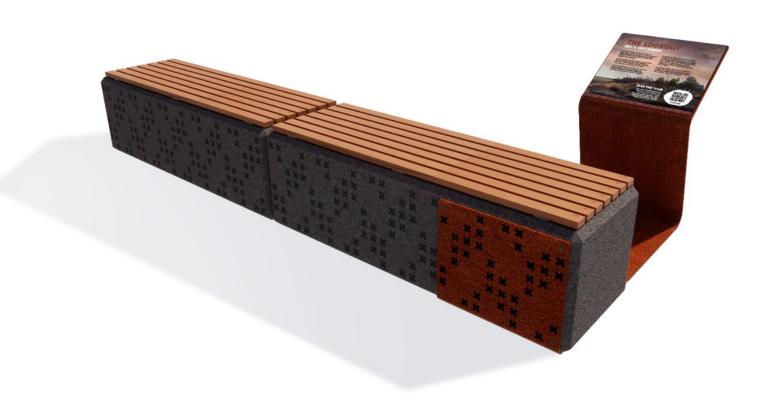


# **British Sap Lookout**





# **Oral History Seat**



#### **GRAPHIC PROGRESS**

#### **Oral History Seats**













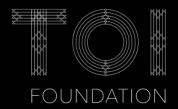




# **Mobile Tour**

# **Mobile Tour — 360°**













# The Whārangi Kowhaiwhai Pattern

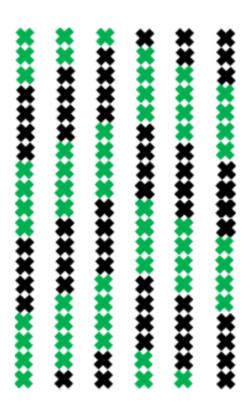
The Whārangi tukutuku pattern is composed of four different patterns combined into one. The kowhaiwhai pattern is intended to be the main decoration for concrete surfaces. The four patterns are;

**Kaokao** Symbolizes strength, protection, and unity. The pattern in this context is intended to welcome all visitors to the venue.

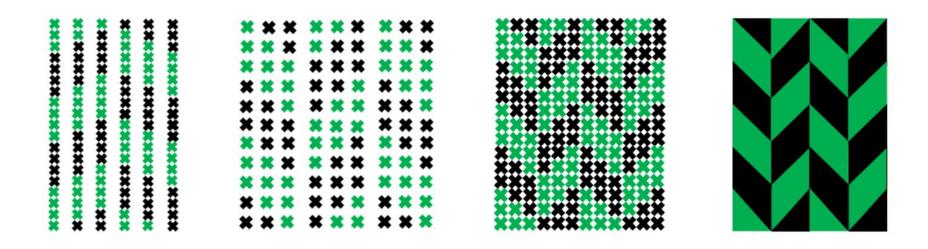
**Roimata Toroa** Symbolizes the enduring nature of love and memory, grief and renewed life.

**Poutama** Symbolizes the continuous process of learning and striving for betterment

**Whakarare** Symbolizes something being distorted or disrupted. It is used here to break down of barriers



# The Whārangi Kowhaiwhai Pattern



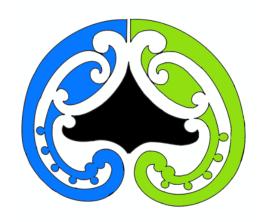
## **Mataora**

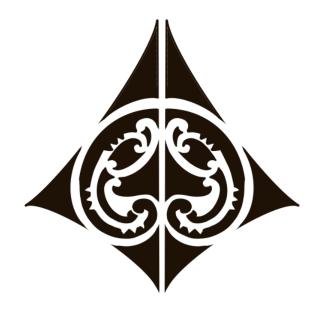


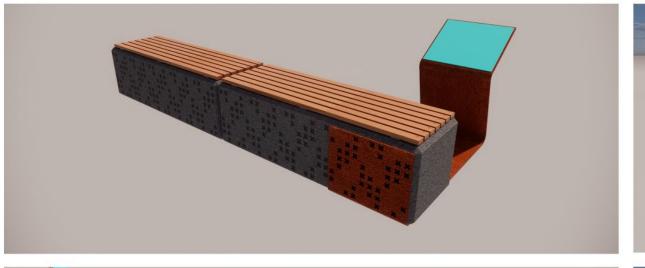


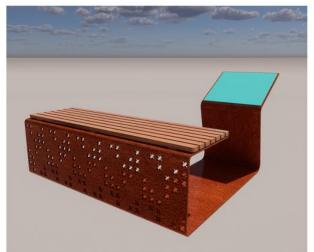
# **Tohu Hou**

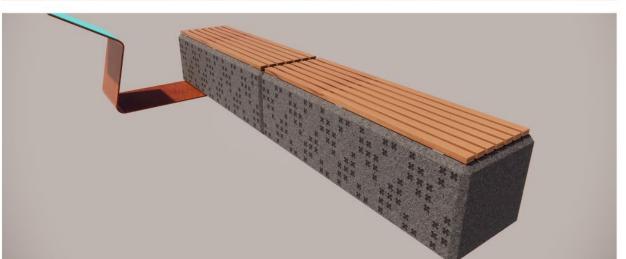


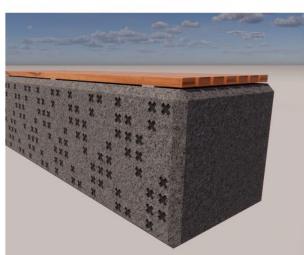


















# Panel: Realising opportunities for Taranaki



Jayesh Bala Novotel New Plymouth General Manager



Marijke Dunselman
Agritourism
New Zealand
Founder and CEO



Karl Burrows
Tourism
New Zealand
Founder and Director



Peter Crawford

Tawa Group

General Manager

**Gina Blackburn**Te Kotahitanga o
Te Atiawa Trust

Pouwhakakaupapa

# North Taranaki Visitor Centre - Developing the future of Te Kotahitanga o Te Atiawa



#### Joshua Hitchcock

(Te Atiawa, Taranaki Iwi)
Pou Iho Tū / General Manager,
Economic Development
Te Kotahitanga o Te Atiawa Trust



Joshua Hitchcock

General Manager – Economic Development

Te Kotahitanga o Te Atiawa





# **Afternoon Tea**

Thank you to our event supporters



## Panel: Reflections and the road ahead



Wharehoka Wano
Te Tōpuni Ngārahu

Chief Executive



Daniel Fleming
King & Queen
Hotel Suites
General Manager
- Co-owner



Ross Dingle
Port Taranaki

GM Commercial



**Liana Poutu** Te Tōpuni Kōkōrangi

Chair



Paora Rauputu He Toronga Pakihi ki Taranaki Pouwhakahaere

# Summary of day



Kelvin Wright
Chief Executive
Te Puna Umanga
Venture Taranaki