

# OUTLOOK

THE MARRAM COMMUNITY TRUST MAGAZINE



## INSIDE...

- Celebrating Marram's proud 75 year history
- The trust's role in helping Covid-19 recovery
- A growing awareness around mental health
- A step-by-step guide to navigating the new website





## A Milestone Birthday Worth Celebrating

The story of what was to become The Marram Community Trust began on December 12th 1945, with the setting up of the Post office Welfare Trust to help Post Office workers and their families recover from the effects of WW2.

More than five and a half thousand employees served, with over 700 killed or wounded while delivering mail to troops or serving as radio operators.

The trust was founded to provide holiday homes for convalescing workers and low cost family holidays, along with budgeting advice and community support.

The first homes were simple converted Army Huts, near the marine radio station at Musick point in Auckland. They were basically tents with wooden walls and floors and canvas roofs. Washing facilities were housed in separate huts out the back.

The original welfare fund was financed by the sale of government war bonds by the Reserve Bank, and then from 1945 onwards employees began contributing through voluntary donations of nine pence a fortnight. By March 1946, 10-thousand employees were contributing.



Meanwhile the pool of holiday homes was growing. By 1953 the trust owned 42 homes, from the Bay of islands in the north to Riverton Rocks in the south. By modern standards the homes were basic but those using them thought they were ideal.

The Marram Community Trust of today offers more than 150 holiday homes, still at very reasonable prices.





## A decade of change

1987 was a big year in terms of Marram's history. That's when the Post Office split into three different organisations, known as New Zealand Post, Postbank, and Telecom.

As a result the trust expanded to include employees from all three organisations and their subsidiaries.

All Marram affiliated employers today can trace some of their DNA back to the Post Office. Recognising the broader range of people involved, the trust changed its name in 2008 to the Marram Community Trust.

## Throwing Healthcare into the mix

The healthcare assistance programme was introduced in the 1960's, and was aimed at helping working families with their healthcare expenses.

Around the same time, the holiday home benefit was extended to include former employees of Lifetimers.

## A strong future for a Trust established on solid Kiwi values

The Marram Community Trust we know today was founded on the solid and endearing Kiwi value of helping out fellow New Zealanders. Although it is hard for us to imagine the post-war period and the hardships our whanau faced back then, the founding of the trust illustrates the huge compassion and willingness of Kiwis to help and support each other.

The world we live in today is dramatically different of course, but those values are solid and the Marram Community Trust remains as relevant today as the Post Office Trust that was launched back in 1945.

It's a wonderful legacy which we still enjoy today and the Marram Community is grateful to all who appreciate and use the healthcare and holiday homes, treating them with respect and in good shape for generations to come.

Marram's focus now is the same as it has always has been, to look after the wellbeing of people in the Marram community, and the wider New Zealand community.





## Marram well placed to help get NZ back on its feet - 75 years later



**EXPLORE  
YOUR OWN  
BACKYARD**

### On March 25th this year, the unthinkable happened.

New Zealand's team of 5 million shut up businesses, closed schools and went home to ride out a global pandemic for the next seven weeks. While many of us reported this enforced break as a positive experience, there's no doubt the Covid-19 lockdown came at a cost.

Tourism Industry Aotearoa boss, Chris Roberts, says the 18-billion-dollar income expected from international visitors, was suddenly taken out of the economy affecting just about everyone.

In response the government launched a domestic tourism campaign aimed at encouraging Kiwis to head out and explore their own backyards. And, as you'd expect from the team of 5 million, we responded with gusto.

### Itchy feet heed the call

It seems after being confined to our homes for weeks, we were all feeling the need to get moving. As a result, accommodation providers in desirable destinations were quickly putting up the "Full House" signs. Air BnB providers reported bookings doubled on the same period last year.



However, with Marram offering more than 152 holiday homes in 46 great New Zealand locations, the experience was a lot smoother for our Marram whanau. We certainly have the so called “desirable destinations” well covered, with homes in Queenstown, Central Otago, Christchurch, Hanmer Springs, Kaikoura and Nelson. Further north Wellington, Hawkes bay, The Bay of Plenty, and the beautiful Far North. These homes were quickly booked out as you jumped onboard with the “Kiwis supporting Kiwis” message.

No doubt the ease of booking and promise of a 100 % refund should Covid-19 prompt further lockdowns, was an important factor for our community. And then there’s the 75th anniversary \$50 credit for first bookings, and 20 percent discount on 2nd and subsequent bookings.

Looking ahead, Marram product manager, Debbie Shute, says bookings remain heavy for the Christmas summer holiday period, and she’s suggesting you book ahead for next March and beyond. She says it’s stress free for the Marram community, using the online advance search facility, and with the assurance of a 100 percent refund if alert levels get in the way. And of course, booking before December 18th will still secure you the \$50 credit.

Marram homes are well appointed, comfortable and reasonably priced. This leaves you more holiday dollars to spend on supporting local businesses. Tourism Aotearoa boss Chris Roberts, suggests hiring local guides, taking talking tours and supporting local eateries will also add value to your holiday.

## We’ve got the country covered

Don’t forget, the Marram backyard extends much further than desirable tourist hotspots. Hokitika on the South Island’s wild west coast may not scream desirable to everyone, but anyone who enjoyed reading or watching the television adaptation of Eleanor Catton’s, *The Luminaries*, will know the rich colourful history of this region. Have a beer in the Former Blackball Hilton and let your imagination run wild. Visit the scene of New Zealand’s worst mining disaster at Brunner, or walk the stunning national walkway, the Paparoa Track. Panning for gold is still a thing on the West Coast, and did you know a fire which started more than a hundred years ago is still burning there today?

Hard to believe? Book now to secure a late summer break in our Hokitika holiday home and check it out for yourself.



## What people say

*Hi, thank you very much for your understanding and great response. I must applaud Marram for the full refund, and appreciate the quick no fuss result*

*Thanks Marram.*

*Kind regards  
Joan*



*Thank you very, very much for what you have done for me. This is greatly appreciated, particularly at these trying times.*

*Enjoy your day. You have made mine. :-)*

*Kindest regards,  
Rob*



*Hi team.*

*A quick message to say thank you for your great customer service. While I have never experienced any issues with Marram over the last 10yrs, I have found the team to have been incredibly helpful over the last 5mths and in the current environment.*

*Keep doing what you are doing with a smile on your face!*

*Cheers,  
Stu*



*Hi, I have just been reading the timeline over the last 75 years.*

*My father worked in the Post Office and as a very young child I can remember holidays in Auckland the Welfare Cottages. We had to travel to Auckland by train as not many people had a car after the war. The original places in some cases were old army huts but made for a great holiday. Both my parents are now deceased but I have been a member for a good number of years and still make use of the homes, in fact using the Christchurch ones next month.*

*Thinking back over the years what a great thing was introduced all those years ago and is still going strong.*

*Congratulations and although in my 70's I hope to continue using them for many more years*

*Regards Valerie*

# Marram's even better with website improvements you'll love!

All your holiday booking facilities and healthcare benefits are still there, they're just easier to use.

The new Marram website offers great new features, including:

- Uploads of healthcare requests
- A clear and easy booking process
- Standard and advanced date/booking searches
- News and special offers

For clear instructions you can download the How To guides as needed. You can find these under FAQ'S.

## How to book a holiday

### STEP 1

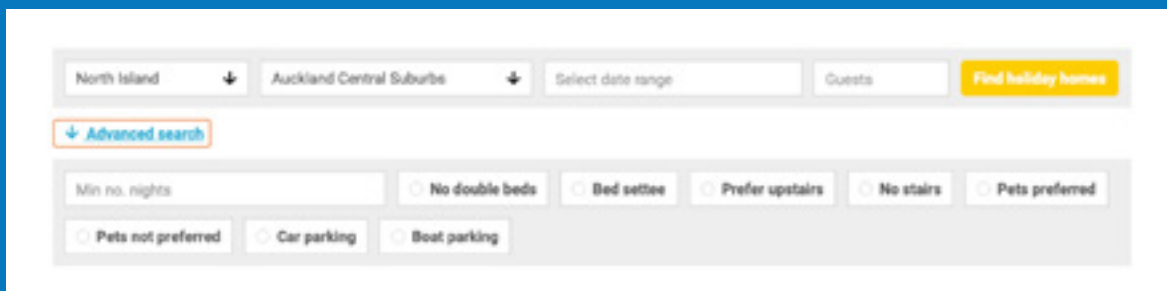
Log in to your Marram account. It's working when the top right login button changes to your name.

### STEP 2

Select Holidays from the drop-down menu and then "Book a home".

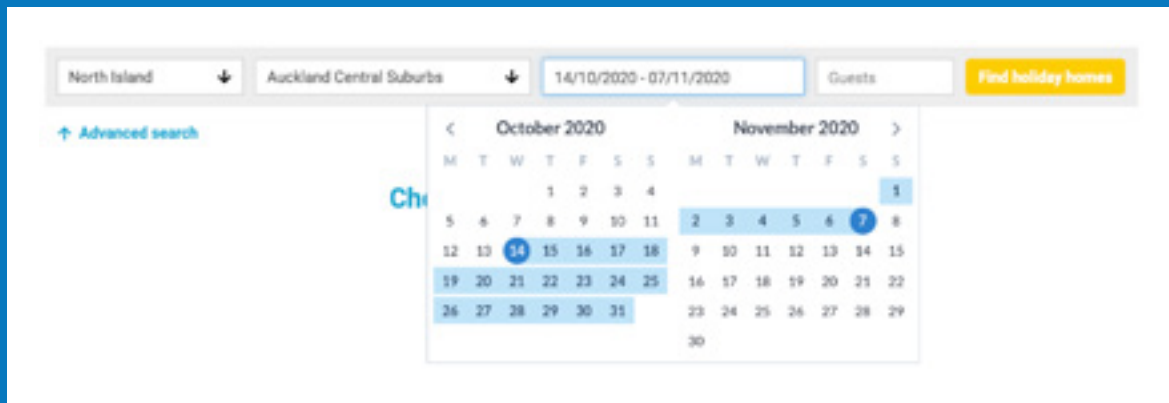
### STEP 3

Now select the Island, region and date range that apply, along with the number of guests who will be staying with you, and hit the "Find holiday homes" button on the right-hand side for results. You can also select Advanced Search if you want to apply more filters to your search.

A screenshot of the Marram website's search interface. It features a search bar with dropdown menus for 'North Island' and 'Auckland Central Suburbs', a 'Select date range' field, and a 'Guests' field. A yellow 'Find holiday homes' button is on the right. Below the search bar is an 'Advanced search' section with a dropdown arrow. This section contains several filter options: 'Min no. nights' (input field), 'No double beds', 'Bed settee', 'Prefer upstairs', 'No stairs', 'Pets preferred', 'Pets not preferred', 'Car parking', and 'Boat parking'.

## STEP 4

To select dates, click on the start date you'd like followed by an end date. The search function will look for holiday homes that have some or all availability in that date range, and you can select your days on the next page.

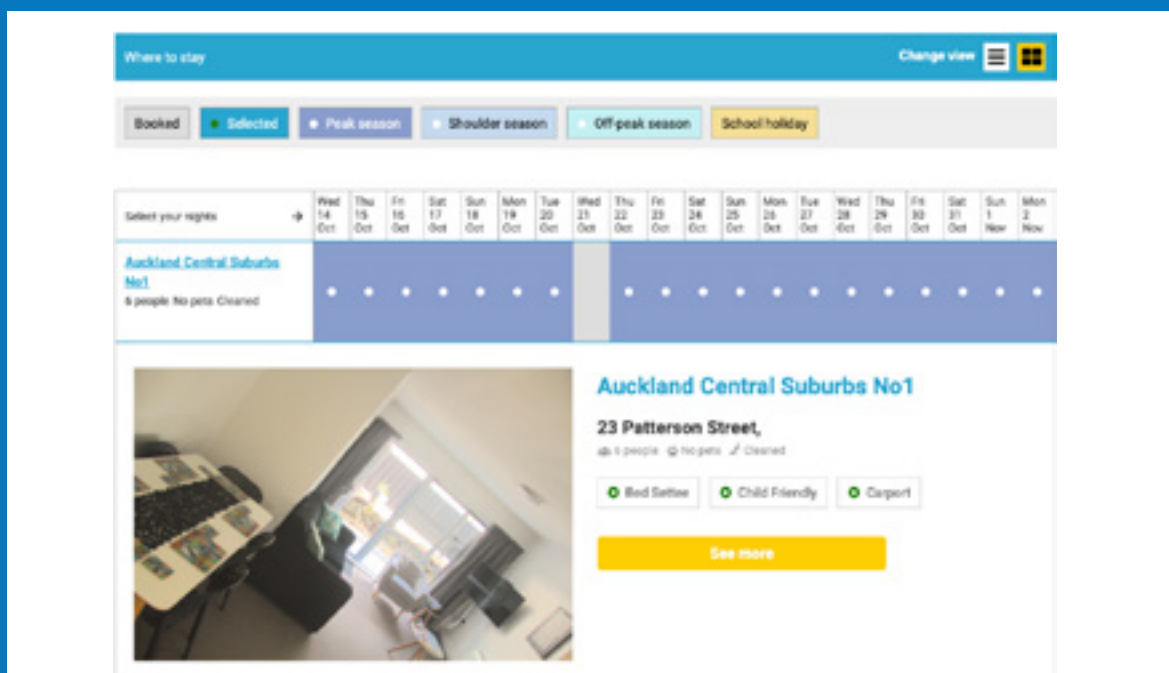


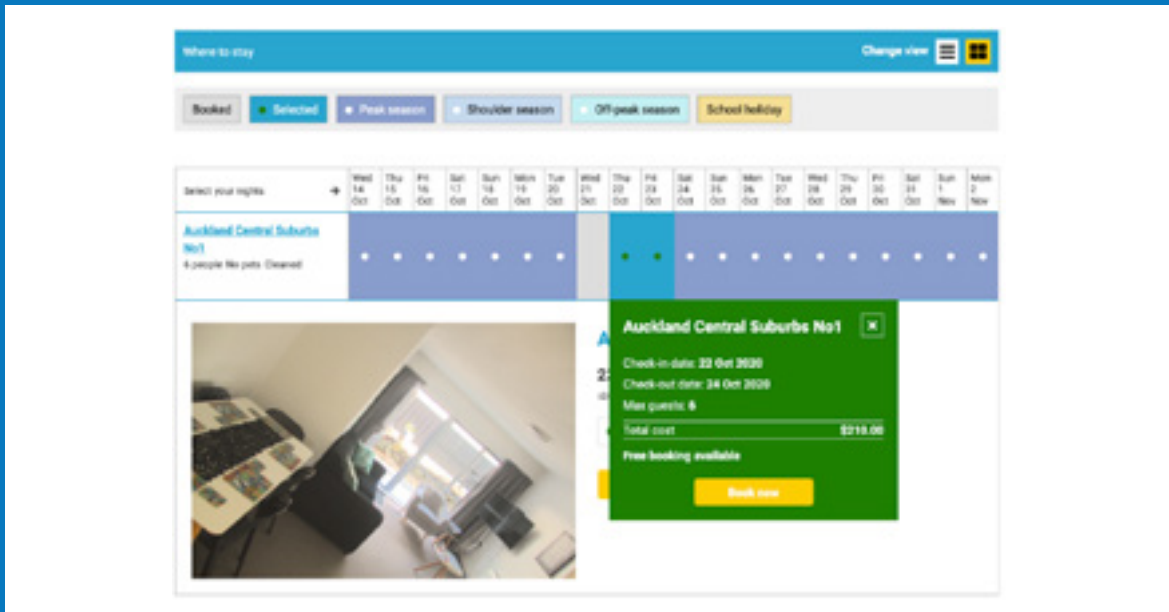
## STEP 5

Next, you'll see a page of results, displaying the holiday homes in the location and neighbouring areas, and a table displaying a range of your chosen dates.

## STEP 6

There's a colour key to help you understand the different booking seasons and available dates (without gaps) can then be clicked on.



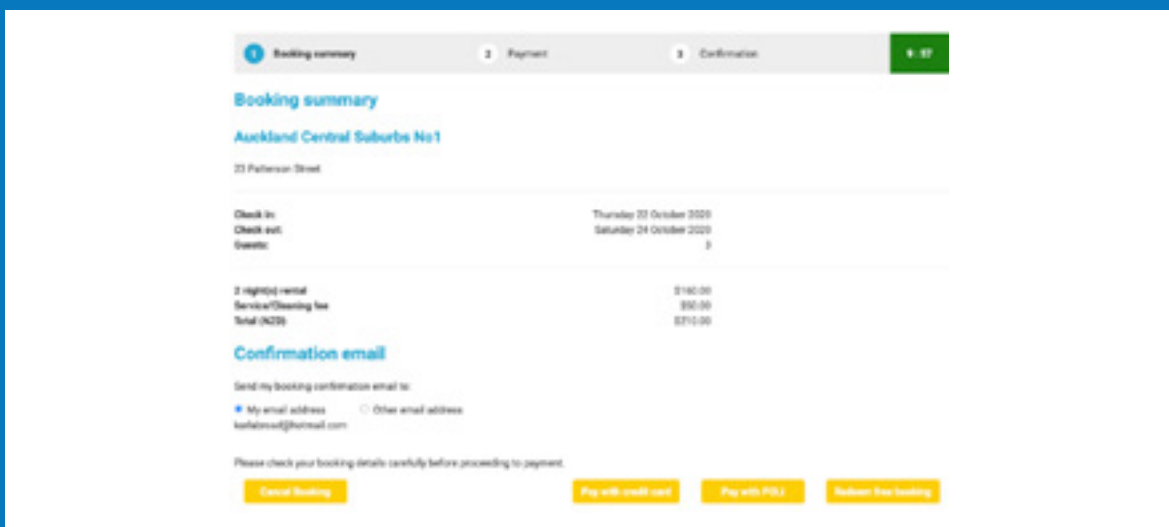


## STEP 7

You'll now see a Booking summary page; this will display all of the details that have been selected for your chosen stay. Please double check everything before completing and processing your payment to ensure it's correct.

Once you're sure, select your chosen payment method and complete the booking.

When confirmed you'll also receive an email with details of your booking, or alternatively you can review all of your bookings, current and past, via your dashboard, in the My Bookings section.



Please note that you will only have 10 minutes to complete booking or the property dates will be released again



## Staying on top of your health

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You'll notice the Marram team regularly reminds you to submit your healthcare requests for reimbursement. It's what we do, and we love doing it. So, if you have any receipts that you need to send us, please do.

There's a 12-month limit for reimbursement, from the date you incurred your first expense, so how about sending us your reimbursement application soon after you've had your treatment?

If this isn't possible, perhaps use daylight savings as six-monthly prompts to send those reimbursement requests in.

That way you won't be disappointed.





## HAUORA HINENGARO

### A growing awareness about our mental health

There are many reasons why it's becoming increasingly important to stay on top of our hauora hinengaro or mental health and emotional wellbeing.

2020 has been a tough year for many of us. Covid-19, while bringing the best of our sense of community to the forefront, has been hugely challenging for many of us on a personal level.

Awareness around the importance of mental health issues has been growing on a global level, and here in New Zealand we are seeing some great initiatives aimed at keeping us safe and well.

The government released its report into mental health and addiction in 2018, and in the two years since, many high profile Kiwis have stepped forward to help bring the issues around mental health into the public arena.

Many of our affiliated employers have designated staff to focus on the wellbeing of their employees, and we salute them for that.

## Websites you might find helpful

### [www.mentemia.com](http://www.mentemia.com)

Led by Sir John Kirwan. Focusing on happiness, stress, anxiety, relationships, sleep and energy. Download the app today.

### [www.depression.org](http://www.depression.org)

Is it depression and/or anxiety. Helping you learn and understand depression.

### [www.goodyarn.org](http://www.goodyarn.org)

Getting people talking about mental health.

### Marram can help cover your mental health costs

Marram will consider reimbursement:  
Under the specialist benefit for Psychiatrist consultations: 60% to a maximum of \$2500.00 per family per calendar year.

Under the Alternative Therapy benefit for Psychologist counselling appointments : \$20.00 per visit to a maximum of \$200.00 per family per calendar year.

## Wanaka Winners

Hey, well done to all our winners in the Wanaka Giveaway contest.

Nigel Quaid, Nicole Simpson, Kerry Slight, Sylvie Burgoffer, James Smethurst, Dan Smith, Catherine Mehrtens, Brooke Stanger, Kay McIntosh and Rob Jefferies are all off for a lovely week in Wanaka. Happy holidaying team.

## Contributions

If at any time you're unable to pay your contributions due to an accident or illness preventing you from working, please let us know. We can talk to you about a resolution that may allow you to continue in the Marram Community. Marram is at its best at these times, always here to help.

## Holiday Homes

You'll be pleased Marram introduced a compulsory clean to all homes this year. This includes vacuuming, cleaning the toilet, bathroom, kitchen, mopping the floors and dusting.

Our holidaymakers are required to do dishes and make the home tidy before leaving. If you can do your bit, it's easier for us and we thank you for that. Remember, check out is 10am. This gives the cleaner enough time to clean before the arrival of the next holidaymaker.

## Open for Business

Marram uses a ballot process (random draw) in the school holidays and at Christmas to allocate homes. At these times demand exceeds supply, and we think this is the fairest way to do it.

But remember you can book 12 months in advance for homes that aren't balloted, so get booking for your next holiday – Enjoy!



## **MERE KIRIHIMETE!**

It's that time of year again and we're sending best wishes to all of you in our wonderful Marram community. And a big shoutout to our volunteers. They do great job helping us to keep our Marram homes in fine form. Merry Christmas whanau, and here's to 2021!

## **HOLIDAY CLOSING TIMES**

The Marram office will be closing on Thursday 24th December at 11am and will re-open at 8am on Tuesday 5th January 2021.

### **From our Christmas trivia file:**

Despite the summer heat, just over half of us are still choosing to eat our main Christmas meal at lunchtime.

While it remains the traditional Christmas meat of choice in other western countries, turkey is losing favour here in Aotearoa. Only 8% of us will be chowing down on turkey.

Just over half of us are likely to be facing one to two days' worth of leftovers after Christmas Day.

If you choose to serve ham this Christmas, you're more likely to choose chicken as your secondary meat choice.

If you're choosing beef as your main meat, three-quarters of you are likely to be barbecuing it rather than cooking it in the oven

*Merry Christmas*

## HOW WOULD YOU SPEND \$50? Who says no good deed goes unrewarded!



### Remember:

- Partner and children are automatically included free
- \$50 birthday gift towards a Marram holiday – every year
- Healthcare benefits of over \$6400 per year
- Works with your health insurance
- Includes pre-existing health issues
- And more...

This promotion only runs **27th November - 14th December** so get recruiting now.

### \* T's & C's -

Please make sure to tell your workmate that they will need to choose "Referred by Marram Contributor" when asked how they heard about Marram during sign-up.

Standard Marram T's & C's apply.

You already know how amazing it is to be part of the Marram Community Trust, but if you spread the word with a workmate, both of you can enjoy a gift voucher of your choice! From **\$40 to spend on your next family shop**, or fuel up, to a fantastic **\$50 to put towards your next Marram holiday**, once your colleagues sign up (and they mention your name, of course!)

## Marram Interislander deal now extended!



Not only can Marram help reduce the costs of your next family holiday but we can help you to get there cheaper too!

Our fantastic **10% discount** offer with Interislander has been extended from **1 February - 15 December 2021**, meaning you have even more opportunity to get a deal on your next trip.

- Reservations must be made via [www.greatjourneysofnz.co.nz](http://www.greatjourneysofnz.co.nz)
- You must be over 18 to claim this discount
- Marram ID must be shown at check-in
- Use code **XMAR1** when asked to apply your discount
- Normal booking conditions apply - e.g. Easy Change is 100% refundable if cancelled
- Bookings made through call centre/groups desk at regular rates

