

# CAA

## myCAA

The civil aviation sector involves a great deal of bureaucracy and compliance, necessary for managing a complex industry, but cumbersome and complex to manage. I was brought on board to develop UX proof of concept but as is generally the case, business rules and processes that look logical in isolation tend to be very difficult to implement when human actors become involved, and in some cases are almost impossible to explain or implement. Early involvement of UX is essential. The approach of designing the user interactions and flows in conjunction with business analysis can expose architectural and data issues that would later compromise the project's effectiveness.

The CAA wished to design a full 360 degree platform to support the the numerous applications and interactions between CAA staff and it's client base; private and commercial pilots, aviation companies and other businesses. Not surprisingly the general functionality shares a lot of commonality with other business-customer portals, with views and functionality dependent on role and authority. Different roles apply on both sides of the exchange, many applications require the exchange of documents and related dialogues between ACC staff and clients.

The collage illustrates the user experience for the myCAA platform. It includes:

- Flowcharts:** Two diagrams showing registration and validation processes. The top diagram shows a user registering, receiving a validation request, and being validated by CAA. The bottom diagram shows a user requesting a certificate, being notified, and then authorized by CAA.
- Mobile App Screens:** Two screens showing a dashboard with alerts and tasks. The top screen shows a list of alerts with details like 'Overdue / expired' and 'Due (30 days)'. The bottom screen shows a 'Quicklinks' section with links to 'Update My Details', 'Document Search', and 'CAA Notice Board'.
- Web Application Interface:** A desktop view of the Generic Aviation Co. portal. It features a navigation menu (DASHBOARD, PEOPLE, DOCUMENTS, TRANSACTIONS, APPLICATIONS, UTILITIES) and a main content area with a table of applications. A detailed form for an 'Air Operator Certificate under Civil Aviation Rules, Part 119' is shown, with sections for '1. Organisation Details', '2. Reason for Application - RENEWAL', and '3. Questionnaire'. The questionnaire includes questions about safety offences and previous applications.

Working with the BA I developed a set of flows and wireframes which demonstrated how the various interactions and processes could work from both the user and ACC perspectives. This was then used to help decide on the projects future - my understanding is that it was decided not to proceed at that time. What may seem simple from a data management perspective can often stumble when challenged by the user interface.

I later returned to ACC briefly to assist in developing an app for border security use. Although on the surface this seemed like a simple set of screens and interactions, my review suggested a number of productivity enhancements while questioning some ethical and legal issues. I see all these as being an important part of my role as a customer advocate in the projects I am engaged in.

# ACC

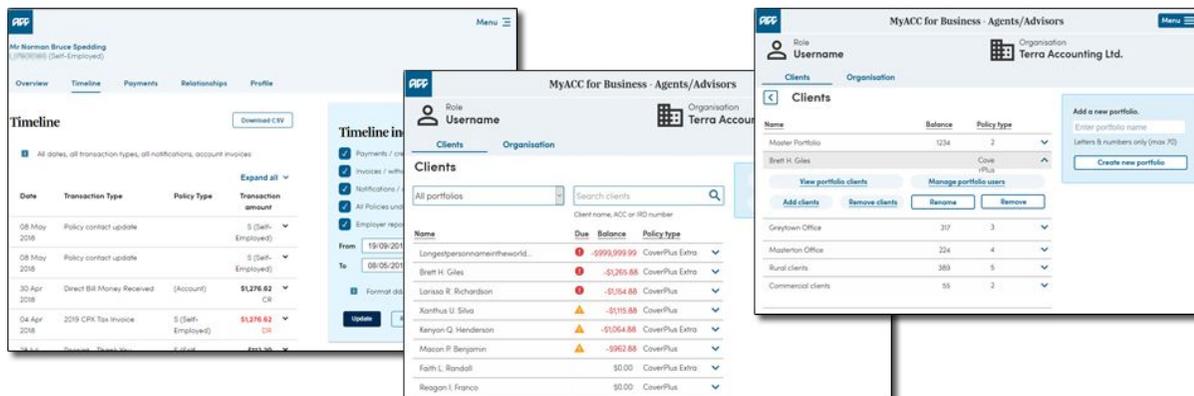
## MyACC for Business

I was brought into ACC to work in the Business Customer area with several development teams. Initially working on the migration of various forms between platforms I redesigned and often simplified. This involved in-house 1:1 user testing using Balsamiq and sometimes prototyped forms to validate wording and flows.

ACC then moved to build a Business Customer Self Service portal. Initial concept work was done in conjunction with PWC and then our in-house team continued with implementation. Several rounds of user testing were involved, designs were mainly done using Atomic which we had close involvement with. The Business Customer portal has gone live, the Agent/Adviser and ACC Staff systems were designed and in development when my contract finished.

Much of my work involved identification, analysis and simplification of business rules to make for a simpler UX, and then developing patterns based on this. The complexity of managing the various authorisations from each of the involved parties helped refine the business rules around this area. My experience has been that often what seems like a straightforward rule can be exposed as unworkable when exposed to interface design. Designing a 360 degree, 3-way system with admin multiple authorities on all sides was quite challenging but satisfying in it's outcome.

This work was carried out under the umbrella of a large transformation process ACC is undergoing. Teams were agile, and desirable outcomes were consistent pattern libraries and code bases across projects.



# Westpac Bank

## Online Banking (Westpac Classic / Westpac One)

Westpac Classic is the original online banking site developed from a hybrid credit card system with mixed platforms which created numerous design issues. The site was meticulously designed for accessibility and usability where possible. Westpac One is the new responsive online banking website which has addressed many of the constraints of the classic site but has also been less successful in the areas of accessibility and design planning. It's long term success (or not) will be interesting to follow.

The migration from old to new has been tactical, with only some existing functions migrated so far, and some new functions added. The success of this strategy is also to be determined.

My involvement was in developing new processes in the original site, and then migrating some of these to the new platform when it became available. These are described below.

In my time at Westpac I developed a range of design patterns, especially defensive behaviours, but also scalable touch screen compatible patterns necessary for a truly responsive website. The Westpac online banking site highlighted the benefits of a grid based mobile first approach to responsive design.

I was generally involved from product inception, as product design is critical to the user experience, and products can be designed to make online origination and/or management difficult if not impossible.

I was also involved in much of the writing, not just page navigation/labelling, but also legal and marketing, usually with a view of introducing simple text in plain English. Managing this through the legal hoops is often a challenge.

I am not a trained graphic designer - the Westpac One style was developed externally, however as the project evolved we took on most of the graphics work and developed new patterns as needed.

### **Tools used:**

Balsamiq for wireframing / prototyping

Fireworks / Illustrator for hi-res

Confluence / Jira for collaborative documentation and project management.

LAMP (Linux, Apache, MySQL and PHP) and Javascript for working prototypes and tools

Testing - adhoc and guerilla testing was often used (staff, friends, family, bank customers) as well as formal testing in a test suite. Various testing techniques were used, including open/closed card sorting and paper prototypes.



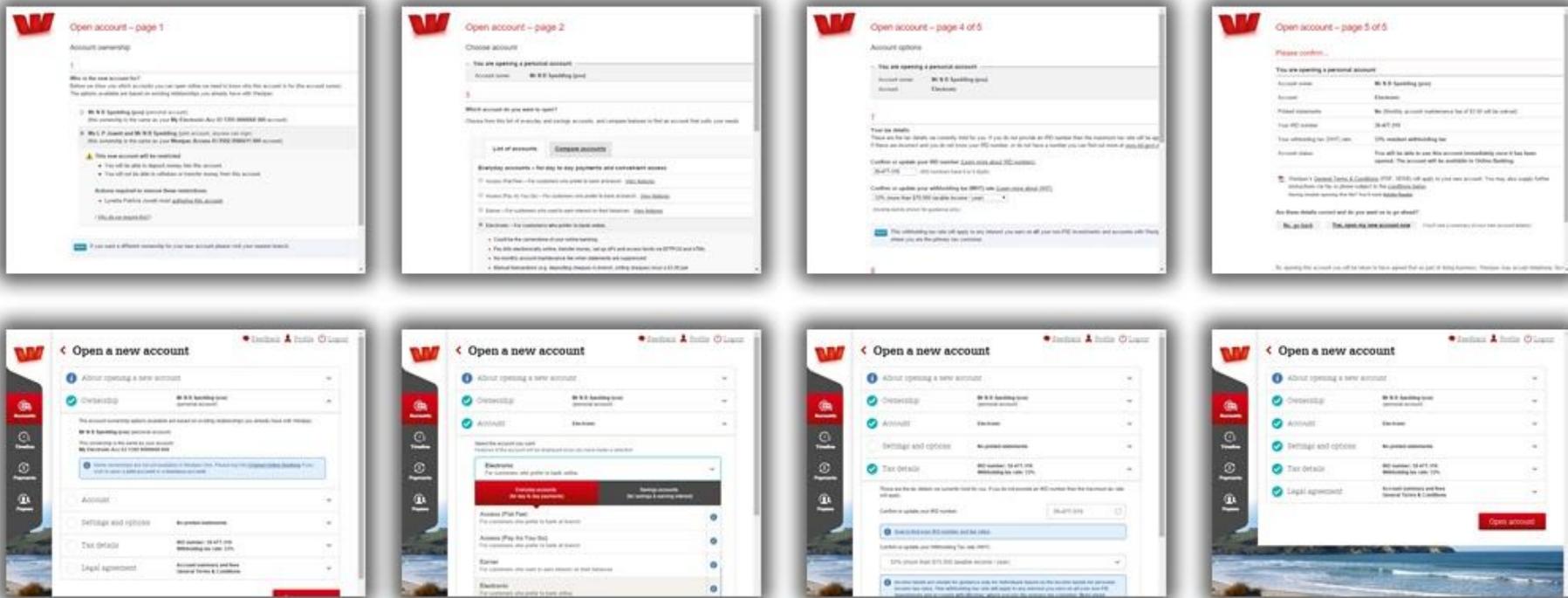
## Account originations

Facility to allow customers to open accounts immediately, including joint accounts, PIE accounts and restricted accounts (where they have outstanding identification requirements to meet). Also allows online approval (for joint accounts). Designed originally for the classic site, it allowed the user to select ownership options, account type, other account options (ie attach to cards, statement delivery etc.) and also satisfy the legal requirements. Joint accounts were opened in a restricted state, and the other owners were required to approve the account before it was fully operable. All accounts could be immediately used both online and via an ATM. The Westpac One version used the accordion format developed for the loan application forms (see later).

The accordion pattern has a number of advantages (and disadvantages).

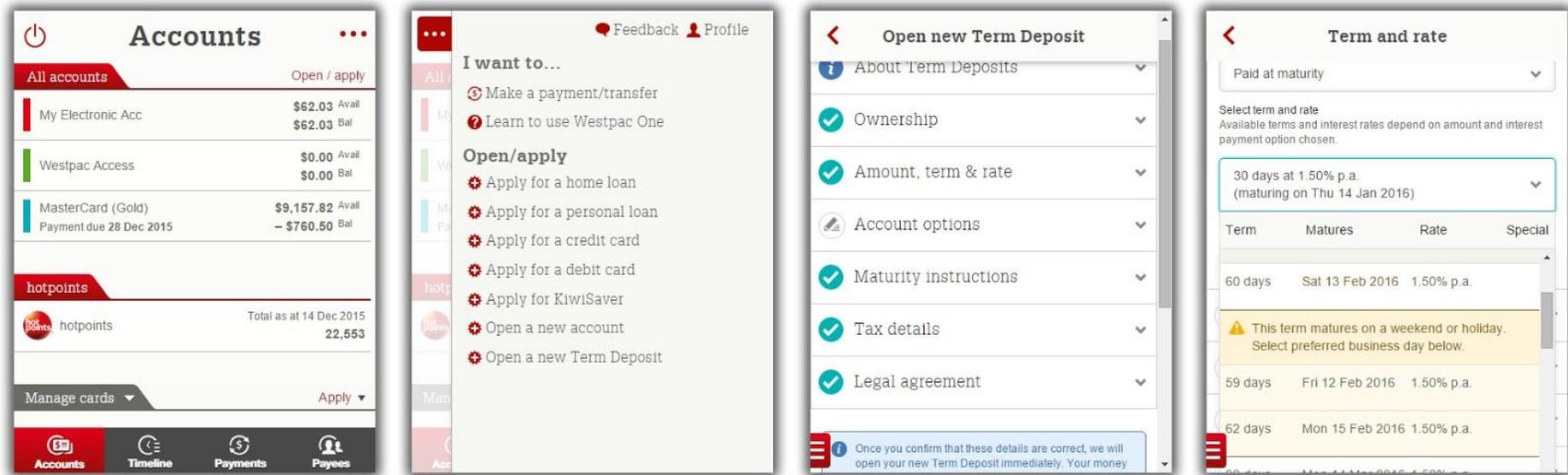
As a means to present a complex series of form sections it works well, allows each section to be fully labelled, including a summary in the tab, and allows sections to be randomly completed. By maintaining a single page view the 'confirmation' page is not required, and from a developer point of view there is no need to maintain (and restore) state between pages. It is however a more complex page to build, and dependencies are harder to manage. It adapts well to the mobile screen, and avoids the traditional 'next/back' pattern which can be tedious.

Defensive and error management is easier as it can be managed in a single view, and dependencies flagged more quickly.



## Open, amend and renew Term Deposits

Full creation, viewing and maintenance of Term Deposits. Term deposits are more complex than other accounts as they also require a term, interest repayment – payment and reinvestment instructions to be managed, including terms that mature on non business days and other complexities.



### KiwiSaver online origination

Facility to allow customers to sign up for KiwiSaver and select investment portfolio. Later extended to include (government) Default Provider behaviour. I did a lot of work on developing algorithms and an infographics to show both KiwiSaver allocations and balances but could not satisfy all product owners to get it implemented. I also did a lot of work on designing interactions to show various fund and risk profiles, including working/interactive models. This was fascinating, trying to visually explain a complex process in simple terms. Hard to get buy in.

### Home loan, Personal loan applications

These interactions capture a large amount of data with a view to giving the user an immediate loan application decision. A modular concertina UI approach was selected after testing as offering a number of advantages.

- Translates easily into mobile screen
- Adapts to a variable number of sections
- Random entry/access into any section (not linear)
- Sections can be used separately in different flows, and also adapt well to a user profile section where personal financial data can be held/maintained.
- Section status/summaries show progress and also overall wrap-up.
- Easy access to sections for validation and error handling/highlighting.

- Easy pause/save and resume (single page), reduced number of round trips.

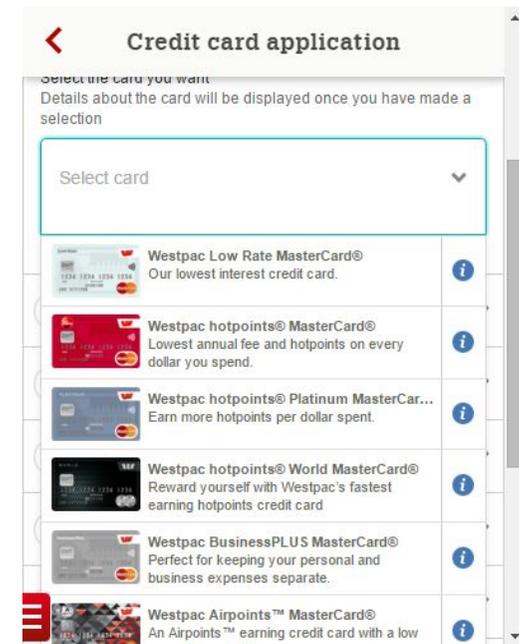
This pattern adapted well to other origination processes, allowing users to become familiar with the routine.

Of course it's not without it's complexities and issues, but has worked well so far.

## Credit card application

Similar to account origination, the patterns make use of back-end CMS for content as much as possible. In some cases the same forms are used in both the public (user not identified) and online banking (user verified). In this case the form adapts to the information available.

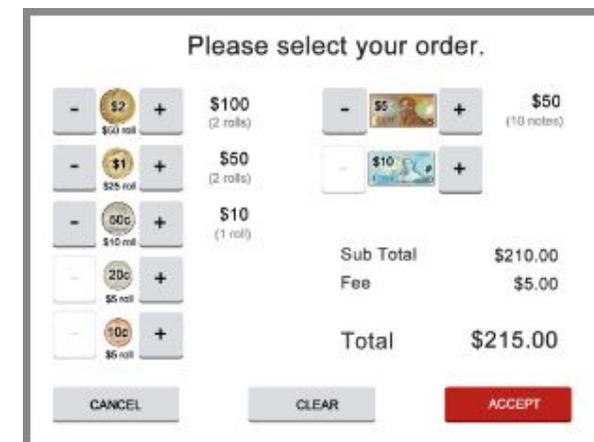
We did extensive user testing on credit card selection patterns to identify a useful pattern to aid this.



## ATM (kiosk)

I consulted with the ATM team extensively, did some camera testing of users and also on-site observation of ATM (and touch screen) behaviour. Developed hybrid FDK/touch displays to work across old/new technology. Also developed best practice guidelines and behaviours. Also designed Direct Currency Conversion (DCC), vendor replacement screens, cardless withdrawal, bill pay and bunch cheque deposit. Consulted with ATM team on a regular basis on wording, behaviours and general usability design issues. ATM's are an interesting challenge because they are essentially state machines, and have a lot of hardware and processes which constrain interactions.

Cash exchange - some mockups below.



## Coupons (vouchers)



# Other

## Menu generator

The menu structure for IOLB (original banking platform) is hard coded, so documenting all the possible states was onerous, particularly with multiple projects in flight. I developed a web/database tool which allowed all menu permutations for all releases (past and future) to be easily maintained and automatically generated. Both graphical and tabular documentation could be automatically generated. If a particular project was moved to a different release the documents could be regenerated in a few minutes to reflect this.

3703 - Open Account Pending (WS4) Phase B : Left navigation layouts

The image displays seven distinct left navigation layouts for a banking website, each contained within a rectangular frame. Each layout includes a title, a breadcrumb trail, a list of menu items, and a footer with logos and text.

- NAV: Collapsed\_G**: Welcome / account balances; Transfer money / Pay anyone; Name & email preferences; Email & txt alerts; Banking on your mobile; Security preferences; I want a ...; Log out.
- NAV: Welcome**: Welcome / account balances; Transaction lists; Download transactions; Stop the statements; Add or amend nicknames; Terms & conditions; Transfer money / Pay anyone; Name & email preferences; Email & txt alerts; Banking on your mobile; Security preferences; I want a ...; New account; Debitplus Visa; Term investment; Log out.
- NAV: Transaction\_lists**: Welcome / account balances; Transaction lists; Download transactions; Stop the statements; Add or amend nicknames; Terms & conditions; Transfer money / Pay anyone; Name & email preferences; Email & txt alerts; Banking on your mobile; Security preferences; I want a ...; Log out.
- NAV: Manage\_TD**: Welcome / account balances; Transaction lists; Download transactions; Term investments; Stop the statements; Add or amend nicknames; Terms & conditions; Transfer money / Pay anyone; Name & email preferences; Email & txt alerts; Banking on your mobile; Security preferences; I want a ...; Log out.
- NAV: I\_want\_a**: Welcome / account balances; Transfer money / Pay anyone; Name & email preferences; Email & txt alerts; Banking on your mobile; Security preferences; I want a ...; New account; Debitplus Visa; Term investment; Log out.
- NAV: New\_account**: Welcome / account balances; Transfer money / Pay anyone; Name & email preferences; Email & txt alerts; Banking on your mobile; Security preferences; I want a ...; New account; Debitplus Visa; Term investment; Log out.
- NAV: New\_TD**: Welcome / account balances; Transfer money / Pay anyone; Name & email preferences; Email & txt alerts; Banking on your mobile; Security preferences; I want a ...; New account; Debitplus Visa; Term investment; Log out.

Each layout features the Westpac Online Banking Guarantee and Guardian logos at the bottom.

	Name	Level	Set	Click	New	Title text	Alt text
Welcome / account balances	Welcome / account balances	1		1		Welcome	Welcome
Transaction lists	Transaction lists	2	1			Transaction lists	Transaction lists
Download transactions	Download transactions	2		1		Download transactions	Download transactions
Stop the statements	Stop the statements	2		1		Stop the Statements	Stop the Statements
Add or amend nicknames	Add or amend nicknames	2		1		Add or amend nicknames	Add or amend nicknames
Terms & conditions	Terms & conditions	2		1		Terms & conditions	Terms & conditions
Transfer money / Pay anyone	Transfer money / Pay anyone	1		1		Transfer money / Pay anyone	Transfer money / Pay anyone
Name & email preferences	Name & email preferences	1		1		Name & email preferences	Name & email preferences
Email & txt alerts	Email & txt alerts	1		1		Email & txt alerts	Email & txt alerts
Banking on your mobile	Banking on your mobile	1		1		Banking on your mobile services, including Txt banking, Txt alerts & Online Guardian Challenge Service	Banking on your mobile
Security preferences	Security preferences	1		1		Update your security preferences, including Customer ID, Password & Online Guardian Challenge Service	Security preferences
Banking on your mobile	I want a ...	1		1		Apply for, open, or set up a Westpac product online	I want a ...
Log out	Log out	1		1		Log out	Log out
Security preferences	Online Banking Guarantee icon	n/a		Y		Learn more about our Online Banking Guarantee	Westpac Online Banking Guarantee
I want a ...	Online Guardian icon	n/a		Y		Learn more about Westpac Online Guardian	Westpac Online Guardian
Log out							

Key: Level: First(1) or second(2) level navigation. Set: Selected item. Click: Linked item. New: has new icon.  
 Title text: applies only if text based menu element. Alt text: applies only if image based menu element.



## Confluence

Westpac had a laborious paper based system for design documentation which was hugely inefficient and created massive overheads. It was coupled with a heavily managed waterfall development process totally at odds with the rapidly changing technology it was trying to support. We introduced an electronic design documentation system based on Confluence and Jira. This was gradually adopted by other groups including IT, project managers and other business groups. Unfortunately it did not break into the legal area which still persists in a paper document paradigm. It also has been a victim of it's own success. By being adopted as a corporate platform it became too expensive to license the add-ons required for design work, so it's original functions have been largely abandoned and it's potential never fully realised.

## Home Club

The goal was to create a resource for home buyers which would then funnel them into Westpac Home Loan. Very poorly implemented website - some concepts were well intentioned but classic mistake of taking an 'artists concept' and trying to build it with no analysis or design behind it. Even the site owners did not know what some sections were trying to achieve or the message that was being delivered. As a result it required a lot of remedial work to make it functional. Site was retired.

## Metservice

My initial entry into Metservice was to manage a small number of specific web sites, such as a site used by the America's Cup syndicates for accessing and sharing their own and Metservice weather data.

I was asked to develop an International weather site capable of being configured to individual customers needs. After reviewing various popular CMS systems which were generally not designed to manage real time data, highly graphical data presentation, and configurable time zones and data units, I decided to develop an engine which became the basis for most of the design work I subsequently carried out.

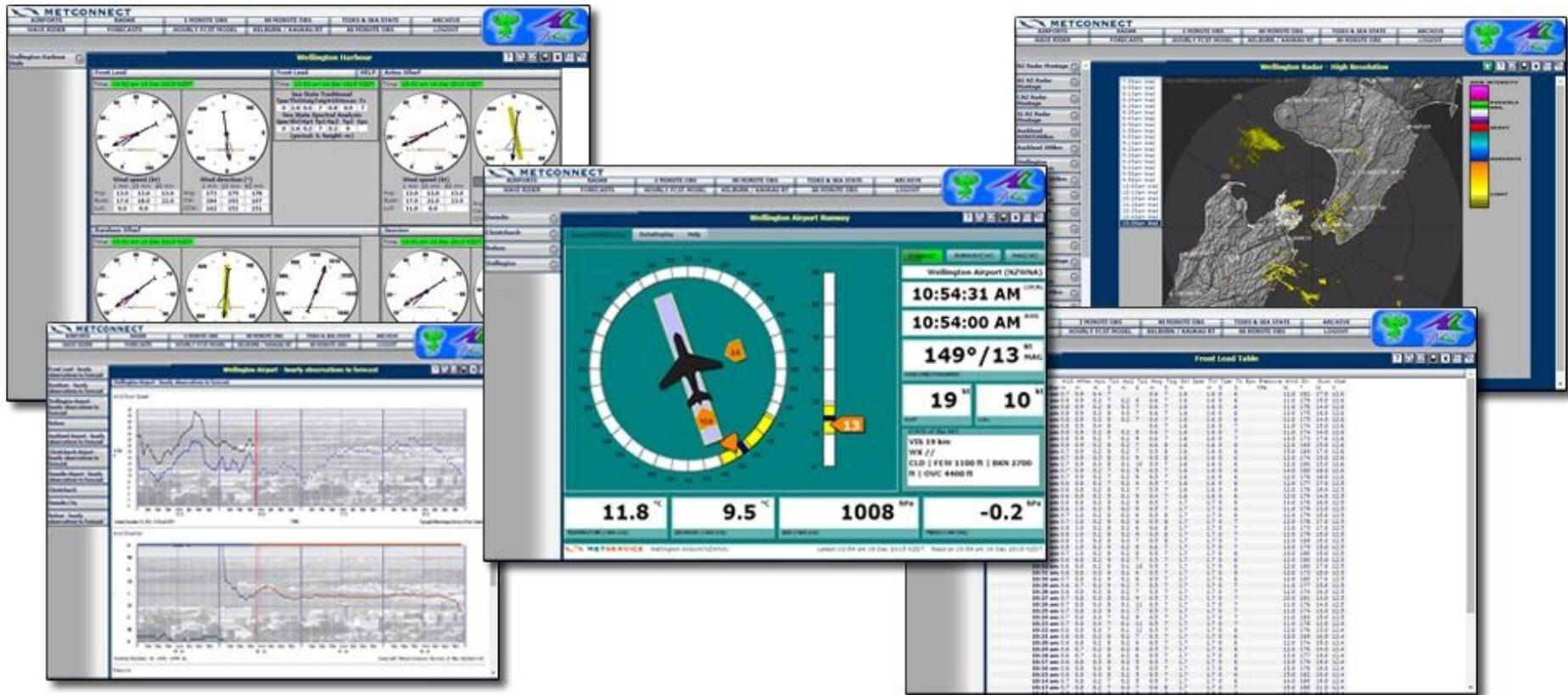
An early prototype of this engine was used to develop a speculative mobile weather site for the innovative Vodafone Live mobile multimedia application (pre smartphone). This site became the posterchild for the mobile application and won a national award for mobile content.

The international Metraweather site gained a few international customers, however the real strength of the platform became apparent when I migrated the New Zealand B2B site Metconnect onto the engine. The engine allowed pages to be quickly built using templates and configuration tools, often in the presence of the customer to confirm the design. New templates, units and data sets are easily added to meet customers needs, and **take customers closer to the decisions they wanted to make**, including specialist business rules (road marking, hay making, power generation, WRC etc.). This site won several awards for both technology and customer service - and highly customised / specialist content could be added in hours, even with new data types.

The engine is based on the LAMP (Linux, Apache, MySQL and PHP) platform with Javascript and Flex (Flash) used on client side.

The administration interface uses the same interface and allows the marketers to set up, personalise and configure customer products on the fly, with a variety of subscription and alerting options. We also created a multiple server load balancing backend to handle the loads (exceptional during bad weather), and I included various load management and dynamic caching features to reduce overhead activities during peak loads.

Variations (clones) of the site were used to create specialist sites for volcanic activity information (CAA), and modules developed to allow some clients to manage their own subscribers. Other additions allow the design of weather plugins for client sites, data protection (anti-siphoning) and complex multi-page drill-down.



The Metservice public site was regarded as a non revenue earning static site built to satisfy government contracts. Data presentation was minimal, predicated that users with money would pay for better service/content. We managed to convince the management that creating a much more friendly and usable site, and giving away more weather data would create better returns via advertising. The resulting site presented rich weather information in a highly graphical and compact form. It was in essence a single client of the Metconnect engine, even though it was the 10t busiest site in New Zealand. The structure also allowed users to build their own weather pages, with every weather element on the site available to be added and arranged on multiple pages - the ultimate customisation.

**WEATHER TODAY**

WEATHER TODAY  
CONSUMER SERVICES  
BUSINESS SERVICES  
WEATHER WARNINGS  
9 Pictorial icons

**MY WEATHER**  
REGISTER  
WHY REGISTER?  
LOG-IN ID:  
PASSWORD:  
or  
Forgot password?  
**MY WEATHER PLUS**  
Virtual Tour

NO LOCAL WEATHER MAPS & OBSERVATIONS  
MARINE  
MOUNTAIN  
SNO FIELD REPORTS  
INTERNATIONAL  
LATEST NEWS  
ABOUT METSERVICE  
LEARNING CENTRE  
ABOUT THIS SITE  
FAQ & HELP  
METRA

**TODAY'S FORECAST** | MOUNTAIN | BEHORE | COASTAL

TEMPERATURES | WINDS | RAIN | BREEZ FORECAST

**Auckland**

MAX: 24°C (Today)  
MIN: 15°C (Tonight)

**WARNINGS**

Auckland: 1st warning  
South: no advisory  
Coastal: wind warnings  
Desert: warnings

**LOCAL WEATHER**

WEATHER TODAY  
CONSUMER SERVICES  
BUSINESS SERVICES  
WEATHER WARNINGS  
1 Local maps  
2 Station sites

**MY WEATHER**  
REGISTER  
WHY REGISTER?  
LOG-IN ID:  
PASSWORD:  
or  
Forgot password?  
**MY WEATHER PLUS**  
Virtual Tour

NO LOCAL WEATHER MAPS & OBSERVATIONS  
MARINE  
MOUNTAIN  
SNO FIELD REPORTS  
INTERNATIONAL  
LATEST NEWS  
ABOUT METSERVICE  
LEARNING CENTRE  
ABOUT THIS SITE  
FAQ & HELP  
METRA

select forecast | Wellington | select location | select location

**OBSERVATIONS**

1 Hourly Observation  
at 1 Jan 1 Nov 25 December

Hourly data:  
Temperature: 28 °C  
Wind Speed: 7 km/h  
Wind Direction: 000°  
Rainfall (last hr): 0.0 mm  
Humidity: 96 %  
Pressure: 1023.9 hPa

**24 hour period**  
To 9 a.m. Wed 14 December

Monthly data:  
To Wed 14 December  
Max Temp: 24 °C  
Min Temp: 22 °C  
Rainfall: 37.8 mm  
\* based on incomplete data

View raw data  
View Satelit satellite images

**FORECASTS**

**Today / tomorrow**  
Thursday  
Max: 24°C Min: 15°C  
(Day) (Night)  
Mostly fine, chance shower.  
Humid northerlies.

**Next few days**  
Thu 24°C 19°C 20°C 20°C  
Fri 15°C 14°C 13°C 15°C  
Sat  
Sun

**Pollen forecast**  
HIGH  
Pollen hazard is high

**UV Forecast (clear sky)**  
11 - EXTREME  
Reschedule outdoor activities for early morning evening.

**WARNINGS, WATCHES AND SEVERE WEATHER**

Warning map | Severe Weather Warnings | Severe Weather Outlook | Severe Weather Outlook | Weather Warning Criteria | Tools of Practice

Severe weather warnings for all areas

**Warnings key**

- Sea
- Storm
- Strong wind
- Snow
- Heavy rain

NO LOCAL WEATHER MAPS & OBSERVATIONS  
MARINE  
MOUNTAIN  
SNO FIELD REPORTS  
INTERNATIONAL  
LATEST NEWS  
ABOUT METSERVICE  
LEARNING CENTRE  
ABOUT THIS SITE  
FAQ & HELP  
METRA

**FORECASTS**

**Today / tomorrow** | **Next few days**

**Thursday**  
Max: 24°C Min: 15°C  
(Day) (Night)  
Mostly fine, chance shower.  
Humid northerlies.

**Friday**  
Max: 19°C Min: 14°C  
(Day) (Night)  
Mostly fine, chance shower.  
Northerly breeze.

**Pollen forecast** | **UV Forecast (clear sky)**

**HIGH**  
Pollen hazard is high

**11 - EXTREME**  
Reschedule outdoor activities for early morning evening.

Regional forecasts also available 24/7 from MetPhone. 0900 999 04

# NZ Government Online (NZGO)

This site was a portal into the whole of NZ Government. The server (SGI workstation) actually sat on my desk! My role required me to respond to all enquiries through the site, maintain the database of services, and generally liaise, support and often build sites for government agencies. Although not responsible for technical support I eventually added analytics and as a result redesigned the search tool and especially the feedback from searches for null results which had a significant impact on negative feedback.



The screenshot shows the NZGO website interface. At the top left is the NZGO logo. The main header reads "NEW ZEALAND Government Online". A navigation bar includes "Official Gateway to New Zealand Government" and a date stamp "[Sun Jan 17 15:19:02 1999]". A search box is present with a "Go" button and radio buttons for "Service Enquiry" and "Web Search". A sidebar on the left lists: "Browse Services", "Agency Contacts", "Forms & Eligibility", "Related Links", "Update Listing", and "E-mail NZGO". The main content area features "State Sector News" (issue: 23/12/98) and "News - Views". A "New Online in Government" section (updated 24/12/98) contains a list of news items. A right-hand sidebar lists various government services and resources.

**NEW ZEALAND**  
**Government Online**

Official Gateway to New Zealand Government [Sun Jan 17 15:19:02 1999]

Type your search words in the box below, then click button  
 

Select  Service Enquiry or  Web Search [... options](#)

[State Sector News](#) issue: 23/12/98 [News - Views](#)

**New Online in Government** (updated 24/12/98)

This site will be updated again from 19 January 1999. For further information, refer to [News-Views](#)

- [Massey to acquire Auckland College of Education](#)
- [Land Transport Safety Authority is ONLINE!](#)
- [Check out the new site of Landonline](#)
- [Electricity Reform Transition Unit - Final Reports on the Restructuring of ECNZ](#)
- [IT in Schools 1998 \(Ministry of Commerce\)](#)
- [Report of the Government Superannuation Fund for the Year Ended 30/6/98](#)
- [Kiwi Bond Interest Rates](#)
- [Synopsis of the Business Evaluation of the Public Trust Office \(PDF format\)](#)
- [Reserve Bank of NZ Bulletin December Qtr 1998](#)
- [New Munster Bluebook December 1998 \(Early NZ Life\)](#)
- [Food Price Index](#)
- [Information and Communication Technology in Schools](#)
- [Electronic Government and Online Services Conference](#)

[A Citizen's Guide to Government](#)

[COMMUNITYNET](#)  
[AOTEAROA](#)  
[PARLIAMENT](#)  
[CABINET](#)

[LEGISLATION](#)

[EMAIL MINISTERS](#)

[NZ LOCAL GOVERNMENT ONLINE](#)

[ABOUT NEW ZEALAND](#)  
[Treaty of Waitangi](#)  
[NZ Statistics](#)  
[Visitors](#)  
[Immigration](#)  
[Business](#)

[KIWIS OVERSEAS](#)

# Winzurf.co.nz

This site was my entree into the web. Working as a contractor in this new area I developed the Windsurfing Guide to New Zealand as a result of my sporting interest and frequent enquiries on the subject from overseas. The site won the first New Zealand web design competition plus several other awards. It was carefully designed to be usable over 14.7K dial up modems, and restricted to the (then) standard 16 colours available to most users.



welcome to  
**winZurf**  
the New Zealand gateway to  
windsurfing & surfing

[click to enter](#)



**AWARD WINNING SITE**  
WELCOME VISITOR  since 14/11/96

© winZurf 1996 - last updated 05/17/97 - email [bruce@winzurf.co.nz](mailto:bruce@winzurf.co.nz)



WELCOME TO  
**WINDSURF  
NEW ZEALAND**  
*(THE GUIDE WITH HIDDEN DEPTHS)*  
A 300 WORDS GUIDE TO  
WINDSURFING

[part of the winZurf web site](#)

[New Zealand Windsurfing Guide](#) (where, when, why to go)  
[New Zealand Surfing Guide](#) (or "What am I doing here?")  
[New Zealand Private Clubs and Events](#) (calendars, addresses, news, biographies, contacts, pictures)  
[New Zealand Learners and Experts](#) (tutorials, technical articles)  
[New Zealand Exchange](#) (gear for sale/wanted, retailers, hire)  
[New Zealand of New Zealand](#) (where to go and stay, what to do...)  
[New Zealand for the Web](#) (other selected windsurfing and related useful sites)  
[New Zealand for this site](#) (needs Javascript browser)

Please fill in the [registration book](#). Let me know what you liked, didn't like etc.

**OFFICIAL FORWARD LOOP SITE** [Report Usages Feedback Issues](#) **NEXT** 

 This page was developed and is maintained by winZurf web design.  
[bruce@winzurf.co.nz](mailto:bruce@winzurf.co.nz) <http://www.winzurf.co.nz>

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winZurf



**WINDSURF NEW ZEALAND** Information on sailing sites around N.Z.

[Back](#) [Index](#) [Forward](#) [NZ Other useful information](#)

### Waikato North

the Capital city of New Zealand and the windiest. Home of Parliament, on the north to the south island, there are plenty of places to sail at, big fun and several windsurfing shops.

Phone forecast: 0900 999 11 / 0900 499 08

City Civic Centre. Car Wakefield & Victoria Sts. Ph 04 801 4000

Windsurfing: Wild Winds at Chaffers Marina

Windsurfing gear: Available at the above shop.

### MANU INLET



15 minutes drive north of the city, turn right at Wharf. Parking, grass rigging and BBQ areas. Toilets etc. longboarding. Beginners...

Windsurfing: Most directions except N which is gusty and common in summer. Strength is slightly less here than other spots.

Flat. Rocks and shells on bottom - shoes are essential. Some banks exposed at low tide only.

Windsurfing: This is a large tidal inlet, ideal for learning in just about any conditions/ directions as its just about touch-down all the way across and is essentially landlocked so drifters can be rescued by car. Launching site is half