

Te Kārearea Strategic Partnership Standing Committee Agenda

Date: Monday, 10 February, 2025

Time: 9:00 am

Location: Civic Centre, Te Iwitahi, 9 Rust

Avenue

Attendees: Cr Deborah Harding (Chairperson)

Cr Phil Halse (Deputy Chairperson)

His Worship the Mayor Vince

Cocurullo

Cr Nicholas Connop Cr Patrick Holmes Cr Carol Peters Cr Simon Reid Cr Phoenix Ruka

Delaraine Armstrong

Len Bristowe Sean Walters Simon Mitchell Hohipere Williams Sandra Hawken Nicki Wakefield Tame Te Rangi

Recommendations contained in the agenda are not decisions of the meeting. Please refer to minutes for resolutions.

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Te Kārearea Strategic Partnership Standing Committee – Terms of Reference

Membership

Chairperson Council based meetings: Councillor Deb Harding

Marae based hui: to be determined from mandated hapū members*

Deputy Chairperson Councillor Phil Halse

Members His Worship the Mayor Vince Cocurullo

Councillors Nicholas Connop, Patrick Holmes, Carol Peters, Simon

Reid and Phoenix Ruka

Eight mandated hapū representatives: Delaraine Armstrong, Len Bristowe, Sandra Hawken, Simon Mitchell, Tame Te Rangi, Sean

Walters, Nicki Wakefield and Hohipere Williams

Meetings Monthly

Quorum 8 comprised of 4 councillor and 4 hapū members

Note: Marae based hui will be held bimonthly and held in accordance with Tikanga and as such are outside of Standing Orders adopted under the Local Government Act 2002.

Purpose

To enable the primary partners (Council and hapū of Whangārei) to work closely together to achieve the agreed vision:

'He Whenua Rangatira - Whangārei, a district of prosperity, wellbeing and empowered communities' and Agreed mission:

'Ka tūtuki te Kāwanatanga ā-rohe, ka puāwai hoki te kotahitanga me ōna tini kaupapa - Local Government that works through effective partnership and shared decisions to provide practical solutions.

The Committee provides a platform for high level/strategic discussions and priority setting between the primary partners, with preference given to *kanohi ki te kanohi (*face-to-face) and preserving tikanga. Areas of focus include, but are not limited to;

- Identifying the cultural, economic, environmental, and social issues/decisions of Council that are significant for Māori¹ and the community in the Whangarei District. (Participation)
- Ensuring Council complies with statutory provisions that refer to Te Tiriti o Waitangi (the Treaty of Waitangi).
- To agree mutual strategic priorities as and when required (Direction)

Key responsibilities – advice and recommendations

- Participation
 - o Develop pathways (and processes) that will achieve lasting and meaningful relationships between Māori and Council.
 - Ensure the views of Māori and the community are equally considered o Governance oversight of initiatives - Te Karearea budget and resourcing to build capacity (both Council and Māori) and deliver on the Terms of Reference

¹ Māori in this context is defined as people that affiliate to a whanau, hāpu, lwi, mana whenua groups

- Ensure equitable participation, by adequately resourcing hapu to engage, e.g., paid hapu reps for all Council related mahi, hui, etc
- Ensure that Marae hui are open to the public

Direction

- o Identify strategic priorities to address the Climate Change Adaptation Plan.
- o Provide guidance and advocacy on protection of "nga taonga tuku iho" (special and natural indigenous resources) impacted by the Wildlife Act and Conservation Act.
- Prepare and provide agenda items in a timely manner on topics referred by Council and Māori o Provide recommendations on harbour and waterway matters (within the jurisdiction of WDC)
- o Provide advice and recommendations on Three Waters and flood protection infrastructure
- Provide oversight and advice on central government reform initiatives relating to strategic priorities of the partnership
- o Provide advice to council to manage the allocation of the "Better Off funding'.
- Provide advice and recommendations on key strategic policies, plans and projects of Council, including but not limited to growth strategies, the Long-Term Plan and the Annual and District Plan o Information sharing / discussions on Treaty Settlement processes and potential partnership opportunities (where appropriate)
- o Identify matters of significance to Māori that may require joint positions/advocacy with external agencies (i.e. partnerships) or recommendations to Council.

Assurance

- Develop a workplan and strategy log to monitor input to, and decision making/progress on, strategic priorities identified by the Committee
- Monitor and advise on council's compliance with its legislative obligations to Māori, including under the Local Government Act 2002 and the Resource Management Act 1991.
 - o Receive and consider audit reports on Council's compliance with its legislative obligations
 - Monitor and assess the primary partner relationship against its vision and mission ○
 Monitoring compliance with statutory provisions that refer to Te Tiriti o Waitangi (the Treaty of Waitangi), including providing oversight of key processes and controls.

Key Responsibilities

- 1) Establishing Audit Processes for statutory provisions relating to Te Tiriti o Waitangi (the Treaty of Waitangi).
- 2) Establishing Council processes and templates for Mana whakahono ā rohe Agreements and Iwi/Hapu Environmental Management Plans
- 3) Developing a Te Ao Maori framework for decision making
- 4) Developing collaborative relationships on strategic priorities/areas of focus.

Delegations

The approval of financial expenditure of less than \$1 million, plus GST.

The Committee does not have:

- I. The power to appoint members (including external members).
- II. The power to establish sub-committees.

- III. The powers Council is expressly prohibited from delegating as outlined in Clause 32(1)(a)-(h) of Schedule 7 of the Local Government Act 2002; being:
 - the power to make a rate
 - the power to make a bylaw
 - the power to borrow money, or purchase or dispose of assets, other than in accordance with the long-term plan
 - the power to adopt a long-term plan, annual plan or annual report
 - the power to appoint a chief executive the power to adopt policies required to be adopted and consulted on under the Local Government 2002 in association with the long-term plan or developed for the purpose of the local governance statement
 - the power to adopt a remuneration and employment policy.



Te Kārearea Strategic Partnership Standing Committee Meeting Minutes

Date: Tuesday, 5 November, 2024

Time: 9:00 a.m.

Location: Civic Centre, Te Iwitahi, 9 Rust Avenue

In Attendance Cr Phil Halse (Deputy Chairperson)

His Worship the Mayor Vince Cocurullo

Cr Nicholas Connop Cr Patrick Holmes Cr Carol Peters Cr Simon Reid Cr Phoenix Ruka Delaraine Armstrong

Len Bristowe Simon Mitchell Hohipere Williams

Nicki Wakefield (Teams)

Tame Te Rangi

Not in Attendance Cr Deborah Harding (Chairperson)

Sean Walters Sandra Hawken

Scribe N. Pestana (Team Leader Democracy)

Administrative Matters

Cr Halse (Deputy Chairperson) chaired the meeting.

1. Karakia/Mihi

Cr Phoenix Ruka opened the meeting with a karakia/mihi.

2. Declaration of Interests / Take Whaipānga

Item 6.8 - Maori Wellbeing Fund Progress Report - September 2024

3. Apologies / Kore Tae Mai

Cr Deb Harding and Sandra Hawken (absent), His Worship the Mayor, Len Bristowe and Cr Carol Peters (early departure) and Tame Te Rangi (late arrival).

Moved By His Worship the Mayor **Seconded By** Cr Simon Reid

That the apologies be sustained.

Carried

4. Confirmation of Minutes: Whakatau Meneti

4.1 Minutes Te Kārearea Strategic Partnership hui held on 18 September 2024

Moved By His Worship the Mayor **Seconded By** Cr Simon Reid

That the minutes of the Te Kārearea Strategic Partnership hui held on Wednesday ,18 September 2024, having been circulated, be taken as read and now confirmed and adopted as a true and correct record of proceedings of that meeting.

Carried

4.2 Minutes Te Kārearea Strategic Partnership Standing Committee Meeting held on 1 October 2024

Moved By Cr Phoenix Ruka Seconded By Simon Mitchell

That the minutes of the Te Kārearea Strategic Partnership Standing Committee meeting held on Tuesday, 1 October 2024, having been circulated, be taken as read and now confirmed and adopted as a true and correct record of proceedings of that meeting.

Carried

5. Decision reports / Whakatau Rīpoata

5.1 Titiro Whakamuri Kōkiri Whakamua Cyclone Gabrielle Final Recovery Report for Te Tai Tokerau Northland

Moved By Cr Simon Reid Seconded By His Worship the Mayor

That the Te Karearea Strategic Partnership Standing Committee:

- Receive the agenda report
- Acknowledge the scale, number of people involved and the collaborative approach to the recovery of the region from Cyclone Gabrielle.
- 3. Endorse next steps of the Northland CDEM Group Recovery Evaluation and Recovery Exit Strategy from this event.

Carried

Tame Te Rangi joined the meeting at 9.08am during discussion on Item 5.1.

6. Information reports / Ngā Pūrongo Kōrero

6.1 General Managers Verbal Update - November 2024

Moved By Cr Phil Halse Seconded By Hohipere Williams

That the Te Kārearea Strategic Partnership Standing Committee notes the report.

Carried

6.2 Action Log Update November 2024

Moved By His Worship the Mayor **Seconded By** Cr Carol Peters

That the Te Kārearea Strategic Partnership Standing Committee notes the report.

Carried

6.3 Community Led Project Programme Review Update

Moved By Cr Nicholas Connop Seconded By Cr Carol Peters

That the Te Kārearea Strategic Partnership Standing Committee:

- 1. Notes the proposed changes and supports the review.
- 2. Provides feedback for further investigation.

Carried

Cr Carol Peters left the meeting at 9.50am during discussion on Item 6.3.

6.4 Update on Community Funding Review

Moved By Cr Simon Reid Seconded By Cr Phoenix Ruka

That the Te Kārearea Strategic Partnership Standing Committee:

1. Notes the report on the community funding review completed.

Carried

6.5 District Plan Work Programme Update Q4 2024

Moved By Cr Patrick Holmes **Seconded By** Cr Nicholas Connop

That Te Kārearea Strategic Partnership Standing Committee notes the report.

Carried

6.6 Organisational Sustainability Programme Update

Moved By Cr Simon Reid Seconded By Cr Phoenix Ruka

That the Te Kārearea Partnership Standing Committee notes the current sustainability efforts and the actions staff plan to take going forward to endeavour to become carbon natural by 2050.

Carried

6.7 Draft Road Naming Policy Review Progress Update

Moved By Cr Simon Reid Seconded By Cr Nicholas Connop

That the Te Karearea Strategic Partnership Standing Committee notes the draft Road Naming Policy.

Carried

6.8 Māori Wellbeing Fund Progress Report - September 2024

Moved By Cr Phoenix Ruka Seconded By His Worship the Mayor

That the Te Kārearea Strategic Partnership Standing Committee notes the report.

Carried

Delaraine Armstrong declared an interest as member of the Māori Wellbeing Fund Subcommittee.

6.9 Whangarei Airport Location Option Study Update November 2024

Moved By Cr Simon Reid Seconded By Cr Nicholas Connop

That the Te Kārearea Strategic Partnership Standing Committee notes the report.

Carried

6.10 Puanga Matariki Early Engagement

Moved By Cr Phoenix Ruka Seconded By Cr Nicholas Connop

That the Te Karearea Strategic Partnership Standing Committee:

- 1. Receives the report
- 2. Recommends additional methods to better engage hapū and the wider community.
- 3. Recommends content for the inclusion of a local story within the Puanga Matariki Booklet to enrich the festival experience and give context to place.

Carried

His Worship the Mayor left the meeting at 11.23am after Item 6.10.

6.11 Whangarei Art Trust Council Appointed Hapu Representative Trustee Recruitment

Moved By Cr Simon Reid Seconded By Cr Patrick Holmes

That the Te Karearea Strategic Partnership Standing Committee:

- 1. Receive the agenda report.
- 2. Endorse the recruitment process for the council appointment of the Hapū representative for the Whangarei Art Trust.

Carried

7. Public excluded / Rāhui Tangata

There was no business concluded in public excluded.

8. Closure of Meeting: Te katinga o te Hui

Cr Ruka concluded the meeting at 11.26am.

Confirmed this 10th day of February 2025.

Cr Phil Halse (Deputy Chairperson)



Te Kārearea Strategic Partnership Hui Meeting Minutes

Date: Wednesday, 20 November, 2024

Time: 9:00 a.m.

Location: Takahiwai Marae

In Attendance Cr Deborah Harding

Cr Phil Halse

His Worship the Mayor Vince Cocurullo

Cr Nicholas Connop

Cr Carol Peters Cr Phoenix Ruka Tame Te Rangi

Not in Attendance Hohipere Williams

Cr Patrick Holmes
Cr Simon Reid

Delaraine Armstrong

Len Bristowe Sandra Hawken Simon Mitchell Nicki Wakefield Sean Walters

Also in Attendance Cr Ken Couper

Scribe Angelina Marshall

1. Karakia / Mihi

Haukainga

2. Apologies / Kore Tae Mai

Cr Patrick Holmes, Cr Simon Reid, Sean Walters, Sandra Hawken, Len Bristowe, Nicki Wakefield, Hohipere Williams, Delaraine Armstrong and Simon Mitchell.

3. Community Forum / Hui a Hapori

3.1 Marae hui agenda – Takahiwai

Te Ara Whakahokinga o Pukekauri - Return of Pukekauri Dam and catchment back to Hapu.

- Tina Porou of Ngāti Tuwharetoa, provided an overview of Ngāti Tūrangitukua's history and its relationship with the local council. Gareth Green from the New Plymouth District Council supported the presentation.
- Hapū Request: For the return of Pukekauri Dam and its surrounding catchment area to Patuharakeke.
- Cr Phil Halse confirmed that Pukekauri Dam is surplus to Whangarei
 District Council. Asked that the item be moved through Te Kārearea to
 be presented in a full Council meeting for further discussion.

His Worship the Mayor Vince Corcurullo left the hui at 12:06 pm.

Takahiwai Marae Komiti Update.

 Luana Pirihi discussed the Māori Wellbeing Fund. Funds are being used for the construction of a new driveway to the marae, which will be completed soon.

Te Kauika o Patuharakeke Waka Ama.

- Presentation by Summa Simperingham and Holly Kereopa
- Hapū Request:
 - Priority for accessible club headquarters to allow for growth and development.
 - Safe access to Takutai Moana, running water, toilets, and parking.
 - Further discussions with Whangarei District Council to discuss options for a new headquarters.

Wai Māori Discussions:

- Te Mana o Te Wai Projects discussion on ongoing projects related to water resources and preservation.
- Hanna Pirihi discussion on Tuna migration and how Tuna are unable to get up the wall of the dam sustaining injuries or death. Hanna Pirihi has developed a Taura (cable) made of Harakeke to assist eel passage to the dam.

Ruakaka Wastewater Treatment Plant:

- Discussion about ocean outfall discharge and alternative disposal methods.
- Jim Sephton (General Manager, Infrastructure) stated the urgency to explore land-based disposal alternatives. Consent has been granted for ocean outfall discharge, but if a land-based alternative is found, the Council will work with Patuharakeke on its viability and possible implementation.

4. Closure of Meeting: Te katinga o te Hui

The hui concluded at 1.25pm.

Confirmed this 10th day of February 2025.

Cr Deb Harding (Chairperson)



5.1 Te Huinga Kökiri Report – February 2025

Meeting: Te Kārearea Strategic Partnership Standing Committee

Date of meeting: 10 February 2025

Reporting officer: Hapū Members

1 Purpose / Te Kaupapa

To progress topics for "Kōkiri": Progressive Partnership Action.

2 Recommendation / Whakataunga

That the Te Kārearea Strategic Partnership Standing Committee notes the report.

3 Background / Horopaki

Following hui between Te Kārearea and Te Huinga, hapū proposed the establishment of a standing agenda item on the Te Kārearea Agenda.

The intent of the item is to bring forward strategic topics or initiatives Te Huinga and Te Kārearea hapū members want to elevate with Council.

Titled "Kōkiri" to denote progressive (strategic) action, the item provides an opportunity for collective discussion on initiatives aligned to the Committee's Terms of Reference.

4 Discussion / Whakawhiti korero

Te Kārearea Strategic Partnership Standing Committee Terms of Reference outlines key responsibilities under the 'Participation' section as:

- a) Develop pathways (and processes) that will achieve lasting and meaningful relationships between Māori and Council.
- b) Ensure the views of Māori and the community are equally considered.
- c) Ensure equitable participation, by adequately resourcing hapū to engage, e.g., remunerated hapū reps for all Council related mahi, hui, etc.
- d) Ensure that Marae hui are open to the public.

In addition, the Committee has "Governance oversight of initiatives, Te Kārearea budget and resourcing to build capacity (both Council and Māori) and deliver on the Terms of Reference" and is tasked with developing a workplan to track progress on strategic initiatives.

Kōkiri provides a mechanism for hapū initiatives to be brought to the Committee for debate and the establishment of a collective view. It also provides for Committee oversight of, and direction on, these initiatives.

4.1 Kokiri Actions identified by Te Huinga

These items have been identified by Te Huinga for inclusion on this month's Kokiri report.

Kokiri Topic	Hapū Korero
Te Kauika o Patuharakeke	Identification of infrastructure/amenities that will support the development of Te Kauika o Patuharakeke (hapū-led community waka ama facilities)
Pukekauri Dam	Endorsement and resourcing to implement Te Ara Whakahokinga o Pukekauri. The roadmap that will support the return of Pukekauri to tangata whenua ownership

5 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website.



6.1 General Managers Verbal Update – February 2025

Meeting: Te Kārearea Strategic Partnership Standing Committee

Date of meeting: 10 February 2025

Reporting officer: Aaron Taikato – General Manager Strategy and Democracy

1 Purpose / Te Kaupapa

To update Te Kārearea on current projects, actions and recommendations relevant to Te Kārearea.

2 Recommendation / Whakataunga

That the Te Kārearea Strategic Partnership Standing Committee notes the verbal report.

3 Discussion / Whakawhiti korero

The General Manager will provide a verbal update on the following topics:

- The Knowledge Precinct update
- Poroti update
- Water park feasibility study update.

4 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website.



6.2 Action Log Update - November 2024

Meeting: Te Kārearea Strategic Partnership Standing Committee

Date of meeting: 10 February 2025

Reporting officer: Aaron Taikato – General Manager Strategy and Democracy

1 Purpose / Te Kaupapa

To brief the committee of the actions undertaken for queries brought up at previous meetings in the attached Action Log.

2 Recommendation / Whakataunga

That the Te Kārearea Strategic Partnership Standing Committee notes the report.

3 Background / Horopaki

Queries from previous Te Kārearea Strategic Partnership Standing Committee meetings are added to the Action Log with council updating actions.

There are 15 items in progress on the Action log and 33 completed items.

4 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website.

5 Attachments / Ngā Tāpiritanga

Attachment 1 – Action Log – Items in Progress

Attachment 2 – Action Log – Completed Items

						Te Kārearea Strategic Partnership Standing Committee Action Log	
Item #	Meeting	Date raised	Type of Issue / Action	Action item	Business owner	Actions in progress Action taken / Comments	Status
1	Te Kârearea Committee	17/2/2021	required Request - feedback required	Administration of the Otangarei Marae - Clr Peters sought progress on the process for the transfer of the Otangarei Marae to hapu	Rebecca Vertongen / Emily Thompson	16/02/2022 Staff will initiate discussions with Te Puawaitanga Marae Trust to formalise arrangements for the management and administration of the land by the Marae Trust until long term discussions with manu whenua around ownership of the land have been completed. 28/03/2022 Clangare Marae is situated on land that is owned by Council but classified as a recreational reserve under the reserves Act, and therefore administered by DoC. Currently the management agreement that DoC have in place is with the previous trust for the marae. Staff have identified a process to change the management agreement (arranged by DoC) to Te Puawaitanga Marae Trust, however it was agreed that this will not commence until after an initial thrull with all interested parties is convened. This approach is to ensure that there is recognition that the management agreement change process is a practical solution, whilst the bigger issue relating to ownership of the land is considered. 00/05/2022 Payarhama attended a hui with Te Puawaitanga on Saturday April 9. The two main steps for progression are as follows. Step 1 - formalise the current position of the Trust by asking DOC to appoint Te Puawaitanga Marae Trust to administer the reserve in place of the now defunct Te Kotahitanga Marae inc. Step 2 - long term solution. An arrangement for a lease or iscence to occupy in favour of the Trust or declassification of the land and subsequent disposal to Hajo with a here to the Trust or declassification of the land and subsequent disposal to Hajo with a here to the Trust. 13/06/2022 Council has met with the current Marae Trust around the administrative process to formally support their management of the site. Council are now progressing discussions with the Department of Conservation around the declaration for the land on which Olangarei Marae sits. This is the first part of the administration process to ensure appropriate and current managements for the reserve land on which the Marae sits. O2/06/2023 - Staff area waiting further response from	In progress
2	Te Kărearea Committee	21/4/2021	Resolution	Te Ao Māori Decision Making Framework / GIS / Matauranga Māori project	Bernadette Aperahama (Shelley Wharton)	21/4/2021 Te Karearea to undergo an information gathering exercise that includes mapping of information on Treaty of Waltangi land claims in aide of providing better decision-making on land use within the Whangarei District. Feedback sought from Te Karearea on hapulivi GIS mapping initiatives and opportunities for collaboration 19 May 2021. 20/10/2021 Bernadette Aprentama has met with hapu representatives to look at what projects would benefit. It is hoped that this can be tied in with the Te Ao Maori decision making framework. Initial approach formulated and will be brought back to a future meeting. 17/11/2021 Expressions of Interest will be put out to hap't bechnicians to ask whanau what would be required to do this mahi. 22/2022 Mauranga Maori report to be developed as part of project to develop a decision making framework for local government based Te Ao Maori. Options around GIS needs are still being worked through. 11/04/2022 Further information to be provided in the Agenda Item for Te Ao Malori Decision Making Framework and anatomary man report will be delivered as part of the package of reports and resources to develop a decision making framework for local government based on Te Ao Maori. The report is underway and staff are alming to present the package in June – July 2022. 07/07/2022 Frenework and report are in a substantial review process. Refer to July 2022 operations report for further detail. 10/08/2022 Project team are making final amendments to the report package and have begun presenting on the proposed framework in August. A third phase of engagement with tangata whenua is intended. 14/09/2022 Englowing guidance received from Tohunga, the framework is currently being revised to better reflect. It is intention, including roles and responsibilities. 03/03/2023 Te Ao Maori Decision Making Framework has a status of final draft, and we are at the stage of taking it back to the various councils man whenua forume or committees for their final comments. After that we expect an official regoloming guid	In progress
3	Te Kârearea hui	19/5/2021	Agenda Item for future meeting	Significant Natural Areas (SNAs) / NPS IB	Yvonne Masefield	25/01/2022 Staff are still awaiting direction on the NPS on Indigenous Biodiversity. Council Staff have sought updated information from MFE since September 2021, however there is no estimated time of release of information. 22/8/03/2022 to 14/05/2024 updates in separate Tab below (Action Log current - more info) 24/5/24 - Hapli hui was held on Monday 20 May at Te Iwitahi. There were approximately 30 hapli members in attendance. Council staff presented on the scoping request and plan review topics and discussion on this occurred. 07/06/24 - Scoping response soft due date: 2 formal responses received (Te Parawhau and Ngāti Whakamaunga) and 6 informal responses/activec of intent to respond (Te Waianiki Ngāti Krora' Ngāti Takapari, hapli have been advised to reach out if they need more time to respond. 17/07/24 - District Plan team gramming to present on current work programme (including Matters of Importance to Happ) Dan review main) at Te Kärserea on 6 August. 15/06/24 - The District Plan team are still working towards the Matters of Importance to Happ) Dan review main) at Te Kärserea on 6 August. 15/06/24 - The District Plan team are still working towards the Matters of Importance to Happ) Dan review main) at Te Kärserea on 6 August. 15/06/24 - The District Plan team are still working towards the Matters of Importance to Happ) Dan review project, which incorporates the identification of Langa species for our Ecceystems and Indigenous Biodiversity. 16/06/24 - Council offices are drating a discussion document curvessing the scope of the review of the NPS. But involved crafter is of identifying SNAs, assessment and identification processes, and propose to include mapping of Significant Natural Areas as central government have indicated that the review of the NPS. The District Plan team intends to provide a more fulsome update at the November Te Karserea meeting. 14/10/24 - no new updates 14/10/24 - no new updates 15/07/25 - In November, discussion documents on topics forming part of the 2025 district plan review	ques

Item #	Meeting	Date raised	Type of Issue / Action required	Action item	Business owner	Action taken / Comments	Status
4	Te Kārearea hui	17/11/2021	Request - feedback required	Sites of Significance in Whangaruru. 1.Co-design a better process for protection of our sites of significance, narrative, landscape and korero. 2.Must not use our own whakapapa and oral history against whanau and hapû. 3. The roles of NRC and WDC in relation to sites of significance is confusing and needs to be clarified to make for a more robust process.	Yvonne Masefield	23/11/2021 Response from District Plan Team: As part of the District Plan rolling review process, it is intended to review the Sites and Areas of Significance to Macri rules and mapping in the near future. 06/12/2021 Council staff met with NRC, KDC, and FNDC to discuss engagement strategies however all other Councils have already carried out their engagement with happior in with their engagement with their smillar Council projects and will attend Te Huinga and Te Kârearea with a more robust drafting engagement plan in the coming months. 2022 and 2023 updates can be seen in the separate tab below (Action Log current - more info) 702/2024 - Same update as last one. Aiming to circulate "expression" of interest" document to with Papu for their consideration in March. 28/00/2024 - Further to the above, we note the District Plan team is on track to circulate "expression of interest" document to with Papu for their consideration in March. 28/00/2024 - Scoping request document will be circulated to Happi and livi contacts through our Matori outcomes team early April. 24/04/2024 - Scoping request circulated to Happi and livi contacts through our Matori outcomes team early April. 24/04/2024 - Scoping request document will be circulated to Happi and livi contacts through our Matori outcomes team early April. 24/04/2024 - Scoping request of the Happi and livi contacts as provided by Marri Outcomes team early April. 24/04/2024 - Scoping request circulated to Happi and livi contacts as provided by Marri Outcomes team early April. 24/05/24 - Maori Outcomes circulated was early april and livi contacts as provided by Marri Outcomes team early april and the early april april and the early april april and the early april april april april april april april april ap	In progress

Item #	Meeting	Date raised	Type of Issue / Action required	Action item	Business owner	Action taken / Comments	Status
5	Te Kārearea hui	20/4/2022	Feedback required	Airport Options Location Study	Sarah Irwin / Helen Ronaldson	20/4/2022 An engagement framework to inform staff must be designed to engage with whanau, hapū and iwi at consultancy stage. Affected hapū must be consulted at their marae. Impacted hapū to be consulted for the Airport location study include Te Parawhau and Ngait Kahu o Torrogare o Te Parawhau. OSIOS/2022 Staff are in the middle of engagement / HYSE evenings in the communities local to proposed sites. A Hui was held at Ngararaturua Marae on May 4, and another is being planned later in the month for Terenga Paraoa Marae for wider hapu. Meeting held with Patuharakeke Trust Board Representatives re format of consultation sought. OT/07/2022 This will have close adignment to WDC/5 Te Ao Maior Decision Making Framework and the Cultural Capability Strategy - Kia Matau, Kia Môhio (both currently in progress). This action is most appropriately addressed via these two pieces of work. OT/03/2023 Stries visu with hapu has been undertaken as part of the current project which is focused on confirming the preferred site. A CIA is being commissioned for the two options and this will inform the decision making. 06/06/2023 There is work going on at a hapu level to determine the most appropriate representation. There is a risk that this will delay the programme. 40/07/2023 Work is progressing to establish a Hapu partnership in conjunction with a wider Mana Whenua Advisory Group is established there are delays on commissioning the Cultural Values Assessment needed to finalise the site and alignment decision. 20/08/2023 Work is confirming with Hapu. Next thui planned for the 20/9/2023 to progress the terms of reference and CVA scope to take to the wider Mana Whenua Advsory group. 3/10/2023 Hui with Nga Kahu o Torongare tabled the CVA scope and a way forward to appoint a CVA facilitator to be signed off by the Mana Whenua Advsory group. Marae based whananga hui to be established the CVA scope and a way forward to appoint a CVA facilitator to be signed off by the Mana Whenua Advsory group. 3/10/2024 Approach sent to Mana When	In progress
6	Te Kärearea hui	17/8/2022	Request - feedback required	Coastal erosion and water monitoring	Bernadette Aperahama	17/8/2022 issue raised at Te Kärearea hui at Mokau. Resourcing was requested for Te Uri o Hikihiki to monitor there own waterways and to include Te Uri o Hikihiki – Ngatiwai ki Whangaruru in WDC's climate change projects. The items are being included for consideration in the climate change risk and adaptation programme. Applications are also being made to secure funding for community adaptation planning. At the August meeting of WDC, council approved the Better Off funding tranche 1 proposal, including including \$1 Min or climate change adaptation. 03/03/2023 The prioritisation criticeria has been workshopped with Te Huinga (Dec-22) and Elected Members (Mar-23) for the purpose of informing community adaptation programme and pilot locations. 06/06/20/23 to 23/08/2024 updates can be seen in a separate tab below: (Action Log current - more info) 03/09/2024 - \$18 ff have prepared communication materials for the Tangata Whenua-led Climate Planning Fund to support effective outreach and engagement. This includes a panul that will be emailed to tangata whenua in September, informing them that the fund is now open for applications. Relevant documentation have been developed including: - application forms, - expressions of interest - deed of grant / funding agreements. 18/02/2024 - The following has taken place: - Introductory panul announcing the pening of the fund and circulating all documentation has been sent to the hapu database; - Introductory panul announcing the pening of the fund and circulating all documentation has been sent to the hapu database; - Reminder panul and invites for 2 x briefing sessions have been sent to hapu. The briefing sessions are no 23rd and 24th September. Start have received storing interest in the fund. 14/10/2024 - At the time of writing, the Expressions of Interest period has been extended to 25 October 2024. During the briefing sessions, staff understood that tangata whenua may need more time to gather information, bring whânau together for hui, and make collective decisions on	In progress
7	Te Kärearea Hui	15/05/2024	Request - feedback required	Recreational use of Te Paihere o Kaharau wahi tapu where there are Kolwi.	Jim Sephton / Louis Rattray	15/05/2024 - Issue raised at the Te Káerarea Meeting at Tüparehuia Marae. Neighbouring properties making own gates to be able to cross Te Paihere o Kaharau wähi tapu to access the beach. Are there other options for signage etc to keep people from using or settling on Te Paihere o Kaharau wähi tapu? 25/05/2024 - No updates received 25/05/2024 - No updates received 15/09/2024 - Parpares has been stalled due to under resourcing in the Parks team. A vacant position has now been filled and we now have capacity to progress this. Meetings with manu whenua to discuss signage and installation of post and wire fencing to prevent access will take place in September/October with intention to install agreed signs and fencing before Christmas. 25/00/17/2025 - A Parks Technical Officer has been assigned to work with local happu on signage, Signage design being reviewed by Madro of uccomes. At this stage the intention is to install signs and story boards telling of the history and why it is Wahi Tapu and if the signs don't have the desired effect then Parks will work with Hapu on fencing.	In progress
8	Te Kärearea Hui	15/05/2024	Request - feedback required	Bland Bay Recreational Reserve Beach Access.	Jim Sephton / Louis Rattray	15/05/2024 - Issue raised at the Te Käterrea Meeting at Toparehula Marae. People will park boats on the Wähi Tapu etc in busy periods. Can a discussion take place on options for beach access/parking etc 28/8/2024 - Parks and Recreation looking into the issue and will report back. 23/08/2024 - No updates received 19/8/2024 - Parks to meet with Maru Whenua to design signs for install this side of Xmas. Parks to also discuss fencing in front of private properties to prevent access through the Wahi Tapu land 28/01/2025 - Parks Tochnical Officer has been assigned to work with local hapu on signage. Signage design being reviewed by Maori outcomes. At this stage the intention is to install signs and story boards	In progress
9	Te Kārearea Hui	15/05/2024	Request - feedback required	Waitai Landing and Reserve and Kirikiri Pawhaoa	Sarah Irwin	telling of the history and why it is Wahi Tapu and if the signs don't have the desired effect then Parks will work with Hapu on fencing. 15/05/2024 - Issue raised at the F (Afferzem Meeting at Toparchain Marae. Can the WDC land/esplanade that was commandeered from the Thompson whanau be returned to the whanau as not able to be used. No public accessibility through the esplanade etc. 23/08/2024 - No updates received 19/9/2024 - This issue can not be considered in isolation and needs to be consisted as part of a wider manu whenua land issues. 04/10/2024 - TK Secretariat email to Dom Kula to discuss options. 28/08/10/2025 - Innaining will need to complete a status/planning check to look at the reserve status alongside the newly formed property department for inhouse support. Any changes to reserve status and ownership may be a lengthy process due to the requirements of the Reserves Act.	In progress
10	Te Kārearea Hui	15/05/2024	Request - feedback required	Hazardous roads - Bland Bay - Slip at Kirikiri Pawhaoa	Bernard Peterson	15/05/2024 - Issue raised at the Te Kåerarea Meeting at Tüparehuia Marae. There is a dangerous slip at Kirikiri Pawhaca (between 950 and 975 Whangaruru North Road). Can this be fixed and is the Community Centre able to use the soil moved from the slip area. 11/06/2024 - We are aware of the under slip, which is being worked through the process under emergency event funding. We cannot confirm a date for repairs as yet. It is likely the soil to be excavated will be highly contaminated mix of subbase, seal, clay and rotten rock, so may be of little use for the community centre. 16/08/2024 - Initial pricing received through the engaged contractors identified complexities and a value warranting further review. Council has now engaged Haigh Workman to provide repair recommendations, before arranging work scope to be completed to proceed and he completed in September.	In progress
11	Te Kärearea Hui	15/05/2024	Request - feedback required	Bland Bay - Land outside of the First Building needs leveling	Louis Rattray	before agreeing work scope to be completed. Works are expected to proceed and be completed in September. 15/05/2024 - Issue raised at the Te Karearea Meeting at Tüparehuia Marae. A previous Councilor agreed to level the land outside of the Bland Bay First AID Building. Can this be revisited. 18/06/2024 - No updates received 23/08/2024 - No updates received 19/9/2024 - Parks and Recreation supportive of leveling the ground 28/01/2025 - No update. Parks remain supportive.	In progress

Item #	Meeting	Date raised	Type of Issue / Action	Action item	Business owner	Action taken / Comments	Status
			required				
12	Te Kärearea Hui	15/05/2024	Request - feedback required	Bland Bay - Community Centre flooding	Andrew Carvell	15/05/2024 - Issue raised at the Te Kärearea Meeting at Tüparehuia Marae. 29 Punipuni Road has been suffering from floods. Potentially from another property with no Culvert and the flooding spreads all the way to the Community Centre. Is there any help available to deal with this issue?	In progress
						14/06/2024 - AC caught up with Joe Camuss of NRC to see if there was overlap with the flood management work NRC is doing. There possibly is but we need some specific details of the flooding to confirm. Please advise the best local person to catch up with to get these details. 17/07/2024 - Loren Phillips identified as the Bland Bay contact person. Phone number given to Andrew. 23/08/2024 - No updates received	
/3	Te Kärearea Hui	18/09/2024	Request - feedback required	Matapouri - Request for Road Name change from Waetford Road to either Te Rapa Road or Te Rangitu Ki Waho Road.	Jarred Martin / Ricardo Zucchetto	18/09/2024 - Issue was raised at the Te Karearea Hui at Oakura Sports Complex. Aperahama Edwards presented on the whanau request to change the name from Wastford Road to either Te Rapa Road or Te Rangitu Ki Waho Road. Aperahama advised that that WDC had agreed to the name change in 2006 as long as the majority of the landowners along the land agree. Aperahama advised that the landowners are whanau and want the name change. 15/10/24 - This request is currently being reviewed alongside other proposals. The team will report back to Te Karearea once that review is complete.	In progress
14	Te Kārearea Hui	20/11/2024	Request - feedback required	Patuharakeke have requested the return of Pukekauri Dam back to Patuharakeke	Jim Sephton	20/11/2024 - Request was made at the Te Kårearea Hui at Takahiwai Marae. Return of Pukekauri Dam back to Patuharakeke (Cr Phil Halse was strongly in support of the return and would like a paper drawn for the Feb TK meeting so that it can be passed and taken through to a full council meeting)	In progress
5	Te Kärearea Hui	20/11/2024	Request - feedback required	Te Kauika o Patuharakeke Waka Ama	Louis Rattray	20/11/2024 - Request was made at the Te Kârearea Hui at Takahiwai Marae. Te Kauika o Patuharakeke Waka Ama. They have identified 2 places (WDC land) where they would like to set up their club. They have identified land by the Marsden Yacht Club (may look at shared facilities with the Yacht Club) and also land by the refinery.	In progress

						Completed Items	
:	Te Kārearea hui	16/08/2023	Seal Henare Road/ fix road	Te Orewai hapū have requested that Henare Road be tar sealed, due to amount of traffic that uses this road as its he road to a wahi tapu. Council continue to do minor gravel fixes which gets washed out after every large rainfall.	Jeff Divine	16/08/23 - issue raised at Te Kārearea hui at Tau Henare marae. 09/09/23 - Unlikely to be tar sealed in the near future. However further work will be done on the road to make sure that the drainage works and that the road is graded properly.	Recurring. Still a priority for Hapū
-	Te Kārearea hui	16/08/2023	Kids playground at marae	Te Orewai Hapū discussed the need for a playground at the marae	David Lindsay	16/08/23 - issue raised at Te Kārearea hui at Tau Henare 29/08/2023 - requests for new playgrounds will be considered as part of the Long Term Plan process which will be open for sumbissions early in 2024. There is no playground planned or funded for this area. New playgrounds get funded through the Long Term Plan and there is currently funding for approx. 5 playgrounds in the next 10 years. Of these 3 have locations and communities that have been identified as needing a new playground, who are currently waiting for the funding. Unless circumstances change, the soonest funding might be available is probably 7 or 8 years away. For your community to be considered for a new playground, the community will need to demonstrate the need and support for a playground.	Complete - Part of LTP process - has been shared with LTP team (6 Oct 2023)
3	Te Kārearea Committee	21/4/2021	Resolution	Hikurangi Swamp / Repo	Simon Charles	21/4/2021 Chairpersons of the Te Kārearea to write a letter to the MPI highlighting the plight of hapū and ask for a response. 3/8/2021 \$40,000 annually has been allocated through the LTP to support hapu monitoring responses. There is the opporutunity for this monitoring work to be supported and aligned with draft actions identified in the Draft Climate Action Plan. The Parliamentary Commissioner for the Environment has indicated interest in looking at the Northern Wairoa catchment including Hikurangi repo as a potential case study for considering integrated landscape management. Staff have asked the PCE for the opportunity to participate in this case study if it progresses. The PCE have proactively engaged with hapu and iwi in Te Taitokerau. 20/10/2021 Letter suggesting a new direction for repo sent to MPI. Awaiting response. 05/05/2022 The letter sent to MPI has received no response, or acknowledgement of receipt. It is suggested by staff that the Committee send a follow-up email to support 18/5/2022 Letter to be sent to MPI 01/06/2022 MPI have now reached out to staff and commincations will be started. 13/6/2022 Attended a meeting with an MPI representative. An email was sent the same day containing the contact details of hapū members involved in Tuna protection (catch and release) at the flood scheme. 18/7/22: Final claim received for this mahi. 26/8/22: Otonga Pocket – Council approval given to include this project in the Better off Funding application. 07/03/2023 A project plan is being developed for this exercise which includes the development of a programme business case for the whole Repo as well as supports the potential retirement of the Otonga Pocket. 06/06/2023 - Project plan has been developed and Project Steering Group established. The Better Off Funding Programme be reported through the Infrastructure Committee and TK. The first deliverable is a Strategic Case. 06/06/2023 - Project plan has been developed and Project Steering Group established. The Better Off Funding Programme be reported throug	Completed

4	Te Kārearea Committee	21/4/2021	Agenda Item for future meeting	Te Tiriti Audit	Mark Scott	2/2/2022 At the December 2021 Te Huinga meeting, Tame Te Rangi, Delaraine Armstrong and Janelle Beazley were confirmed as the hapu members on the working group. This work is considered an internal audit. Hapu participation and consultant engagement will be resourced from the Democracy and Assurance budget. Bernadette Aperahama and Emily Thompson are preparing the contracts to enable hapu participation. 08/04/2022 Draft contracts circulated to the Hapu representatives. For comment and finalisation 04/05/2022 The contracts for hapu members of the working group require amendments based on the reviews undertaken by hapu. These amendments are underway. 18/5/2022 WDC is considering independently commissioning the Te Tiriti Audit 02/06/2022 Contracts are currently sitting with hapu members for approval/review 07/07/2022 Two of three contracts have been received from hapu members. 10/08/2022 All three contracts have been received and now staff will work with hapu members to set date for the initial meeting. 13/09/2022 The audit has transferred to Māori Outcomes and will be supported by strategy, democracy and assurance. 06/06/23 Through investigation to ascertain the current position of this initiative, it has become evident there was no funding allocated to this when the motion to adopt the progression of a Tiriti Audit was approved.	Completed
5	Kokiri	15/6/2022	Feedback required	Financial assistance for technical experts	Aaron Taikato	15/6/2022 Financial assistance is being sought from WDC to support a group of technical experts to workshop advice for the incoming Council. Workshop outputs are to assist the incoming councillors as they determine: 1. How relationships with Māori will be valued and what systems will be in place to ensure continuity of service delivery (or improved service delivery 2. How councillors will work wih Māori to advance matters that are important or provide opportunities for Māori 3. Determine the 2022 -2025 triennium governance structure. It is anticipated that outputs from the workshop/s will be: 1. Refined and approved by Te Huinga 2. Submitted to Te Kārearea for consideration and endorsement 3. Presented to the incoming Council by approved technical experts who participated in the workshops. 03/03/2023 Te Huinga have been approached by staff to provide a list of technicians that may be used to establish a preferred suppliers list for council. 06/06/23 WDC continue to wait for confirmation of a technical experts list so Council staff can register them as preferred suppliers. The intent is Council will have a list of Te Huinga mandated technicians as a selection pool for future technical work. 05/09/23 Nothing yet received from Te Huinga	Completed
6	Te Kārearea hui	17/11/2021	required	Punaruku / Mokau Flooding and Drainage - Council to assist by providing the services of a Planner and Engineer for a period of time to assist hapū in finding a solution to floods and drainage	Kylie Pedersen	25/11/2021 Staff will discuss issues, particularly relating to the drainage issues being experiences and the location directly with resident. WDC only deals with stormwater that forms part of our public network or is included in existing Catchment management Plans. We also manage some tidal outlets along the coast.Contact details of local contact provided to Council staff to progress further. 03/03/22 The items raised are river catchment flooding issues. WDC have contacted NRC for updates as they work on river catchment in rural area. Hayden Edmonds has been contacted and staff are awaiting a response 17/08/22 Issue raised at Te Karearea hui at Mokau. Item 39 reinstated as the following matters were once again raised: - Drainage matters – culvert going nowhere - Culvert discharging onto private land and not to the stream – may be the same issue as above can be made Council should provide a planner and engineer to look at these issues. Mylie George to share contact details with Jim Sephton and Bernadette Aperahama to set up a meeting with WDC. 14/09/2022 Contact details were received from Mylie George. At the August meeting of WDC, council approved the Better Off funding tranche 1 proposal, including 150k to develop Punaruku, Russell Road Flood Mitigation & Access Options Business Case. 07/03/2023 There have been two hui since the last update - one at the school and another on Marae. Officers are working with hapu and community to develop the project plan. 06/06/2023 Project has been established with an external PM appointed to support delivery. This is part of the Better Off Funding Programme and will be reported to TK as part of the programme. 19/17/2023 The Project Manager has meet with the hapū led working group, flood modellers and NRC to begin developing a business case to identify and assess options. 01/09/2023 Hapū are hosting a hui on Marae in September to set collectively outline project values, objectives, timelines, and next steps with staff from WDC and Northland Regional Council. 06/10/202	Completed

7	Te Kārearea hui	19/04/2023	Request - feedback required	Hapū would like structural report on the slip along Ngunguru Road and any other major fault detected in the roading.	Jeff Devine/Hilary Gerrad	2/8/2023 - issue raised at Te Kārearea hui at Ngunguru on 19 April 2023. Referred to NTA.NTA Response 19/04/23 - 1.Pull over areas along Ngunguru Road Requests for slow vehicle bays and pull off areas along the coastal arterials including Ngunguru Rd have been received from the Community over a number of years. Unfortunately funding for such projects has not been available from Waka Kotahi NZTA's funded program for safety improvements and are not eligible from the current Road to Zero program. WK NZTA provide Council with a 53% subsidy for the approved Roading improvement program and Council does not have budget to complete unsubsidized projects. The request for pull over bays remains on Council's longer term program of works and will be prioritised against other requests if and when funding for such projects becomes available. 2.Slip on Ngunguru Rd The slip on Ngunguru Rd is currently being investigated by Council staff and geotechnical Engineers. The underslip is significant as it continues below the waterline and into the bed of the river, which makes it difficult to repair. There is no structural report on this particular slip available at this time. This is one of about 120 slips Council is investigating following the recent storms across the District. It is likely to take a couple of years to repair all of these slips. The total cost to repair is estimated to be \$20 million resulting form the storms this year. 04/09/2023 It is highly unlikely that there will be funding for pull over areas. There is limited Council and Government funding and the priority will be resiliance and safety. In terms of slips, the operations report includes an update on Phase 2 recovery work (relatively straight forward repairs) as well as an illustration of the 26 sites included in Phase 3 (more complex). This includes the Nunguru slip. A programme of work is being developed. 06/10/2023 - No further update 07/11/23 - No further update	Completed
8	Te Kārearea hui	19/4/2023	Request - feedback required	Haukainga recognise that there is considerable community support for cycle lane from Ngunguru to Tutukaka. Mention of a seperate footpath from the road would be more appropriate. Ngati Taka request early engagement as mana whenua prior to any options being developed and decisions mde.	Jeff Devine/Hilary Gerrad	2/8/2023 - issue raised at Te Kārearea hui at Ngunguru on 19 April 2023. Referred to NTA. 04/09/2023 This is not considered the highest priority. Roads remain unsuitable for a footpath at this time from ngunguru to Tutukaka. No Funding is currently available for this project. 06/10/2023 - No further update Request placed on future program list - Complete	Completed
9	Te Kārearea hui	19/4/2023	Request - feedback required	Future stormwater upgrades incorporate wetlands allowing it to flow out to the river instead of straight into the estuary.	Simon Charles	2/8/2023 - issue raised at Te Kārearea hui at Ngunguru on 19 April 2023. referred to Stormwater Department.2/08/2023 This would considered as part of nature based solutions. 9/9/23 - Pacific Bay scheme being designed. Funding is available this year subject to the design being approved. 06/10/2023 - No further update	Completed
10	Te Kārearea hui	19/4/2023	Request - feedback required	Green infrastructure to be considered at Pacific Bay.	Simon Charles	2/8/2023 - issue raised at Te Kārearea hui at Ngunguru on 19 April 2023. referred to Stormwater Department. 2/8/2023 This is already being considered and we are aiming to significantly improve the existing situation using nature based solutions. Significant consultation and inclusion of local hapu in decision making has been done in establishing preferred solutions for this drain. 9/9/23 - Pacific Bay scheme being designed. Funding is available this year subject to the design being approved. 06/10/2023 - No further update	Completed
11	Te Kārearea hui	19/4/2023	Request - feedback required	Love it here publication - Ngunguru Sandspit - no mention of Hapū. Can this be fixed?	Tania Robson	2/8/2023 - issue raised at Te Kārearea hui at Ngunguru on 19 April 2023. referred to planning and Development. 5/9/23 We would like to include Hapū in our narrative and will liaise with Maori Outcomes team around this Kaupapa. 28/09/23 Absolutely. Council staff will meet in the next few weeks to progress. 6/10/2023 Mark Scott now reviewing all content in the Whangarei Visitor Guide.	Completed
12	Te Kârearea hui	19/4/2023	Request - feedback required	Te Waiariki Ngati Takapari Ngati Korora Hapu Iwi Trust made a request to Council that all Resource Consents has a 30 day response time.	Roger Quinton	2/8/2023 - issue raised at Te Kārearea hui at Ngunguru on 19 April 2023. referred to Planning and Development. 1/9/2023 Council is required to process resource consent applications within the timeframes set by the relevant legisaltion. Non-notified applications must be determined within 20 working days which does not give scope to extend lwi response times to 30 days. However, staff have met with hapu to work through how we can better work together. Update provided at August 2023 Te Karearea hui advising on the outcome of this request.	Completed

13	Te Kārearea hui	16/08/2023	Public toilet near marae	Te Orewai hapū have requested the need for a public toilet in the valley to be next to the chapel and school	David Lindsay	16/08/23 - issue raised at Te Kārearea hui at Tau Henare marae 29/08/2023 - requests for new public toilets will be considered as part of the Long Term Plan process which will be open for sumbissions early in 2024. 8/11/23 - No further update	Recurring. Still a priority for Hapū
14	Te Kārearea hui	13/12/2023	Request - feedback required	Spraying on vegetation (including Rongoa Maori)	Louis Rattray/Jim Sephton	13/12/2023 Issue raised at Te Kārearea Hui at Terenga Paraoa. Request to stop spraying harmful chemicals on vegetation and rongoa and to adopt a more natural way to cut/manage roadside greenery. What immediate alternatives are available to chemicals being used now 5/2/2024 The LTP includes budget to investigate alternative weed control options	Completed
15	Te Kārearea hui	13/12/2023	Request - feedback required	Whangarei Homelessness	Dominic Kula	13/12/2023 Issue raised at Te Kārearea Hui at Terenga Paraoa. Request from the Community for support for a Night shelter in Whangarei. How is WDC currently working with other Govt Agencies is this space and what more can be done. 12/02/24 Council acknowledges the complexity of the issues surrounding homelessness, along with the impacts that they are having on our communities. We are committed to working alongside government agencies that have the legislative powers and funding relating to homelessness, in order to find sustainable solutions to the challenges facing our community. This includes working through a multi agency forum of the Government agencies and providers (including MHUD, Kainga Ora, Police, MSD, Open Arms, Arataki Ministries, Te Whatu Ora), and meeting directly with Kainga Ora regarding land and housing stock it holds that could be used to provide pathways for the homeless. While the responsibility for these matters, including the provision of emergency/transitional housing or shelter solutions, sits with national agencies Council is actively engaging those agencies at a senior level and will continue to provide any support and advice (and potentially land) that could facilitate central government in its provision of these much needed services.	Completed
16	Te Kārearea hui	13/12/2023	Request - feedback required	Koiwi - Ancestral bones, Bland Bay	Louis Rattray/Jim Sephton	13/12/2023 Issue raised at Te Kārearea Hui at Terenga Paraoa. People are continuing to travel over or picnic on ancestral burial grounds (where bones are sometimes exposed). Signage requested to inform people of the places of significance in the Whangaruru Area. 21/02/2024 - Te Kārearea Meeting in chambers. Simon Mitchell provided update that signs have now been errected and the local hapû have been working with DOC around signage etc. Signage includes contact details for local kaumatua if any koiwi are found in the area. Further discussion with Simon that this action can be moved to completed following the next TK meeting.	Completed
17	Te Kārearea hui	13/12/2023	Request - feedback required	Ruakaka Village - Security	Jim Sephton	13/12/2023 Issue raised at Te Kārearea Hui at Terenga Paraoa. Request for support with speed bumps, lighting, CCTV as the village has had a hard time with crime over the past year. Kainga Ora is looking to build extra housing in the area and the locals would like support as mentioned previous. Kainga Ora has referred locals to WDC for support. 21/02/2024 - Update and discussion at Te Kārearea meeting in chambers. 14/03/2024 - Suggest this action be closed. There are no speed reviews planned for this area, however additional lining has been put in which should reduce speeds. Lighting will be reviewed as part of our general network operations.	Completed
18	Te Kārearea hui	21/02/2024	feedback required	Ocean Flyer updates	Tony Collins	22/02/2024 - Te Kārearea meeting in Chambers. Can the TK Strategic Committee receive an update on the Ocean Flyer and potentially discuss cultural supervision opportunities regarding this emerging technology. Ocean Flyer have had some intitial conversations with Patuhareke and representatives of that hapu were present at this signing of the MoU between Northland Inc, Northport and Oceant Flyer late 2023. Ocean Flyer representatives have expressed an interest to engage more deeply with hapu and have requested Councils assistance to facilate this engagement. 17/04/2024 - Presentation by the Ocean flyer team at the TK Meeting in Chambers	completed
19	Te Kārearea hui	21/02/2024	Request - feedback required	Spraying on vegetation (including Rongoa Maori)	Mike Batcheldor	21/02/2024 - Suggestion raised at Te Kārearea Meeting in chambers. Can information or communication go out to whanau on how to communicate with WDC that they don't want spraying beside their road. How can they activate a 'no spray zone' to their whenua. Is there a cultural engagement/assessment of maintenance regimes of spraying/earthworks on side of roads. 28/03/2024 - Ideally they should be referred to the Contact Centre. They will supply the info of how the No-spray policy is implimented. Regarding earthworks and roadside spraying, we adhere to the requirements as expected by the Northland Regional Council . There is no general cultural engagements regarding these activities. Only in the case where it is subject to consent conditions.	Completed

20	Te Kārearea hui	18/10/2023	Request - feedback required	Hazardous road Signage -Whangaruru	Mike Batcheldor & Tim Ward	18/10/2023 Issue raised at Te Karearea hui at Mokau. Signage requested to inform people coming into Whangaruru that the roads are hazardous and prone to flooding 23/03/2024 - This will be picked up as part of the climate adaptation work looking at the whole catchment. The Punuruku Programme Business Case is to be reported back to to TK and this will include some recommendations for the roading. Seperately we will look at any gaps in the network for warning signs March 2024 - First time brought to my attention. The only flooding that I am aware of is on Russel Rd in the vicinity of Punuruku. If this is not the location they are referring it would assist if they can be more specific. Appropriate signage can then be erected. 07/05/2024 - Meeting with some Hapū members from Tuparehuia. Some progress has been made on the roading out at Whangaruru which they are happy with the progress. With the exception of the slip at Kirikiri Pawhaoa which will be added as a separate Action Log item and this one completed.	Completed
21	Te Kārearea hui	13/12/2023	Request - feedback required	Vehicles on beaches.	Will McNab	13/12/2023 Issue raised at Te Kārearea Hui at Terenga Paraoa. Vehicles on beaches in Ruakaka, Waipu, Ngunguru, Whangaumu Bay are affecting dunes, affecting cockle beds, affecting wildlife including birds nesting on the Spit. What is NRC's responsibility and what is WDC's. What can be done to to protect people and wildlife on the Whangarei District Beaches. 18/12/2023 Will McNab (Strategy) preparing a memo on this matter for Te Karearea, Te Huinga, presenters. 12/02/2024 This item is being addressed through information report to February meeting of Te Kārearea. 07/05/2024 An update, including an overview of the various agencies' respective jurisdictions, rules and enforcement mechanisms, was presented to the Te Kārearea meeting in Chambers on 21 February 2024. No further action is currently planned until Council starts reviewing the Bylaw in late 2025/early 2026.	Completed
22	Te Kārearea Committee	`17/04/2024	Request - feedback required	Request to remove Julian Batchelor signs within the Whangarei District.	Rebecca Vertongen / Reiner Mussle	17/03/2024 - Issue raised at the Te Kārearea Meeting in Chambers through the Kokiri report. 09/05/2024 - Can Te Huinga or other Te Kārearea Committee members provide details of specific sites or locations of any offending Julian Batchelor signs. This would greatly assist us in checking our records on whether an assessment has already been undertaken or where we need to visit and assess those sign locations. 24/05/2024 - Advised by Te Huinga that the Waipu sign has been removed. Sign next to Total Span before the Portland Turnoff has been given to the Health and Bylaws team who will investigate and provide an update 30/05/2024 - I can confirm that my team visited the site, provide me with photos of the sign, which I've assessed as not breaching our relevant bylaw rules and not being offensive or discriminatory. As a result, we won't be able to ask the sign owner to remove or amend that sign. Having said that, like you, I do note the amount of graffiti on this. However, graffiti is not an assessment criteria, but it may in due time cause this to be replaced or amended.	Completed
23	Te Kārearea hui	13/12/2023	Request - feedback required	Dog Park - Matakohe Island	Louis Rattray/Jim Sephton	13/12/2023 Issue raised at Te Kārearea Hui at Terenga Paraoa. Request for pohutakawa trees to be replaced with other exotic tree. 5/2/2024 The trees are too mature to be moved without killing them so will not be moved. 21/02/2024 - Te Kārearea Meeting in chambers. Suggestions to discuss non removal with Taipari Munro (who raised the issue initially) or that seating be built around the base of the trees so that the shade of the tree can be used with the seating and that this may reduce the animals doing their business on the trees 30/4/24 - The team will seek advice on how cultural mitigation can be incorporated without chopping down the trees 09/05/2024- We are happy to install seating around the tree. We will have to wait until the new financial year as we have exhausted this years budget. 18/06/2024 - Email sent to Te Huinga Secretariat to advise of 09/05/24 update. Te Huinga Secretariat to discuss this option with Matua Taipari. 19/06/2024 - Email response from Te Huinga Secretariat - I spoke to Matua Taipari and he understands in terms of the tree not being able to be removed. He understands and is happy with the consideration of the seating. He want s to be kept in touch especially around the "design" of the seating as the whole purpose is the sacredness of the tree. The seating must cover the area so that the kuri does not defecate/urinate on the roots of the tree. Have asked if Matua Taipari's email address be given to Louis to follow up with once funding available. 10/07/2024 - Email Addresses for Matua Taipari and Janelle Beazley (Te Huinga Secretariat) have been provided to Spencer Jellyman (WDC) who will make contact to progress seating.	Completed

Completed	
Completed	
Completed	
Complete	
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Completed	
Completed	

	Te Kārearea hui	25/09/2023	Request - feedback required	the hui held at Whangārei Terenga Parāoa over the last three weeks considered a request to change the terms of reference for the FDS working group which has been provided to Māori outcomes and FDS staff. Requesting staff response to Te Kārearea on this request	Bernadette/H amish Sykes	25/09/2023 - Issue raised at hui held at Whangarei Terenga Parãora Marae. 8/11/2023 - Issue discussed at further hui at Whangarei Terenga Parãora Marae and discussed within the first Governance Working Group. Within the attendance on the day, there was not a clear preference from the Maori caucus Staff consider it appropriate to revisit this discussion with the full Maori caucus in attendance. Other potential opportunities to address the approach raised within the hapu hui include including specific content in the Consultation Draft, Final FDS and technical reports. 03/05/2024 - The TOR have not come through the Working Group as a matter to adjust. The draft collective Hapu Aspiration Statement that has recently being developed contains the Disclaimer that was initially proposed for inclusion in the FDS Working Group TOR. Does this sufficiently address the matter?	Completed
30	To Vērooroo III.ii	45/05/2024	Degreest	from the Huinga hapū.	Dornard	AE/OE/2004 Jeans raised at the To Käragrap Mading at Tüparahvis Maray	Completed
31	Te Kārearea Hui	15/05/2024	Request - feedback required	Bland Bay Community Centre. Poplar trees in the drain on Council Property. Can these be removed.	Bernard Peterson	15/05/2024 - Issue raised at the Te Kärearea Meeting at Tüparehuia Marae. 18/06/2024 - This will be an inter council/DOC action. To be discussed in joint councils/DOC meeting to be arranged. 27/06/2024 - Meeting key WDC, DOC, NRC held online/in person. A follow up meeting will be organised to further discuss solutions with the intention of finding time for a site visit. 16/08/2024 - There is still some confusion around this issue, with the roading team unable to identify any poplars growing within the roading corridor. The team have been in contact with customer, Noeline Phillips seeking further details. 20/08/2024 - Our team have made contact with Noeline Phillips to determine where the community centre is, and where the trees of concern are located. The trees of concern are mature poplars, and are growing along the boundary line between road corridor and parks (reserve land). These trees are not obstructing storm water flow, or causing an issue for the road or roadside assets, and are healthy. We've discussed with Paul Leyland who's acknowledged works completed by Treescape at this location following cyclone gabrielle, and have provided the following additional commentary: "There appears to be nothing wrong with the remaining trees from the Treescape notes and I cannot find any issues from street view, As a parks team we will not be doing anything at this point in time." As the trees are not presenting any issues, and are in good health, we do not intend on completing any removal. 03/09/2024 - The team have confirmed that they've been in contact, with the secretary of the community centre and confirmed the position with regards to the trees.	Completed
32	Te Kārearea Hui	15/05/2024	Request - feedback required		Andrew Carvell/ Dean Hawkins	15/05/2024 - Issue raised at the Te Kārearea Meeting at Tūparehuia Marae. There is very little access for Boats to launch at Bland Bay. Is there another area available where there can be access to the Harbour for everybody. 18/06/2024 - Email to Tūparehuia contacts to request contact details for parties interested in discussing this issue. Contact details will be provided to Andrew and Dean once received. 19/06/2024 - Loren Phillips identified as the Bland Bay contact person. Phone number given to Andrew and Dean to make contact. 23/08/2024 - No updates received. 19/9/24 - Parks and Rec Staff met with DOC and local hapu. It appears the issue is not an alternative boat rampo but better controlled parking at the exisiting boat ramp. This is on DOC land and as such an issue for Hapu and DOC to resolve.	Completed
33	Te Kārearea Hui	15/05/2024	Request - feedback required	Bland Bay - Rubbish on the Corner of Whangaruru North Road at the turn off.	Louis Rattray	15/05/2024 - Issue raised at the Te Kārearea Meeting at Tūparehuia Marae. Can the rubbish be cleaned up. 18/06/2024 - Solid waste team are investigating 23/08/2024 - No updates received 19/9/2024 - Rubbish has been cleand and once a new Solid Waste Engineer position filled we can look at longer term solutions	Completed



6.3 Commercial Property Update

Meeting: Te Kārearea Strategic Partnership Standing Committee

Date of meeting: 10 February 2025

Reporting officer: Dominic Kula

1 Purpose / Te Kaupapa

To update Te Kārearea on the proposal for a Council Controlled Trading Organisation for commercial property.

2 Recommendation / Whakataunga

That the Te Kārearea Strategic Partnership Standing Committee notes the report and provides feedback.

3 Background / Horopaki

Whangarei District Council has historically managed its commercial property portfolio to achieve and facilitate strategic outcomes (i.e. within the City Centre). Alongside commercial property Council also has a number of property holdings which are subject to a range of classifications and uses from infrastructure provision/public open space through to Endowment Lands.

Through previous hui both partners have highlighted the benefit in understanding the interests and priorities of the other (i.e. for hapū an understanding of Council land holdings and for Council having an understanding of land that is culturally significant/identified within Waitangi Tribunal proceedings).

Towards the end of 2023 Council commenced a review of commercial property models. In doing so councillors highlighted the potential to take a more active role in the development of property to achieve strategic outcomes (alongside any return), while also taking a prudent/long term approach to investment. The potential for a Council Controlled Organisation (CCTO) focused on development was identified, as opposed to the current model of disposing of property and relying on the market to achieve strategic outcomes.

The early stages of this work involved an initial desktop analysis being worked through with Council in a December 2023 workshop, with options for modelling being worked through with Council on 07 February 2024 and Te Kārearea on 21 February 2024 (via a joint workshop). At the 21 February 2024 workshop themes and feedback from previous meetings were refined, with there also being feedback on the need for mechanisms to 'develop shared vision and outcomes relating to properties' if any proposal were to proceed. The cultural importance of key endowment properties was also reiterated at that time.

Feedback and direction were incorporated into recommendations to Council through the LTP where Council consulted on three options:

- 1. The status quo a dispersed model focused on passive management of the portfolio through existing resourcing and the sale of property to achieve desired outcomes.
- 2. A CCTO with a focus on active commercial development of the identified portfolio.
- 3. A dedicated in-house business unit with a focus on active commercial development of the identified portfolio.

In working through these options, a smaller (\$30m) portfolio of potentially developable assets was identified. Alongside this, and considering the feedback of Te Kārearea, Council:

- Removed most parcels of ex-endowment lands.
- Highlighted the need for "more meaningful mechanisms for timely hapū engagement on property development".
- In relation to a CCO or CCTO indicated the potential for "opportunities for hapū to be involved through mechanisms to identify shared values, priorities and direction setting"
- Outlined the need to "work through the best mechanisms for hapū involvement [indicating] this could involve dedicated mechanisms for identifying shared values, priorities and direction setting".

A formal update on LTP consultation was provided to Te Kārearea for feedback and direction on 17 April 2024. Through LTP deliberations Council identified a CCTO as its preferred option, allocating a reduced budget and establishing a Transition Advisory Board (TAB) to undertake further work on this.

An update was provided to Te Kārearea in August 2025, with the process for expressions of interest for the TAB being worked through. Expression of interest documentation was then sent to Te Kārearea members for distribution through hapū channels. In its September 2024 meeting Council appointed Murray McCully, Angeline Waetford, Bryce Woodward and Nicola Faithfull to the TAB alongside Clrs Harding, Yovich, and Couper.

Verbal updates have been provided to Te Kārearea since that time, with this Agenda providing a further update to the Committee.

4 Discussion / Whakawhiti korero

The TAB has made good progress since its first meeting in October 2024. An overview of the portfolio consulted on was provided in that meeting with the draft carparking strategy, and associated parking challenges (which are not yet resolved), being worked through in subsequent meetings.

The TAB has worked through hapū dynamics and concerns relating to the portfolio, with Murray McCully and Cr Harding committing to working with Aaron Taikato to progress engagement through the appropriate channels.

Profit and loss modelling on the portfolio consulted on has been undertaken. Given the relationship with Forum North and the Knowledge Hub the TAB has also worked through how any CCTO would be connected to the Knowledge Hub Advisory Board.

Council also asked the TAB to look at the potential of leasehold properties, acknowledging that those properties are not in the portfolio consulted on/further consultation may be required. A key recommendation in relation to those properties will be around the need to work alongside NRC given the strategic inter-relationship of the portfolios.

In working through these matters, and when considering the steps required prior to development and budget available, the TAB is proposing a staged approach should Council progress to a CCTO. This involves:

- A 'bare bones' CCTO with a commercial board of directors which engages services
 for the master planning, work up and development of specific properties within the
 consultation portfolio. Properties are proposed to be cycled in by Council once
 'development ready', with the Board making decisions on staffing once development
 profits are realised, and operating requirements are known.
- Northland Councils looking at collaboration where beneficial to maximise opportunities, share skills / expertise and ensure a viable pipeline of works.

In proposing a staged approach the TAB noted that leveraging the skills of others will be essential to the viability of the CCTO in the early stages. Without this the budget allocated would be all but consumed by 'workup and development ready' costs.

While an indicative direction of travel has been identified for refinement prior to recommendations being presented to Council in March, there is still work to do around:

- Hapu engagement
- Parking challenges
- The 'mechanics' of any CCTO (including governance and accountability mechanisms)

It is likely that some of this work will continue following the consideration of recommendations by Council in March.

4.1 Financial/budget considerations

Through the LTP Council committed \$150k in year one for further investigation of a CCTO, with a \$500k p.a. operational budget allocated to a CCTO from year two. While this is an information update only, and as such does not have direct financial implications, the TAB has committed to any CCTO being progressed within allocated operational budgets. Alongside the allocated operational budget the TAB is considering the financial/accounting implications associated with properties consulted on, and working through the models (and associated capital) that could be engaged to bring developments to market.

4.2 Policy/risk considerations

Options for the management of commercial property, along with risks and policy implications, were worked through with Te Karearea as part of the LTP process.

5 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via agenda publication on the website. Consultation on the options for commercial property was undertaken through the LTP process, with Council identifying a CCTO as its preferred option. This paper provides an update on work undertaken to implement decisions made through LTP deliberations.



6.4 Matters of Importance to Hapū Plan Review Update – February 2025

Meeting: Te Kārearea Strategic Partnership Standing Committee

Date of meeting: 10 February 2025

Reporting officer: Eden Wynne

1 Purpose / Te Kaupapa

To update Te Kārearea Strategic Partnership Standing Committee (Te Kārearea) on the Matters of Importance to Hapū plan review mahi.

2 Recommendation / Whakataunga

That the Te Kārearea Strategic Partnership Standing Committee notes the report.

3 Background / Horopaki

As part of the Council's 'rolling review' of the Whangārei District Plan, the following topics, collectively referred to as 'Matters of Importance to Hapū', are in the process of being reviewed:

- Tangata Whenua
- Sites and Areas of Significance to Māori
- Indigenous Biodiversity

This plan review was first introduced to Te Kārearea in November 2023 and the District Plan team engaged in detailed project planning and partnership forming from April to December 2024.

The District Plan team and some hapū partners have now started work on the foundations of the project, which is discussed below.

Opportunities for other hapū to join the project when they have capacity will continue to be available throughout the project. Updates on significant milestones as well as opportunities for involvement will be communicated to interested hapū via email and, where requested, in person hui.

4 Discussion / Whakawhiti korero

Scoping Request/ Agreement Negotiations

Through the scoping request process carried out from April to December last year, we have entered into formal agreements with Patuharakeke and Te Tāwera o Ngāti Pūkenga ki

Pakikaikutu. We are in negotiations with Te Parawhau and Ngāti Takapari and waiting to hear back from Nga Mahinga o Ngati Kahu o Torongare about draft agreement documents that were sent via email on 11 November 2024.

We also received responses from other hapū groups¹, advising their intent to formally respond to our scoping request or their interest in participating in the project at a later date.

Phase One

We have since commenced phase 1 of the project. This phase of the project looks at the issues and objectives related to the District Plan topics listed above. The deliverables of this phase include:

- Summary of Findings document outlining Council's understanding of relevant values, issues, and objectives (completed).
- An initial hui with formal and informal hapū partners to begin the project (completed).
- Preparation of a shared Issues and Objectives Statement.
- Preparation of a longlist of different types of sites and areas of significance to hapū and assessment of potentially compatible and incompatible land use activities.
- Scheduling of Taonga Species (also forms part of the Ecosystems and Indigenous Biodiversity District Plan review).

It is noted that the Ecosystems and Indigenous Biodiversity plan review topic is a part of separate plan review that Council staff are currently seeking early feedback on the direction of. Drafting provisions for the indigenous biodiversity work will be brought into discussions with hapū during Phase 1 and 2 of the Matters of Importance to Hapū project. However, we would also welcome any early feedback or requests to meet from hapū on the current consultation. This can be directed to: districtplan@wdc.govt.nz

Initial Partners Hui

Council staff invited those hapū who formally responded to the Scoping Request² to attend an initial partners hui held on 12 December 2024. The invitation was also extended to those who were sent the original Scoping Request email, but didn't formally respond. Of these contacts, representatives from Te Uriroroi, Ngati Kahu o Torongare, Rewarewa D Block, Ngāti Kororā and Te Whakapiko o Ngati Manaia were able to attend.

Prior to the hui, Council staff circulated a Summary of Findings document. This document summarised information that is publicly available, relating to resource management values, issues and objectives of whānau, hapū, and iwi. This document was circulated to assist with discussion at the hui.

At the hui Council staff presented on the functions of the District Plan, the project overview and Council's objectives for the project.

Hapū representatives raised some concerns relating to:

- Ownership of water and historic records of such
- The mana of the District Plan

¹ Te Kumutu Hapū, Te Ropu Takiwa o Mangakahia, Ngati Whakamaunga, Te Orewai, Te Parawhau (Rewarewa D), Te Parawhau (Te Uri Roroi), Te Whakapiko o Ngati Manaia, Te Whanau a Rangiwhakaahu, Ngati Horahia and Te Whanau Whero.

² Te Parawhau, Ngāti Takapari, Te Tāwera o Ngāti Pūkenga ki Pakikaikutu, Patuharakeke, Te Iwitahi Manihera Whānau.

- The importance of protecting sites and areas of significance to Māori
- Access to whenua Māori at Pataua and the negative experiences of hapū
- The level of detail and analysis required in the Summary of Findings document
- Repeated efforts of hapū for the same or similar exercises with other organisations (e.g., Northland Regional Council and Waitangi Tribunal)
- The need for kaupapa Māori research methods and engagement techniques, particularly looking at ways of decolonisation

It was also requested by a hapū member that Council ask hapū who are involved in the plan review project to outline their geography of interest on a map.

Some values that were raised throughout the session are as follows:

- Te Reo Māori
- Mana
- Ahi Kā
- Te Tiriti and He Whakaputanga

Some issues that were raised throughout the session are as follows:

- Council not understanding the history of the whenua
- Council not understanding the loss that occurred post signing of the Treaty and Te Tiriti
- Access to whenua Māori and the return of such through treaty settlement
- Land acquisition being put further out of reach of hapū through District Plan zoning

Some objectives that were raised throughout the session are as follows:

- Understanding history and land loss
- Decolonisation
- Developing whenua Māori

It was agreed among those in the room at the end of the hui that Council staff add to the Summary of Findings document and recirculate in the New Year via email. From there hapu can confirm preference for providing feedback (e.g., another hapu hui or online etc).

Council staff have since reviewed the Summary of Findings, made the requested changes and circulated to hui attendees on 31 January 2025.

Next steps

Issues and Objectives Statement

Council staff will work with hapu partners to develop an Issues and Options statement. Hapu who have indicated an interest in the project, will also be given the opportunity to comment on this statement.

Landuse Analysis Report

As part of Phase One, Council staff are working on a landuse analysis report, which will include identifying characteristics of different sites and areas of significance to Māori and an analysis of the activities that are managed within the District Plan. This report will be the starting point for drafting District Plan provisions and will be circulated to hapū who have entered into formal agreements and those hapū who have indicated an interest in the project, once the Issues and Objectives statement is finalised.

Archaeological support

The District Plan team are also in the process of procuring the services of an archaeologist to support the project as required.

The archaeologist will assess the current mapped sites and areas of significance to Māori, and, where appropriate, provide supporting evidence for both existing and newly mapped sites or areas. Any work undertaken by an archaeologist will ensure the involvement of hapū, provided that hapū wish to utilise this expertise.

The use of an archaeologist to support the plan review will ensure a robust foundation to progress the plan change through formal consultation.

The tender process for this opened on 16 January and is set to close on 5 February 2025.

4.1 Financial/budget considerations

This project is funded within the existing approved District Plan operational budget.

5 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website.



6.5 Pukekauri Takahiwai Dam Update

Meeting: Te Kārearea Strategic Partnership Standing Committee

Date of meeting: 10 February 2025

Reporting officer: Andrew Venmore – Water Services Manager

1 Purpose / Te Kaupapa

To update the Committee on the next steps in the Pukekauri Takahiwai Dam project.

2 Recommendation / Whakataunga

That the Te Kārearea Strategic Partnership Standing Committee notes the proposed next steps as outlined in this report.

3 Background / Horopaki

In 1965 land in the Takahiwai Hills was acquired by the Northland Harbour Board for the construction of a dam and catchment area. The land comprised 19 parcels with a total area of 165.469 hectares. Of the 19 parcels, 12 were Māori land comprising a total of 96.594 hectares.

In 1968 the Māori Land Court assessed the compensation payable by the Harbour Board for the land, minerals, and timber of the Māori Land. It is understood that a similar assessment was made for the European owned land. The dam was constructed in 1968 and a pipeline laid from the dam to the Harbour Board land at Marsden Point.

In 1978 the Harbour Board agreed with the Whangarei County Council that the Council take the Harbour Boards interest both in the property and the easements by way of a proclamation under the Public Works Act. In 1989 the interests of the County Council passed to the Whangarei District Council on local government reorganisation.

In 2006 the Water Asset Management Plan stated that the Dam was surplus to requirements for water supply purposes, but the LTCCP stated Council was likely to retain ownership. However, Patuharakeke Iwi Trust Board and the Takahiwai and Pukekauri Block Owners/Successors Committee contacted Council to request that the land formally in Māori and Crown ownership be returned at discounted price to reflect the history of the land and how it was acquired.

In 2007, Council resolved that the Takahiwai Water Reserve was to continue to be held for water supply services as a backup to the newly constructed Wilsons Dam. The 2007 decision included the requirement for a review in 2017 with consideration on whether the council's property and assets, or part thereof, be returned to historic landowners, including Putaharakeke. Since 2017 Council and Patuharakeke have been in discussions in earnest with regard to the future of the land and the Dam that still sits on the land. Patuharakeke Te

Iwi Trust Board recently contracted the consultancy Poipoia to assist with the development of a Road Map to support the progression of this discussion. The Road Map (Attachment 1) was presented at the Te Karearea Strategic Partnership Hui at Takahiwai Marae on 20 November 2024.

This report sets out the next steps.

4 Discussion / Whakawhiti korero

To progress this issue, staff intend to present to Council in February and March.

At the 26 February Council Briefing, staff will present on the history and current status of Takahiwai Land and Pukekauri Dam and Reservoir. This will include an overview of the provisions of the Public Works Act (PWA) 1981 and how this statute applies to the relevant land titles. Staff will also present information on technical issues associated with the reservoir such as the implications of keeping the dam and reservoir and alternatives such as de-commissioning.

Based on the feedback and direction received at that meeting, an item is scheduled to be presented to the March 2025 Council meeting for decisions on the following matters:

- 1. To determine whether the land should be declared surplus to requirements in accordance with the PWA;
- 2. To agree in principle to the outcomes and goals of the Pukekauri Takahiwai Dam Road Map report, to provide the overarching guidance for the process; and
- 3. To confirm councils support, or otherwise, to progress development of Agreement (s) to transfer council property and/or assets.

Subject to the decisions made at the March Council meeting, staff will provide regular update reports to the Te Kārearea Strategic Partnership Standing Committee as this project progresses.

4.1 Financial/budget considerations

There are no financial or budget considerations in relation to this item, however depending on the subsequent decisions and direction of Council, there are as yet undefined costs associated with this project.

4.2 Policy and planning implications

There are no policy or planning considerations in relation to this item, however depending on the subsequent decisions and direction of Council, there may be associated policy or planning implications that Council may need to consider.

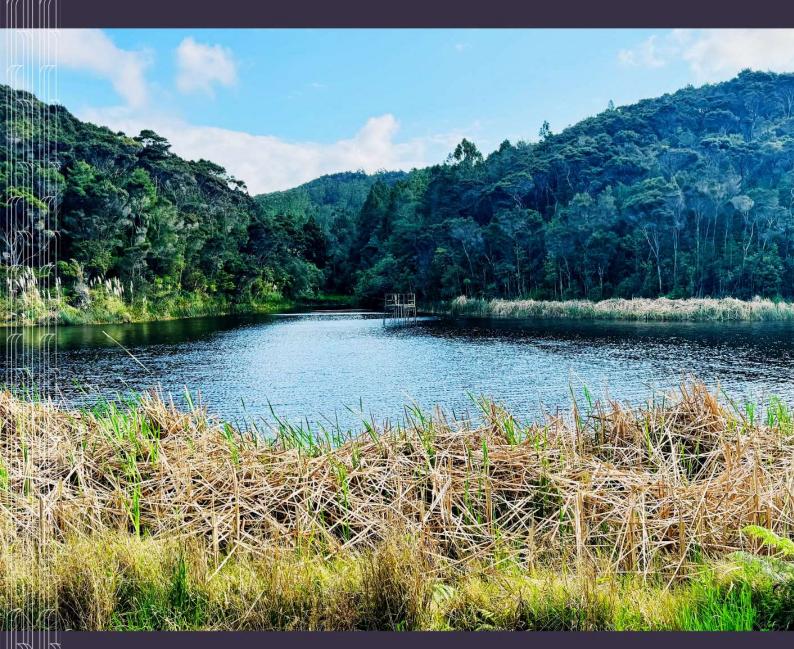
5 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via agenda publication on the website or Council News or Facebook or any other channel you currently use to inform customers.

6 Attachments / Ngā Tāpiritanga

Attachment 1 – Draft Pukekauri Takahiwai Dam Road Map





Pukekauri Takahiwai Dam Road Map

Pātuharakeke Trust DRAFT

Noema 2024

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2 Introduction

The journey toward reclaiming and restoring Pukekauri has been a long and complex process for Patuharakeke, marked by resilience, advocacy, and significant challenges. Pukekauri and the Takahiwai blocks have historically been central to the identity of Patuharakeke, serving as sources of sustenance, cultural practices, and deep ancestral connection. However, this connection was severely disrupted in the 1960s when portions of these lands were acquired under the Public Works Act to supply water resources for the Marsden Point Oil Refinery and other infrastructure projects, displacing Patuharakeke and altering the landscape significantly.

Since then, Patuharakeke has worked tirelessly to address the impacts of this forced separation from their whenua. Advocacy through legal channels, such as submissions to the Waitangi Tribunal, and formal dialogues with Whangarei District Council (WDC) have been integral steps in this journey. The development of the Patuharakeke Hapū Environmental Management Plan (HEMP) further emphasised the hapū commitment to sustainable environmental stewardship and cultural preservation, setting a clear framework for managing their resources in alignment with their values of kaitiakitanga and rangatiratanga.

A significant milestone in this process was the establishment of the Mana Whakahono a Rohe (MWAR) agreement with WDC. This agreement provided a formal mechanism for Patuharakeke to participate in local resource management and established clear processes for cultural and environmental impact assessments. The MWAR has facilitated dialogue and collaboration, laying the groundwork for the current stage of negotiation and strategic planning.

Through ongoing hui with council representatives, consultants, and the community, Patuharakeke have consistently underscored the need for a holistic approach to managing Pukekauri. Recent discussions have highlighted key concerns, such as environmental degradation due to sedimentation, the need for maintenance of the Takahiwai Dam, and ensuring that any return of land is carried out in a way that aligns with the values and long-term vision of the people of Patuharakeke. Cultural Values Assessments (CVAs) and legal reviews have reinforced the importance of safeguarding the ecological health and cultural significance of these lands, guiding the steps needed for successful return of the whenua and restoration.

2.1 The Journey so Far

Currently, Patuharakeke is in the process of ongoing engagements with WDC to secure the return and future management of Pukekauri. A summary of the key events that have led to this point in time are set in Figure One.

The following section provides a summary timeline of the history so far, highlighting the key events and efforts that have brought Patuharakeke to this critical stage in their pursuit of reclaiming Pukekauri.

Summary Timeline Signing of Te Tiriti o Waitangi Te Poupouwhenua confiscated, approximately 2,500 acres Purchase of land blocks Te Rauiri 1963 (Poupouwhenua) and Te Mata Whangarei Harbour Board Vesting and Empowering Act 1963 1962-1964 Construction and opening of Marsden Point Confiscation and vesting of 238 acres of surplus Māori Oil Refinery land under the 1963 Act to the Whangarei Harbour Late 1960s Board, including Pukekauri and Takahiwai blocks Takahiwai Dam Commissioned 1970s Alternate water supply for Marsden Point Oil Refinery found The Crown vests 408 acres in Whangarei District Council for Marsden Point Oil Refinery water supply Establishment of the Patuharakeke Trust Board Completion of Wilson's Dam in Ruakaka for Council indicates Pukekauri is no longer water supply; Takahiwai Dam declared surplus. required for public works Waitangi Tribunal evidence presented in Patuharakeke initiates their Hapu Te Paparahi o Te Raki **Environmental Management Plan** 2017 2018 Council considers options of co-governance • Northport discusses its "Vision for Growth" and co-management of Takahiwai Dam • Council attends Patuharakeke Board meeting Mana Whakahono Agreement signed between • Patuharakeke submits a letter to maintain the Patuharakeke, Northland Regional Council, and status quo until the Waitangi Tribunal's Stage Whangarei District Council 2 Report is complete · Decommissioning of Marsden Point Oil Refinery Cultural evidence provided on Northport expansion • • Release of Wai Maori Freshwater Report -Water Supply Bylaw came into force • Objective D Final Report • 'Rangatahi Voices for Pukekauri Dam' wānanga Patuharakeke actively seek movement for the return and restoration of Pukekauri

3 Action Plan

The components of this action plan will require commitment from Councillors and staff as well as Patuharakeke. There are some natural and manageable steps to provide confidence to all participants as to the long-term management and return of the whenua and wai. The phase dates outlined are approximate and can be adjusted as needed to accommodate the progress and requirements of all parties. This action plan's endorsement should be considered at the beginning of this phased process.

4 Phase One: Identification of Surplus Land (Nov 2024 - Feb 2025)

In order to provide legal certainty to the process, the council must first determine that the land is surplus to its needs and can be considered for disposal or return. The council must ensure that there are no statutory or planning restrictions that could prevent the return or transfer of the land.

It is understood that much of this work can be completed by inhouse council staff in collaboration with Patuharakeke. This first step will provide clarity to all parties that the transfer can legally occur.

4.1 Decisions Required (Patuharakeke and Current Council Leadership)

- i. For the WDC to approve the legal and planning review in collaboration with Patuharakeke.
- ii. The scope of the work is mutually agreed with an outcome of providing clarity on the status of the whenua, all legal encumbrances and the legal process of transferring the land with costs and timing determined in the review.

4.2 Key Dates

Parties should use these dates as a guide to prepare for engagement opportunities and ensure that each phase is well-coordinated. It is important to align preparations with key council meetings, allowing sufficient time for the Patuharakeke Trust to review, provide input, and have items added to council agendas as necessary. Please note that council meeting dates are approximate and should be confirmed for times and exact dates closer to the time.

Date	Event
November 2024	
20 Nov 2024	Patuharakeke and Te Karearea Council Hui, guest Gareth Green
28 Nov 2024 WDC Meeting and approximate deadline for WDC Meeting	
December 2024	
4 Dec 2024	Infrastructure Meeting (WDC)
12 Dec 2024	WDC Meeting
February 2025	
1-7 Feb 2025	Proposed Patuharakeke Trust Board Meeting

13 Feb 2025	Infrastructure Meeting (WDC) and approximate deadline for WDC
	Meeting agenda
27 Feb 2025	WDC Meeting

5 Phase Two: Consultation and Engagement (Mar 2025 - Jun 2025)

An engagement strategy should be designed working backwards from the final council meeting where decisions can be made before local government elections in 2025. The key audiences will be;

- Original owners of the whenua;
- Patuharakeke Hui-a-Hapū;
- Councillors;
- WDC Staff; and
- Neighbours;
- Community members; and
- Stakeholders

The key messages will be important and could include;

- i. The history of the whenua;
- ii. The aspirations of the whenua and Whānau;
- iii. The steps for this programme of work;
- iv. The proposed structures to hold the whenua and how this will be managed;
- v. Q and A to ensure all questions can be answered in advance;
- vi. The positive impacts for all involved;
- vii. Opportunities for hui and places to engage; and
- viii. The importance of this partnership approach for the whole district, region and country in a turbulent time, reinforcing great outcomes working together.

It's recommended, where appropriate social media be used to communicate and share successes over the 18-month process. Open hui, and transparency could be a good way to make sure all issues are aired early and resolved.

This phase will require early engagement by Patuharakeke of their own Whānau and to consider how best to structure themselves to advance the process. Initiation of korero to determine the nature of the holding entity for the returned whenua should be established early to provide as much time as possible for previous landowners and Whānau to determine the most appropriate course for themselves.

5.1 Decisions Required (Patuharakeke and Current Council Leadership)

- i. An engagement strategy is developed and costed keeping costs as efficient as possible. The scope of the work is mutually agreed with an outcome of having full iwi and community support to ensure the smooth transition. Both WDC and Patuharakeke may share the deliverables where appropriate.
- ii. This will be applied over the next 18 months from first sets of agreement to post transferral.

5.2 Key Dates

Date	Event	
March 2025		
1-7 Mar 2025	Proposed Patuharakeke Trust Board Meeting. Re-initiation of the hui	
	process with hapu members and original landowners.	
13 Mar 2025 Infrastructure Meeting (WDC) and approximate deadline for WDC		
	Meeting agenda	
27 Mar 2025	WDC Meeting	
April 2025		

29 Mar - 4 Apr 2025	Proposed Patuharakeke Trust Board Meeting	
8 May 2025	Infrastructure Meeting (WDC) and approximate deadline for WDC	
	Meeting agenda	
24 Apr 2025	WDC Meeting	
May 2025		
25 Apr - 2 May 2025	Proposed Patuharakeke Trust Board Meeting	
8 May 2025	Infrastructure Meeting (WDC) and approximate deadline for WDC	
	Meeting agenda	
22 May 2025	WDC Meeting	
· · · · · · · · · · · · · · · · · · ·		

6 Phase Three: Negotiation of Terms (June 2025 - Sep 2025)

This phase requires an initial term sheet to address all the matters that will enable a smooth transition. Some of these are listed here, however through direct engagement between Patuharakeke and WDC more will emerge. It is recommended that these terms and ultimately the formal agreement can be agreed and delivered as part of the current Mana Whakahono a Rohe agreement. This may require a mutually agreed decision to review the current document to make it 'fit for purpose'.

6.1 Principles

These may already be appropriately described in the current mana whakahono a rohe agreement, but some additions may be relevant to describe the 'spirit and intent' of a potential transfer.

6.2 Proposed Terms

- i. Cultural and Historical Significance: Patuharakeke may wish to assert historical or cultural significance of the land, which can guide negotiations and provide context for why this process has happened. It can be helpful to institutionalise this information as staff change over the years.
- ii. Return Mechanism: This section could discuss how the land will be returned. This could outline the specific manner of a gifting, sale at a nominal price, and ongoing management arrangements. This section could provide the detail as to the structures chosen and how legally the land will be transferred and received including long-term responsibilities and obligations and how those too will be managed.
- iii. Conditions of Transfer: Work out the terms of the agreement, including any potential conditions (e.g., access, protection of cultural heritage sites). This phase will include a range of key kaupapa including determining management of liability, ongoing resourcing, maintenance, health and safety and operational arrangements.

6.3 Decisions Required (Patuharakeke and Current Council Leadership)

i. For both parties to appoint a sub-committee of technicians to develop the term sheet and the appropriate resourcing provided.

6.4 Key Dates

Date	Event		
May - June 2025			
31 May - 6 Jun 2025	Proposed Patuharakeke Trust Board Meeting		
12 Jun 2025	Infrastructure Meeting (WDC) and approximate deadline for WDC		
	Meeting agenda		
26 Jun 2025	WDC Meeting		
June - July 2025	- July 2025		
28 Jun - 4 Jul 2025 Proposed Patuharakeke Trust Board Meeting			
10 Jul 2025	0 Jul 2025 Infrastructure Meeting (WDC) and approximate deadline for WDC		
	Meeting agenda		
24 Jul 2025	WDC Meeting		

7 Phase Four: Party Approvals (Aug 2025)

In this phase, the necessary formal approvals must be obtained from all relevant parties to move forward with the agreement. The council needs to seek endorsements from appropriate committees, councillors, or decision-making bodies to ensure that the agreement complies with internal regulations and strategic objectives. Additionally, public consultation may be required depending on local regulations. This step helps to foster transparency and allows the community to provide input, ensuring their voices are heard and incorporated into the process.

7.1 Decisions Required (Patuharakeke and Current Council Leadership)

i. Obtain approvals from WDC committees and Patuharakeke leadership.

Plan and execute public consultation sessions if required by law.

7.2 Key Dates

Date	Event
August 2025	
1-7 Aug 2025	Proposed Patuharakeke Trust Board Meeting
14 Aug 2025 Infrastructure Meeting (WDC) and approximate deadline for WDC	
	Meeting agenda
28 Aug 2025	WDC Meeting

8 Phase Five: Legal Documentation (Sep 2025)

This phase involves formalising the agreement through detailed legal documentation and completing the registration process. Legal teams from both the council and Patuharakeke collaborate to draft an agreement that includes all terms, responsibilities, and long-term obligations associated with the transfer. Once the agreement is finalised and approved, it must be submitted to the relevant land registration body, such as Land Information New Zealand, to ensure the transfer is legally recognised.

8.1 Decisions Required (Patuharakeke and Current Council Leadership)

- i. Finalise the draft agreement and secure approval from both parties.
- ii. Ensure the registration process is completed for the transfer to be legally recognised.

8.2 Key Dates

Date	Event		
August – September 2	August – September 2025		
30 Aug - 5 Sep 2025	Proposed Patuharakeke Trust Board Meeting		
11 Sep 2025 Infrastructure Meeting (WDC) and approximate deadline for WDC			
	Meeting agenda		
25 Sep 2025	WDC Meeting		

9 Phase Six: Implementation of the Agreement (Oct 2025 - Feb 2026)

The implementation phase marks the execution of the signed agreement and the establishment of an ongoing management and partnership framework. A formal signing ceremony should be held to commemorate the return of the land, following tikanga practices to honour the cultural significance of the occasion. Following the ceremony, initial steps are taken to put the agreement into action, including the transfer of responsibilities and the establishment of management structures. The ongoing relationship between Patuharakeke and the council is maintained through a framework that supports continuous collaboration and addresses any future issues related to the land.

9.1 Decisions Required (Patuharakeke and Current Council Leadership)

- i. Plan and hold the signing ceremony with cultural protocols observed.
- ii. Start implementing the agreed-upon terms and establish the necessary management framework.

10 Phase Seven: Post-Transfer Management (Mar 2026 - Apr 2026)

Following the implementation of the agreement, Patuharakeke will undertake the management and development of the land for agreed purposes, which may include restoration, educational, or cultural projects. The established management framework will support ongoing activities and reinforce the collaborative relationship between Patuharakeke and the council. Regular monitoring and review mechanisms are essential to assess the outcomes, address any emerging issues, and ensure continuous adherence to the agreement. Scheduled reviews at 18 months, followed by 24-month intervals, will help evaluate the progress and sustain the effective partnership.

10.1 Decisions Required (Patuharakeke and Current Council Leadership)

- i. Implement and oversee the management and development activities as agreed.
- ii. Conduct regular monitoring and schedule reviews to evaluate progress and maintain the partnership.

11 Resources

To successfully implement the Patuharakeke Road Map, a comprehensive set of resources is needed to support each phase. These resources will ensure that all aspects of the project—from initial planning to post-transfer management—are well-executed and aligned with Patuharakeke values and goals.

Resource Category	Details
Human Resources	- Project Management Team
	- Legal Experts for land transfer and compliance
	- Cultural Advisors
	- Ecological Consultants
	- Community Engagement Facilitators
	- Technical Experts (GIS, environmental science)
Financial Resources	- Project funding for legal, ecological, and engagement activities
	- Access to grants (environmental, cultural)
	- Cost-sharing arrangements with WDC
Technical Resources	- GIS mapping software
	- Monitoring equipment for water and soil quality
	- Communication platforms for social media and webinars
	- Database systems for project tracking
Physical Resources	- Native plant species and restoration supplies
	- Facilities for hui and workshops
	- Vehicles for fieldwork and transportation
Documentation and	- Access to historical and cultural records (e.g., HEMP, McBurney report)
References	- Copies of regulatory guidelines (e.g., Public Works Act, WDC policies)

Training and	- Cultural competency training for WDC staff	
Capacity Building	- Technical training for Patuharakeke members (ecological monitoring,	
	GIS, project management)	
Partnerships and	- Collaborations with conservation groups and NGOs	
Collaborative	- Academic partnerships for ecological studies and restoration best	
Resources	practices	
Communication and	- Social media platforms for updates	
Outreach Tools	- Printed materials for community distribution (flyers, newsletters)	
	- Feedback mechanisms (online forms, surveys)	
Contingency and Risk - Crisis management plan for potential challenges		
Management	- Financial buffer for unforeseen expenses	



12 Literature Review

The following documents were reviewed for the purpose of this Road Map. A summary of the documents can be made available on request.

Source Patuharakeke Trust Board:

- Certificate of Title Pukekauri
- Water Supply Bylaw 2023 (Whangarei District Council)
- Draft legal advice questions to provide to PTB for A2E funding
- Statement of Primary Evidence of Juliane Chetham on behalf of Patuharakeke te Iwi Trust Board regarding Northport Ltd.'s Port Expansion project at Marsden Point
- GIS screenshot (Mata Farm Settlement Reserve)
- Plan of Lots (1-17) Pukekauri Map
- Patuharakeke Options Analysis Request Email 2023
- Voices of Nga Wai Maori Ki Te Tai Tokerau: A Case Study Report (stage 2)
- 2018 Letter to WDC from Patuharakeke
- 2019 Statement of Evidence of Juliane Chetham on behalf of Patuharakeke te Iwi Trust Board regarding the Resource Management Act 1991 and the Proposed Regional Plan for Northland
- Wai Maori Freshwater Report Objective D: Final Report "He aha te mauri o nga awa o Takahiwai?"
- Takahiwai Dam Maintenance schedule Patuharakeke
- Resource Consent to dam the Takahiwai Stream and to take water for public water supply needs from the reservoir and the weir

Additional Documents

- Mana Whakahono ā Rohe: Statutory agreement between Northland Regional Council and hapū of Te Taitokerau
- Statement of Claim in the Matter of Te Paparahi o Te Raki Inquiry 2011
- Northland: Public Works & Other Takings: c.1871-1993 Peter McBurney July 2007
- Patuharakeke Hapu Environmental Management Plan 2014
- Second Brief of Evidence of Dr Guy Gudex
- Strategy, Planning and Development Committee Agenda including the draft Mana Whakahono a Rohe Agreement (MWAR) between Patuharakeke Iwi Trust Broad and Whangarei District Council
- Patuharakeke, councils sign important resource management agreements (Media Release 2020)
- Alyssa Thomas Pou Herenga Tangata Recipient 2022 (www.tapuwaeroa.org)

13 Conclusion and Next Steps

The Patuharakeke Road Map represents a comprehensive framework for reclaiming, restoring, and sustainably managing Pukekauri. Grounded in the values of kaitiakitanga and rangatiratanga, this plan reflects an enduring commitment to cultural and ecological stewardship. Through careful consideration of restoration, remediation, and transfer priorities, Patuharakeke aims to not only reclaim their ancestral lands but also to ensure that Pukekauri thrives as a symbol of resilience and heritage for future generations.

As Patuharakeke moves forward, the path will require continued collaboration with Whangarei District Council, community stakeholders, and neighbouring iwi to achieve mutual goals. Formalising agreements and securing necessary resources will be key to transitioning from the planning phase to active implementation. The successful execution of this plan will depend on maintaining transparent communication, building strong partnerships, and upholding the principles laid out in the plan.

13.1 Next Steps:

- i. **Finalise Negotiations with WDC:** Work towards formal agreements that establish clear commitments for the return and ongoing management of Pukekauri.
- ii. **Initiate Detailed Planning for Initial Phases:** Begin with the identification of surplus land, legal reviews, and ecological assessments to set the foundation for subsequent actions.
- iii. **Community Engagement and Consultation:** Expand outreach efforts to involve the wider Patuharakeke community and other stakeholders, ensuring their voices shape the project's direction.
- iv. Implement Restoration and Remediation Actions: Prioritise initial ecological restoration efforts and begin implementing measures to address environmental degradation and improve soil and water quality.
- v. **Develop Monitoring and Review Frameworks:** Establish clear monitoring processes and periodic reviews to track progress, adapt strategies as needed, and ensure the project remains aligned with its objectives.

Patuharakeke is poised to embark on this significant journey with optimism and a shared sense of purpose. By staying true to their cultural roots and working collaboratively with partners, Patuharakeke can achieve a future where Pukekauri is not just reclaimed but revitalised as a thriving, sustainable part of their heritage.



7.1 Community Services Internal Department Strategies 2024-2027

Meeting: Te Kārearea Strategic Partnership Committee

Date of meeting: 10 February 2025

Reporting officer: Victoria Harwood General Manager Community Services

1 Purpose / Te Kaupapa

To present the draft 2024-2027 Community Services Group internal department strategies. The strategies set the direction for the work programmes of each of the following departments, Customer Services, Community Development, Venues and Events and Libraries and are aligned with the 2024-2034 Long-Term Plan.

2 Recommendations / Whakataunga

That Te Kārearea Strategic Partnership Standing Committee:

- 1. Receive the agenda item Community Services Group Internal Department Strategies 2024-2027.
- 2. Endorse the strategies and the direction they set for each department in the Community Services Group within the restraints of funding and resourcing for the three financial years 2024-2027.
- 3. Acknowledge that the council Civil Defence Emergency Management responsibilities and its strategic direction are set out in the Northland Civil Defence Emergency Management Plan 2021-2026 and is not a separate internal strategy.

3 Background / Horopaki

The Community Services Group departments are:

- Customer Services
- Venues and Events
- Libraries
- Community Development
- Civil Defence Emergency Management

In 2022, the General Manager for the Community Services Group assessed the following status of the internal department strategies for the Community Services Group:

Department	Strategy	Date
Libraries	Whangārei District Libraries Strategy	2020
Venues and Events	No current internal strategy	-
Customer Services	No current internal strategy	-
Community Development	Community Development Framework	2020
Civil Defence Emergency Management Not included in the review	Northland CDEM Group Plan 2021-2026	n/a

In 2023, the Community Services Group department managers began developing internal department strategies alongside the long-term plan process for 2024-2034.

A series of workshops were held with the following interested parties to discover how they viewed the services of each of these departments into the future:

- Elected members
- Te Huinga
- Disability Advisory Group
- Positive Ageing Advisory Group
- Youth Advisory Group
- Multi-Ethnic Collective

Ideas were collated and existing and new ideas and services were identified. The workshops also provided opportunities for professional development, building relationships and connections for the Community Group General Manager and Department Managers with Hapū representatives, Elected Members, and members of council Advisory Groups.

During this process it also became evident that budgets set through the Long-Term Plan 2024-2034 would be limited and some of the suggestions and improvements to services which required further financial investment would not be possible at this stage due to this constraint. Therefore, the strategies were put on hold until the Long-Term Plan 2024-2034 was completed and approved so they could be aligned and achievable.

From July 2024 with budgets and resources approved through the LTP, the department strategies have been progressed to completion, incorporating ideas and improvements to services which can be progressed within budget and resourcing available.

The council Civil Defence Emergency Management responsibilities and its strategic direction are set out in the Northland Civil Defence Emergency Management Plan 2021-2026, therefore is not a separate internal strategy included in this agenda item.

4 Discussion / Whakawhiti korero

The Strategies are aligned with the adopted Long-Term Plan 2024-2034 as follows:

- Vision of council
- Long-Term plan Community Outcomes
- Four wellbeings, social, economic, environmental, and cultural
- Organisational tikanga Kotahitanga, Atawhaitanga, Whanaungatanga, Manaakitanga
- Relevant and related council strategies

The 2024-2034 Long-Term Plan and Community Services department strategies refer to the four wellbeings from the Local Government Act 2002. In December 2024, central government announced their intent to remove the four wellbeings from legislation to restore the focus on councils' core services. The strategies will be reviewed and updated in 2027 alongside the review of the Long-Term Plan where any legislative changes will be incorporated. Council may review any Community Services group department services in future decision making including review of contracts ahead of expiry to align with central government direction and legislative changes.

The strategies provide a direction and focus for staff for their work programmes, service delivery and provide direction for new or improved services for and with the community over the next three years. The strategies are for internal use.

The strategies will be socialised with the relevant department staff early 2025 with work programmes and projects being developed. Staff will also review work programmes with a lens that recognises and respects local government responsibilities under the Local Government Act 2002 Section 4, The Treaty of Waitangi, to maintain and improve opportunities for Māori to contribute to local government decision-making processes and facilitate participation.

4.1 Financial/budget considerations

The strategies and their direction are planned to be delivered within the Long-Term Plan 2024-2024 budgets for the years 2024-2027.

5 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via agenda publication on the website.

6 Attachments / Ngā Tāpiritanga

Four internal department strategies

- Community Development
- Libraries
- Customer Services
- Venues and Events.



Our vision

An inclusive, resilient and sustainable District

Community outcomes

- · Sustainable and resilient future
- · Thriving local identity
- · Diverse and inclusive culture
- · A great place to call home

Our tikanga

- · Whanaungatanga
- Atawhaitanga
- Kotahitanga
- Manaakitanga

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Executive summary

This strategy sets the strategic framework for delivering the events and venues functions, which are essential to the delivery of Council's ambitions as articulated in 2024-34 Long Term Plan.

Our central focus and motivation are guided by a purpose statement that informs our decision-making, empowers our local communities, and measures our success. This statement provides an overarching description of the impacts we seek to achieve through our investment in events and the value of being local. We aim for a positive future for our community, making it a great place to call home. We are proud to be local and strive to promote, contribute to, and celebrate our four well-beings.

Local and the Value of Local

The strategy focuses on the people who make up the Whangārei community, what is distinctive in terms of our place, the way we think and what we value. By focusing on who is 'local' and how to make others feel like a 'local', events will reflect and address key demographic characteristics of the district. We aim to maximize the value of local identity as a crucial element of Whangārei's narrative and success. This includes building our capability, retaining and attracting exceptional local talent, and enhancing connections among individuals, communities, and businesses through venues like the Forum North Entertainment Centre and other local spaces.

A positive future for our community and a great place to call home

In our vision for the future, we see a community that is vibrant, thriving, and united by a shared commitment to sustainability and local pride. We are positive about the future because we believe in the power of collective action and the strength of our community spirit.

Proud to be local

We celebrate our unique local culture and heritage. We cherish our traditions and foster a sense of belonging and identity. By impowering community to hold events that showcase their identities we strengthen our economy and create a resilient, self-sufficient community. Our pride in being local is vividly reflected in our venues, festivals, markets, and community events held at the various event spaces including the Forum North Entertainment Centre. These gatherings bring us together and highlight the best of what Whangārei has to offer.

Promote, contribute, and celebrate our Four Wellbeings

We are committed to promoting, contributing to, and celebrating our four wellbeings: social, economic, environmental, and cultural.

Social Wellbeing – We foster events that support an inclusive community where everyone feels valued and connected.

Economic Wellbeing – We support events that build a robust and diverse local economy and provides opportunities for all. We support entrepreneurship, innovation, and sustainable event practices that create jobs and drive prosperity.

Environmental Wellbeing – We are stewards of our natural resources, and through events aim to educate and develop sustainable practices for zero waste events.

Cultural Wellbeing – We celebrate our rich cultural heritage and encourage artistic expression. We support cultural events, education, and initiatives that preserve and promote our diverse traditions and histories.

What follows is the strategy and tools we will engage to help create a sustainable and resilient future.

Te Tiriti o Waitangi

This strategy, under the Local Government Act 2002, recognises and respects local government responsibilities under Section 4, which acknowledges the obligation under The Treaty of Waitangi to maintain and improve opportunities for Māori to contribute to local government decision-making processes and facilitate participation.



This Strategy intends to deliver four key strategic objectives:

- 1. Provide evidence of customer experience and proud to be local (through service delivery).
- 2. Deliver understanding of what the Venue and Events department does to promote, contribute, and celebrate our four wellbeings.
- 3. Deliver regulatory event support to community for events.
- 4. Provide events and venues that celebrate our diverse cultures, are accessible to all and provide equity and inclusion.

Key messaging is aligned with the Long-Term Plan 2024-2034 Community Outcomes:

Our venues and events make an important contribution to the social, cultural, and economic wellbeing of our community:

- · We are positive about the future.
- · We care for the environment.
- · We are proud to be local.
- · We promote, contribute and celebrate our four wellbeings.

Our identity

We connect, collaborate and network in a professional and knowledgeable manner to support and develop events that strengthen our well-being, culture and build district pride.

Our places

We provide quality, safe, accessible venues, events and performance spaces that enable and encourage community interaction, creative prosperity, cultural experiences and diverse expressions to take place and be celebrated in our district.

Our culture

We promote and celebrate our culture. Collaborate and build events capability within the Whangārei District to reach and include a wider, more diverse audience to benefit the social, cultural and economic wellbeing of our community.

Our future

We hope to continue to grow community capability and collaboration while supporting our creative communities to develop and attract safe, diverse, creative, accessible experiences, events and event spaces.

Key actions allocated to the strategic objectives are:

- Develop community engagement practices that bring people together and celebrate diverse performances, art, sports, and social activities. The Forum North Entertainment Centre plays a vital role in this effort by fostering positive associations between the Council and the community. Through enhanced accessibility, capability, and capacity, we strengthen connections for events, ensuring that everyone can participate and enjoy what our vibrant community has to offer.
- Uphold and advocate for sustainable events practices by measuring diversion from land fill and advocating for sustainable event best practices.
- Build and continuous Improvement mindset by developing knowledge to support events and event-makers. Supporting regulatory events processes with a focus on understanding the cost, value, and impact of events through the measurement of data capture to improve future events and support systems.
- Providing quality and appropriate venues, such as the Forum North Entertainment Centre, is essential for hosting events that enhance cultural and economic wellbeing. Our event spaces facilitate a wide range of activities, including educational programs and conferences, while also promoting and celebrating our unique culture.
- We aim to strengthen cultural connections by developing relationships and event space with Tangata Whenua, creating opportunities that celebrate the use of Te Reo and Te Ao world views. The Forum North Entertainment Centre, as a key event venue, adapts its spaces to reflect this cultural narrative, ensuring that our events not only inclusive but also honor and showcase the rich heritage of our community.
- Develop and support the growth of inclusive and diverse events, by advocating for inclusion through diverse event offerings, ensuring spaces for fringe events are accessible and available to celebrate diverse culture. Promote equity and diversity through council-community partnerships.



These actions can be seen as an overview below:



QUALITY AND APPROPRIATE VENUES

- Essential for hosting events that boost cultural and economic wellbeing.
- Facilitate a wide range of events that promote and celebrate our culture.



COMMUNITY ENGAGEMENT

- Events bring communities together.
- Celebrate diverse performances, art, sports, and social activities.



CULTURAL INTEGRATION

- Strengthen relationships with tangata whenua.
- Integrate Te Reo and Te Ao into event development.
- Show leadership in expressing Manaaki and accessibility.
- Encourage respect and generosity to support diverse local communities.



INCLUSION AND DIVERSITY

- Advocate for inclusion through diverse event offerings.
- Ensure spaces for fringe events to celebrate diverse culture.
- Promote equity and diversity through council-community partnerships.



SUSTAINABILITY PRACTICES

- Uphold and protect local environments and waterways.
- Minimize event waste and promote sustainable practices.
- Regenerate local environments through eco-friendly events.



COMMUNITY

- Enhance accessibility, capability, capacity, and connection.
- Build knowledge through diversity and equity opportunities.
- Foster positive associations between Council and community.



CONTINUOUS IMPROVEMENT

- Develop knowledge to support events and event-makers.
- Focus on understanding the cost, value, and impact of events.
- Use data to improve future events and support systems.



MEASURING IMPACT

- Assess how events contribute to growth and well-being.
- Use data to improve future events and support systems.

By implementing these strategies, we aim to create a vibrant, inclusive, and sustainable event landscape that celebrates and supports our diverse communities.



Where we are today

The Venue and Events Department connects with community through events (both free and ticketed) that grow local confidence and pride of place.

We collaborate across our organisation to leverage the strengths of each department, providing shared event services that support our communities. This collaboration spans several key areas, including elected members, Infrastructure, Transport, Parks, Health and Bylaws, Customer Services, Libraries, Community Development, Communications, District Development, and more. Together, we aim to empower our diverse communities to develop, showcase, and celebrate local capabilities while fostering connections.

By investing in major events, such as the Women's Rugby World Cup 2021 held in 2022, we stimulate economic development and attract global visitors to experience our District.

We unite local entrepreneurs and businesses by hosting conferences and business events that significantly contribute to our local economy. The Forum North Entertainment Centre has played a key role in this, hosting a diverse array of community and cultural festivals, as well as conferences that highlight our region's rich cultures and creativity.

The events we collaborate on with the community, including our festivals, are designed to showcase local talent, foster resilience, and create opportunities for building capability and sustainable practices. These initiatives enhance local confidence, strengthen community capabilities, and deepen connections within the Whangārei District.



Local Confidence

- Grow local Confide4nce and pride of place
- Enhance Whangārei's place-identity and destination profile
- Contribute to an authentic and distinctive point of difference – Our Unique Whangarei story



Local Capability

- Build local capability to develop and sustain events District wide
- Develop opportunities for local innovation and entrepreneurism
- Activate and enable local talent and creative communities



Local Connection

- Increase local participation and engagement in community events
- Promote and celebrate community cohesion, local diversity and respect for the environment
- Leverage the reciprocal exchange between locals and visitors

Embracing Our Community Through Events

Taste Local



Our events, held at the Forum North Entertainment Centre and on council-owned land, not only celebrate the rich cultural flavours of our region but are further enhanced by opportunities to showcase our local produce and culinary delights. By branding these events, we promote our 'Whangārei District Love It Here' brand alongside the 'Whangarei District Council' brand. This connection not only boosts community engagement but also fosters a

deeper understanding of the diverse services provided by the Council, highlighting the unique tastes that make our area truly special.

Connect Local



By bringing people together at the Forum North and through community-run events in our parks and reserves, we strengthen community ties and enhance awareness of the full range of offerings from Whangarei District Council. These gatherings not only foster connections among residents but also highlight the diverse resources and services available within our community.

Play Local



We are dedicated to creating engaging experiences at the Forum North, local parks, and various community sports events. Our goal is to encourage residents and visitors to enjoy our local amenities and recreational opportunities. By fostering a vibrant atmosphere through these activities, we aim to promote active participation and a sense of community pride.

Explore Local



As we look to the future, we are committed to expanding our exploration of the region's unique flora, fauna, and beautiful beaches. By adopting a proactive approach and a future-oriented 'generative planning cycle,' we aim to enhance collaboration across the Venues and Events sector, including the Forum North Entertainment Centre and community-led initiatives. This focus will not only celebrate our natural

environment but also create opportunities for residents and visitors to engage with and appreciate the rich biodiversity and stunning landscapes of our area.

Celebrate Local



We are developing measurement tools to better understand success and audience trends, allowing our events to adapt and evolve over time. Notably, the 2022 Residents Survey revealed that 92% of residents recognize local events as a vital service provided by the Council.

Together, these lenses guide our efforts to create a vibrant, connected, and thriving community in Whangārei.



The challenges and opportunities

The Forum North Entertainment Centre stands as a pivotal venue for our community, and its revitalization presents both challenges and opportunities for the broader events landscape in Whangārei. Key considerations for the Events and Venues Department include: Key considerations for the Events and Venues Department include:

Engagement with Tangata Whenua -Collaborating with Tangata Whenua is vital for creating inclusive event strategies that honor our community's cultural heritage.

Financial Certainty – As events grow, securing financial stability for the Whangārei District is essential, given the limited and competitive funding sources.

Resource Allocation – Sufficient resources are needed to effectively implement the events strategy and achieve positive community outcomes.

Future-Proof Venues – Building and maintaining adaptable performing arts venues is critical, with Forum North serving as the largest theatre space for the district.

Marketing and Promotion – A dedicated marketing budget is necessary to effectively communicate with our evolving audience across diverse platforms.

Community Demands – There is increasing pressure from the community and Council to support a broader range of event requirements.

Diversity and Inclusion – Striving for diverse, accessible, and equitable event responses will enrich our offerings and ensure representation.

Sustainability Initiatives – Implementing waste management and zero-waste strategies is essential for promoting environmental responsibility.

Staffing Challenges – Limited staffing resources hinder our ability to meet growing event demands, necessitating a focus on capacity building and community collaboration.

Accessible Event Spaces – Maintaining affordable and accessible venues is crucial, with Forum North's revitalization enhancing its role as a community hub.

Trust and Engagement – Rebuilding trust within our venue and events community is vital for fostering collaboration and achieving our objectives post-pandemic.

There are also national factors such as the New Major Events Strategy and heightened health and safety regulations complicate event planning. By addressing these challenges and leveraging opportunities, we can ensure that the revitalization of Forum North enhances our venue offerings and events across the district aim to strengthen community connections.



Executing this strategy

Successful execution of this strategy will require a range of actions aligned to our objectives that run through all Venues and Events activity. Indicative descriptions of planned activities are shown below. Implementation will be dependent on budget, staffing and suitable, safe spaces for proposed activities.

Summary of proposed actions

Engagement

The Venue and Events Department is dedicated to enhancing engagement across the organization by promoting a diverse range of community-focused events. Our aim is to build staff and community capability, foster connections, and encourage collaboration. To achieve this, we are prioritizing internal and external engagement with stakeholders, to help us enhance our collective capabilities, facilitate networking, and better understand event requirements, funding opportunities, and stakeholder buy-in.

A key component of our strategy is the revitalization and rebuild of the Forum North Entertainment Centre. This initiative will transform the venue into a vibrant hub for community engagement, cultural and artistic expression and entertainment, allowing us to host a wider variety of theatre, events and conferences that cater to diverse interests.

Examples of our ongoing events efforts include:

- Community After 5 series
- · Matariki Hui series
- Christmas Community Outreach series.

Regulatory support for:

- · Permits on Council land.
- · Drone use for events.
- · Road closures.
- · Activities on Council land.

Build Community Capability

 Build community capability and expertise around Health and Safety, permits and waste management for events to assure that all events that take place on council land are safe and managed well.

Waste Management

- · Support waste management in a measured way.
- Our journey of waste minimisation as a new events and venues team has just begun. We aim to work in partnership with community to better understand where we are with waste minimisation of our events. This means we need to measure event waste through the diversion of waste from landfill. We will do this together in the aim of working towards waste minimisation.

Advocacy for the Sector

- Continued advocacy for performing arts venues, performing arts programming and cultural inclusive diversity within our events offerings.
- Participation and communication in cross departmental pollination for support of events.
- Venues like Forum North are vital for community engagement, cultural expression, and local economic growth.
- Advocating the importance of building sustainable venues that can adapt to future needs and technologies.
- To serve as a hub for creativity and cultural exchange in the region.

Inclusion, Accessibility, and Diversity

- Our continued effort to improve our relationship with Tangata whenua and integrate Manaaki into the development of our events while contributing to the revitalisation of Te Reo and support Te Ao Māori through an event lens.
- Partnering with people and organisations to ensure we cater for and to our diverse communities. Providing equitable access to everyone along the continuum of human ability and experience, to support accessibility for all people in the events we hold.
- An ongoing effort to ensure that diverse communities can participate in all aspects of our event offering, including decision-making processes. Proving equal opportunity for all with a commitment to Manaakitanga within events priorities.

Earning trust through transparency, dialogue and shared outcomes

 Build community connection to develop trust and supported services which come from a mixture of intent and competency through quality engagement practices for events.

Marketing and Communications through events

- The Venue and Events team and WDC will benefit from providing customers with the option to receive communication digitally via regular subscription-based e-newsletters.
- · To leverage this opportunity, Venue and Events Department will:
 - Support the implementation of an email newsletter tool.

- Contribute to building a database of subscribers and incorporate the new channel into our event content production schedule.
- Develop social media campaigns that use storytelling' techniques to engage our audiences in a meaningful way.
- Websites that are easily accessible, shareable and threaded with our brand values.
- Branding to recognise that events "What's On" and Forum North as an entertainment centre should sit separately from what WDC do as BAU (roading, permits, parking, rates, rubbish etc) in terms of marketing avenues to ensure engagement of our diverse audiences.
- · Use Traditional media channels, including:
 - Print media Regular presence in local newspapers. Brochure and poster drop across the district. Regular presence in the Council News section of the Whangarei Leader and Northern Advocate to communicate events and legally required Public Notices.
 - Radio may include purchased advertorial or advertising space to inform the community of upcoming events, to drive event ticket sales and promotional teams at events to drive event engagement and encourage participation with events and activations.
 - Digital media includes regular presence on digital platforms across the city to advertise and communicate events and festivals.
 - Billboards includes regular presence on digital platforms across the city to advertise and communicate events and festivals.
 - Social media includes gathering feedback and insights from customers to improve our products and services. Being able to advertise and monitor competitors' pricing strategies and customer sentiment. The reach for social media far extends local customers and can position a brand globally and drive traffic for local tourism as a part of our social media journey we are learning to leverage social media advertising, influencer partnerships, and organic content to promote our events and services.



Measuring our performance

Continued measurement of what we can do well, within budget and staffing capacities.

To better understand the impact, the strategy has over time, we need to engage a mixture of qualitative and quantitative indicators to measure our effect on local people, business, events themselves and our place "Whangārei District".

LTP 2024-2034 Performance Measures are:

Our venues and events will deliver the outcomes of the Experience Local: Whangārei Events Strategy and will provide for customer satisfaction.

Performance Measure	Year 1 2024-25 target	Year 2 2025-26 target	Year 3 2026-27 target	Years 4-10 2027-34 target
Percentage of Council delivered events that include two or more of the local experience categories (as per the strategy).	100%	100%	100%	100%
Regulatory support for events across our District. Requests submitted via our operational request dashboard to be successful completed in a timely manner. Measured monthly by the operational request dashboard: Reported in the community operational report.	≥80%	≥80%	≥80%	≥80%
Attracting, growing, and sustaining loyal audiences to events and satisfaction with the venues. Measured via the Audience Participation Survey – result is the average across all sampled events through the year.	≥60%	≥63%	≥65%	≥70%



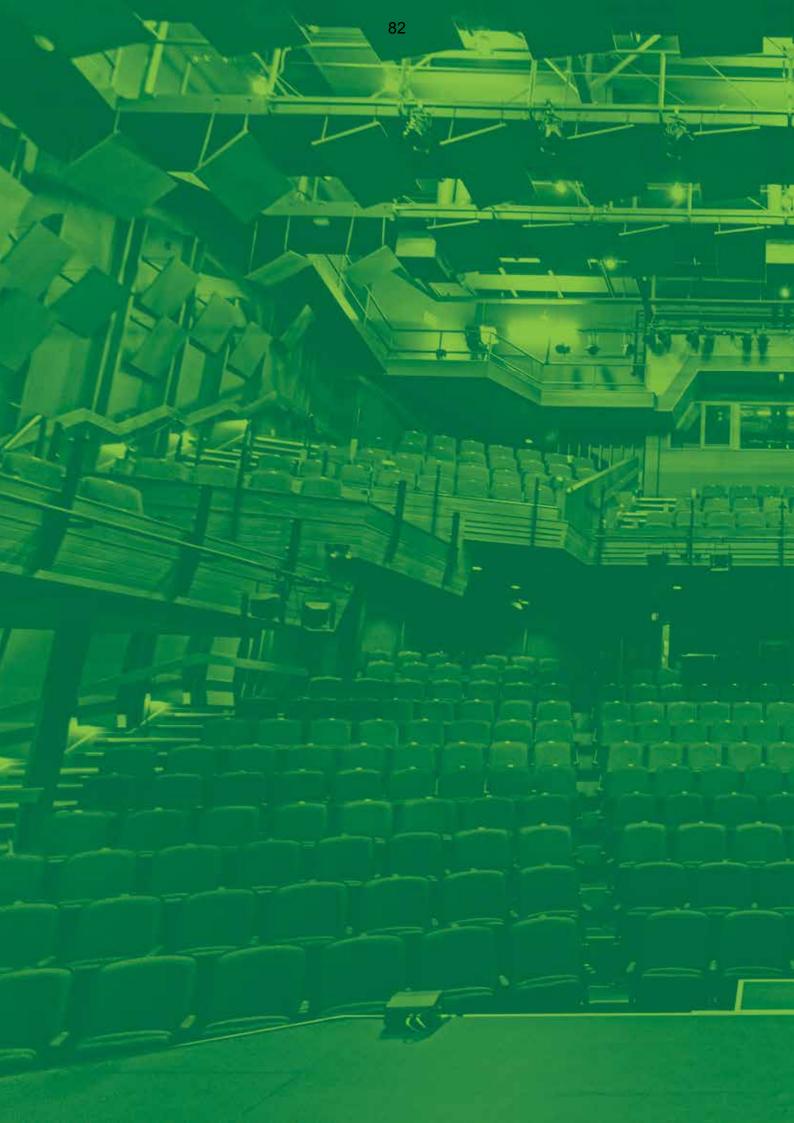
Closing comments

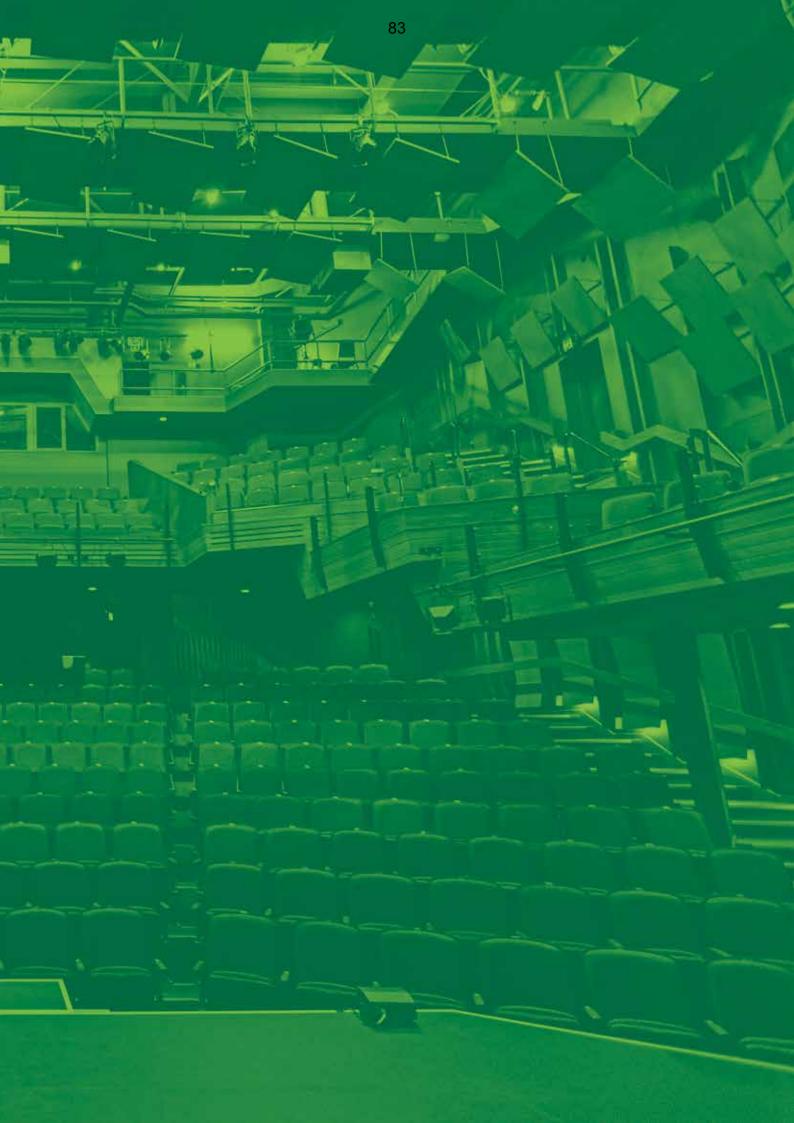
By revitalizing our multiple event spaces such as the CBD, Town Basin, Hatea Loop, Pohe Island, and various local parks and reserves, along with the Forum North Entertainment Centre, we are enhancing Whangārei's destination profile. Partnering with the local community to host events like Movies in the Park, Taste Whangārei, Puanga Matariki, and Christmas celebrations allows us to celebrate our vibrant culture. Through major event sponsorships and support for our annual festivals, we are creating valuable opportunities to showcase our district and its unique offerings through future events and celebrations.

We are optimistic that continued strong investment in our city's event spaces will be reflected in future budgets, addressing the increasing demand for community events that also attract international tourism and drive economic growth for our district.

By leveraging event and economic data from the previous years and collaborating with local business and community networks, we are committed to developing and delivering dynamic event concepts that foster local pride and position Whangārei as a premier destination.

At the same time, we are dedicated to assessing and supporting events in satellite district centres, ensuring a comprehensive approach to regional events development.







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Whangarei District Libraries Strategy 2024-2027

Our vision

An inclusive, resilient and sustainable District

Community outcomes

- · Sustainable and resilient future
- · Thriving local identity
- · Diverse and inclusive culture
- · A great place to call home

Our tikanga

- · Whanaungatanga
- Atawhaitanga
- Kotahitanga
- Manaakitanga

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Executive summary

This strategy document outlines the future direction of library services which are essential to the delivery of Council's ambitions as outlined in the 2024-2034 Long-Term Plan .

This strategy reflects the needs and wants of the community, with the intention to highlight areas of the service requiring the allocation of additional resources as well as indicating where a shift in focus is needed to keep up with changes in technology, emerging trends and issues and changes in the structure and demographics of the community. We also need to identify if any of our existing resources could be used more effectively and make those changes. Since the previous strategic document written in 2020 the library, along with the rest of the community, has been affected by the repercussions of the Covid-19 pandemic. It is encouraging to see library usage statistics are now on a par with pre-covid levels of usage and we are back to offering a full range of services

Library staff are committed to providing customer service second to none and we are considerate of customers' differing needs and requirements. Libraries are public spaces and by offering a wide range of activities catering for all sections of the community we welcome participation by everyone. We have a team dedicated to taking the library out into the community by means of the mobile and branch libraries and the support we give to the eight volunteer run community libraries.

This strategy, under the Local Government Act 2002, recognises and respects local government responsibilities under Section 4, which acknowledges the obligation under The Treaty of Waitangi to maintain and improve opportunities for Māori to contribute to local government decision-making processes and facilitate participation.

Key strategic objectives

The Libraries Department's guiding principle and overarching objective for management of the libraries' activity is to provide information, education, recreation services and resources, which are accessible and conveniently located, to the people of the Whangarei District.

This strategy intends to deliver three key strategic objectives:

- Space for all to provide safe, welcoming and accessible multi-purpose spaces for a wide range of community activities.
- Social connection to contribute towards developing positive relationships and fostering a sense of wellbeing and resilience within the community.
- Information access to provide easy, free and equitable access to relevant collections and databases while keeping pace with the rapid growth in eContent and digital media.

Key messaging is aligned with the Long Term Plan 2024-34 and our Community Outcomes

- Council provides efficient and resilient core services
- · We are positive about the future
- · Caring for the environment
- · We are proud to be local

Key actions allocated to the strategic objectives are:

- Enhance the range and scope of the digital library to complement content held in physical spaces
- Provide every child and young person with the opportunity to discover the joy of reading and equip them with the advantages of higher literacy
- Provide the community with vibrant, accessible and open spaces for meeting, learning and inspiration

- Ensure Heritage collections are preserved for and accessible to future generations
- Increase the availability and accessibility of the library collections
- Provide the community with opportunities to become inspired and creative in designing events they can share with their wider communities.
- Grow a workforce which reflects the nature of the community and empower them to be responsible for their actions and focus on outcomes.
- Acknowledge Maori as tangata whenua who have a unique place in our community and we as a library recognise the importance of relationships with Maori and the need to develop a framework which will meet the needs of Maori.
- Provide spaces for community focussed organisations, groups and volunteers to provide their services and hold activities.



Where we are today

The libraries department manages several key areas of the organisations provision of access to education and reading for all, including book collections, digital media, branch and mobile library services out to the wider district, Information Technology including computers, WiFi, printers, events, club meets, and safe public spaces to study, learn, read, socialise, connect and be inspired.

The Central Library was opened in 2006 and has been the catalyst for developing improved library services. As was expected initially use of the library showed a marked increase and although usage levelled off in 2015-16. Covid lock downs and vaccination requirements had a significant effect on the number of visitors to the libraries. We are currently operating on a par with pre-Covid levels.

Whangarei District Libraries has focused on keeping up to date with changes in technology which has resulted in being able to offer a library service on a par if not superior to other medium to large libraries throughout the country. Customers have benefited from an LMS (Library Management System) which is used world-wide, is world class and the system of choice by the majority of libraries in New Zealand. The introduction of Radio Frequency Identification (RFID) has enabled staff to devote more time to helping customers and promoting events and activities while the automatic sorter has further reduced the amount of manual handling by staff.

We have actively supported and encouraged staff to gain qualifications in librarianship which in turn creates a work force which is well informed, professional and knowledgeable. There are those in the community who need assistance with using technology and we have been proactive in our role as providers of free and equitable access to all. We have held computer classes and eReader tutorials as well as helping customers on a daily basis with using technology.

Branches and mobile

Opening hours at Kamo, Onerahi and Tikipunga branch libraries have been reduced to comply with Health and Safety requirements and although it may look like there has been a reduction in patronage the ratio of visitors to opening hours remains. Onerahi and Tikipunga library buildings are of an acceptable standard while Kamo is nearing the end of its life.

Community libraries

Whangarei District Council supports the district's eight community libraries by means of a grant administered by Whangarei District Libraries. These libraries are staffed by volunteers while their lending collections, which are purchased with grant money, are boosted by borrowing items from the library collections





The challenges and opportunities

We must respond to several challenges and opportunities

Our audience is large, diverse and evolving

In the delivery of library services we need to take into consideration Whangarei District's ageing population as well as the increased percentage of the population identifying as Maori compared to New Zealand as a whole. The 2023 census shows 20.7% of the population in the district are aged 65 and over compared to 18.5% of the total New Zealand population while the percentage of the population identifying as Maori has increased by 14.5% over the past 22 years to 17,604. This trend is projected to continue. Almost one-third of the population of Northland is Maori compared to 15% at the national level. We also need to be aware our district comprises urban communities together with more remote rural and coastal settlements.

Council activities are broad and complex

Council administers a wide range of functions from roads and pipes, to parks and community facilities which include libraries. The council holds the community services provided through the libraries in high regard and understands the benefits of these services for the community, but this is balanced against competing priorities when considering future investment and development.

Resources are constrained

Funding is generally obtained through a combination of rates, user-pays systems, subsidies and debt. These resources are limited, which constrains what Council can and cannot do. The libraries are prioritised against the other wide range of functions of council, with libraries budgets recently being reduced to assist with the overall council balanced budget and limit rates rises.

Our digital journey needs to continue

Libraries have a responsibility to help bridge the digital divide in the community by providing educational resources accessible to the community including free internet access and low-cost printing services (including 3D printing) to provide technology access for all. The libraries information technology services must evolve as technology changes to keep it relevant and useful.

Anti-social behaviours and health and safety

A recent initiative which has been introduced at Central was to change the focus of the role of the security guard to that of a Kaitiaki. The full-time Kaitiaki continues to monitor security while building positive relationships within the community and supporting library staff. Since this change there has been a noticeable decease in the levels of unacceptable behaviour particularly from young people.

Earn trust through transparency and dialogue

Trust comes from a mixture of intent and competency. Council has an opportunity to reinforce its intent to get the best possible outcomes for its communities through quality engagement practices. Communities trust in their libraries to provided free and equitable access to services.





Executing this strategy

Successful execution of the strategy will require actions aligned to our objectives that run through all library activities. Indicative descriptions of planned activities are shown below. Implementation will be dependent on budget allocations for proposed activities .

Summary of proposed actions



- Maintain a library management system capable of delivering a top quality and reliable service
- · Continue to update technology used in the circulation of material
- Ensure information available from a wide range of devices
- Continue to provide public education programmes in the use of digital technology



Children and young people

- Encourage increased participation in pre-school and school holiday programmes
- Further collaboration with pre-school centres, schools, home schoolers and ESOL providers
- Engage young people with interactive and entertaining online learning opportunities
- Investigate existing service models which will enable library staff to reach out into the community and connect with those with expertise in community engagement with young people
- · Encourage online and digital awareness amongst children and young people.



- · Work in partnership with local iwi and hapu
- · Encourage Māori to see the library as their place
- · Support local iwi to establish their own archival collection
- · Staff trained and knowledgeable in understanding tikanga and Te Reo



Library spaces

- Investigate new types of library spaces to meet the various needs of different sections of the community to promote a sustainable future for a changing community.
- · Offer alternative options to those who the physical library is a barrier
- · Review library opening hours to determine maximum use of existing spaces
- · Explore options to connect with Te Iwitahi
- · Create a friendly welcoming environment with no barriers to accessibility



Heritage and research

- · Encourage public participation in content descriptions
- Continue with the digitisation of the Northland Room Collection
- Continue with and expand the range of the Heritage Talk Series
- Explore innovative and original ways of promoting the Heritage Collections
- Work collaboratively to enhance Maori accessibility to the Maori Collection including digitisation.



Collections

- · Increase the amount of e-resources available and allocate appropriate budget
- Ensure ease of accessibility
- Inform the public as to the range and variety of e-resources
- · Update the content of the Collection development Policy to reflect collection content
- Physical spaces maximise public accessibility of the collections



Customer and community connections

- · Consult the community as to their requirements
- · Trial new ways of reaching different audiences
- · Work together with stakeholder groups eg disability sector, older people
- · Provide staff with the skills and expertise to remove barriers in participation



Future workforce

- · Provide career development opportunities including training
- · Encourage professional development
- · Recruit staff with the skills and attributes to meet the diverse needs of the community
- · Empower staff to be responsible for their actions and focus on outcomes
- · Offer scholarships to encourage young people to enter the profession



Road map 2024 - 2027



Success factors - space for all, social connections, information access



Digital Library – access your library anytime anywhere. Maintain best practice in service delivery and keep up with advances in technology



Children and young people– every child a reader. Build relationships with external agencies and organisations.



Services for Māori – working in partnership with local iwi and hapu to promote and preserve language and culture. Review current Te Puawananga space.



Library spaces – welcoming and multi-purpose community spaces. Investigate options for replacing Kamo and Mobile libraries. Projects for Central:

- · Air conditioning
- · Carpet replacement
- · Roof repairs



Heritage and research – preservation and promotion of Northland Heritage material. Heritage database upgraded and fit for purpose



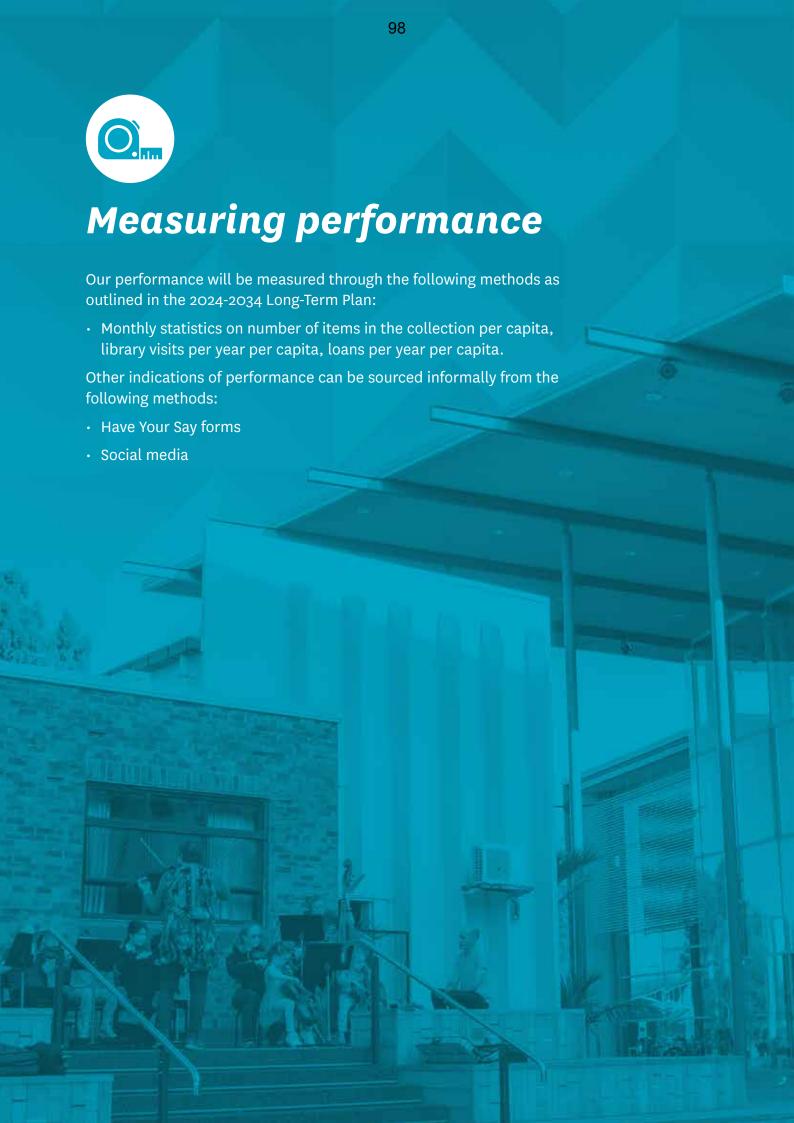
Collections – great collections for reading, listening and viewing. Collection Development Policy updated.



Customer and community connections – creating opportunities for community involvement through events and activities. Engage in consultation with the community to promote and deliver high quality events and activities.



Future workforce – trained staff who understand the needs of the community. Create database of training needs and requirements.





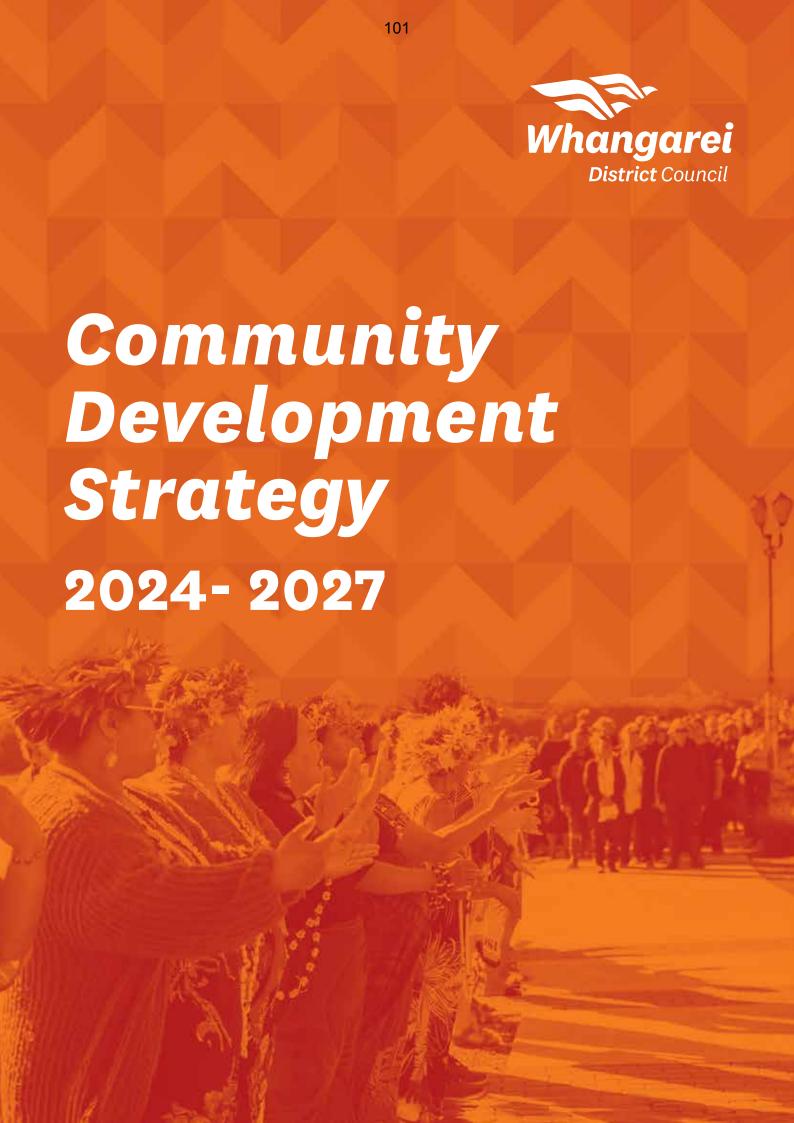


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- · Diverse and inclusive culture
- · A great place to call home

Our tikanga

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- Atawhaitanga
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- Manaakitanga

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Introduction

We support communities to work together on their most important issues, needs and aspirations. This includes communities of place, people and interest.

Our approach to community development starts from the assumption that community members are best placed to develop and implement solutions that meet the needs and fulfil the aspirations of their community, both now and in the future. Our approach recognises that:

- · the local knowledge and lived experience held by community members is invaluable
- community led initiatives have longer lasting positive impacts than agency driven initiatives
- Council can enhance community-based solutions by facilitating access to a range of resources and connections to support the outcomes that communities are seeking
- every community has different strengths and faces different challenges.

Since Council's adoption of the Community Development Framework in 2018, the Community Development Department has advanced Council's progress in a range of areas including support for community led initiatives, developing a strategic pathway to address accessibility needs, improving ease of access to community funding and establishing the Welcoming Communities programme – but there is still more to do.

When we engaged with our elected members, hapū partners and advisory groups on this strategy they all agreed that we needed to raise more awareness of what community development does. They also told us that we should be empowering community leadership, seeking equitable outcomes and looking at how we could improve what we do. As such, these are the key drivers for change in our department over the next 3 years.

This strategy, under the Local Government Act 2002, recognises and respects local government responsibilities under Section 4, which acknowledges the obligation under The Treaty of Waitangi to maintain and improve opportunities for Māori to contribute to local government decision-making processes and facilitate participation.

While this strategy is internally focussed, as we move further towards a community development approach, we must consider the social context that we are working within and how we meet those challenges:

Population growth and demographics – Our District's population is set to grow to 143,100 by 2054 (WDC Environmental Scan Report, 2023). During this time our communities will become more diverse with projected growth in our Māori, migrant, older adult, disabled and youth populations.

Increased competition for limited resources – As the population grows Council's limited resources will be required to stretch further as new community-based groups emerge and already established groups seek greater levels of support.

Council's reach in the community is limited – Council's capacity is such that it is currently limited to engaging with those community members that choose to proactively engage with us. The communities that engage with Council tend to already be well organised and well resourced.

Perception of safety in our district – 92% of respondents to the 2023/24 Residents' Survey identified 'Making Whangarei safer' as their top priority in terms of community outcomes. While community safety initiatives delivered by council are proactive in their approach to reducing anti-social behaviour, in recent times community safety issues have become more complex in nature.

Defining Community

A community is a group of people who have a shared sense of belonging and identity. In the context of this document, the term community includes:

Tangata whenua

Communities of ngā hapū o Whangārei.

Communities of place

People who reside, work, visit or otherwise spend a continuous portion of their time in a specific geographic location, i.e. towns, neighbourhoods, suburbs.

Communities of interest

People who share a common interest and goals, i.e. creative community, business community.

Communities of identity

People who may not live in the same geographic area but who are bound together through a common ethnicity or other personal characteristic such as age or social status, i.e. older adult community, disabled community, migrant community.

The role of Community Development in Council

Supporting the District's communities to become sustainable.

Guiding strategy and policy direction from a community lens including youth, older adults, disabled people, and migrant communities.

Setting the framework to provide effective and equitable allocation of funding district wide to enhance community outcomes.

Advocacy on behalf of communities to government agencies to improve quality of life outcomes.



Community Development



Community Funding



Community Safety



Welcoming Communities



Supporting and enabling community initiatives and projects.



Continuously seeking to improve community engagement and consultation so that it meets the needs of our diverse communities and informs Council practice.

Nurturing strong positive relationships with key community groups and key external agencies operating across the district. Contributing to the development of Council's strategic direction, strategy, objectives, policies and plans for the benefit of all communities.



Our strategic focus areas

- 1. Raising awareness of our mahi
- 2. Building capability and capacity within our local communities
- 3. Ensure our programmes are impactful and fit for purpose

Key actions from our strategic focus areas:

- · Highlighting community successes through storytelling and case studies
- · Supporting the establishment of a community coordinators network
- · Providing community led development related training opportunities
- Developing a Welcoming Plan alongside elected members, hapū partners and migrant communities.
- · Developing the Regional Accessibility Strategy implementation plan.
- Reviewing Council Advisory Groups and CitySafe programmes
- · Implementing the new Community Impact Partnerships programme
- · Implementing new model for community funding
- Developing evaluation, monitoring, and reporting mechanisms to support continuous improvement in our mahi.



How we work

We work towards our community outcomes by being present and visible within our organisation, communities, government and not for profit sectors, and by working in ways which:

- · increase people's skills, knowledge and confidence
- encourage and equip communities to participate in and influence decisions, services and activities that affect them
- · bring people together to seek shared solutions around common issues and concerns
- build relationships between groups and support them to develop and maintain links with each other
- · foster meaningful partnerships to increase the impact of our mahi
- · promote and advance inclusive outcomes in our district.

Long-term investment in relationship building is key to fostering a high level of trust between communities and Council. If our relationship with communities is underpinned by trust, we will be well placed to fulfil the following roles to support the aspirations of our communities:

- Backbone organisation
- Convenor
- Partner
- Investor
- Facilitator

- Navigator
- Adviser
- Advocate
- Funder



Models that guide our mahi

Community Development Framework

Our framework (adopted by Council in 2018) provides us with a flexible way to address challenges and opportunities in our environment. It is a tool that sets out a range of responses council staff may take to provide responsive and appropriate support.

Workstre	ams				
MAT	Community Development		Û	Community Safety	
	Sommunity Funding			Welcomi	ng Communities
Approach	1	What it is	What it looks like		Council's role
Follow the	e energy	People working together from their own initiative.	 Community working bee 		LiaiseAdviseFund
Support leadershi and capad developm	city	Developing the skills of community members for community benefit	 Governance workshops Support to understand funding processes. 		FacilitateFundPartnerAdvise
Strengthe communi connectio	ty	Positive connections between people, building a sense of place and identity.	Community eventsCommunity Led initiativesCommunity hub		AdviseNavigateFund

Workstreams



Community Development



Community Safety



Community Funding



Welcoming Communities

Approach	What it is	What it looks like	Council's role	
Develop community networks	Strong, mutually supportive networks.	 Community coordinators' network 	FacilitateConveneNavigate	
Establish community partnerships	Groups working together with combined resources towards a common interest	 Multi Ethnic Collective Summer Safe Carparks programme 	PartnerInvestCoordinate	
Support community action	Increased awareness of community aspirations, issues, solutions and plans.	 Restoration of Hikurangi BNZ Building 	AdvocateFacilitateFund	
Collective Impact	Wide range of community groups and agencies working towards a whole of community benefit	Regional Accessibility StrategyKai Ora Fund	 Facilitate Provide Backbone Coordinate Report 	

Collective impact model

The Collective Impact Model is about agencies, organisations and communities working together to create long lasting solutions to social problems on a large scale. The model requires partners to coordinate their efforts and work towards a clearly defined goal. Five conditions are considered essential for success:



Council prioritises the wellbeing of people living in our district. As an organisation we are well placed to explore a collective impact approach to some of the district's more complex issues. Examples of this include the CitySafe Governance Group and Council's engagement with the Northland Intersectoral Forum (NIF) initiatives.



Te anga whakamua The way forward 2024-2027

Workstream	Timeframe	Programme of work
Community	2024-25	 Review Community Led Projects programme Review of Council's Advisory Groups Implement new approach to Community Led Projects programme Develop Te Tai Tokerau Regional Accessibility Strategy implementation plan
Development 2025 - 26		 Implement recommendations from review of Advisory Groups Investigate opportunities within Age-friendly Cities and other national initiatives.
Community Safety	2025-26	· City Safe review
Community Funding	2024-2025	 Implement new model for Community Funding. Implement Grants Management System for Community Funding.
Welcoming	2024-2025	 Refresh and update Newcomers Guide. Develop draft Welcoming Communities Plan.
Communities	2025-2026	Deliver Final Welcoming Communities Plan



Measuring success

Success will be measured across a range of methods, for example:

What we did

- · Reviews completed
- · New models implemented
- · Plans developed and implemented
- · Total amount of funding distributed
- · Total amount of applicants that received funding
- · Community Impact Partners that we worked with

The impact it had

- Residents survey
- · Long Term Plan performance measures
- · Advisory group feedback
- Reach of community stories on social media and through other council media channels
- · Feedback from communities that receive CIP funding
- · Feedback from grant reports
- CitySafe reporting

Performance Measures

Our performance measures in the Long-Term Plan 2024-2024 are outlined below:

Council will support our District's social and cultural wellbeing through its involvement in activities and programmes which support and develop the community.

Performance Measure	Year 1 -10 target
Percentage of residents who are aware of Council's Community Funding Programme (Measured through the Residents Survey).	≥70%
Ranking (1-10) of how well residents think the Community Funding Programme supports the District's social and cultural well-being. (Measured through Residents Survey.)	≥7

Council is actively involved in youth, positive ageing, accessibility and other groups of interest issues.

Performance Measure	Year 1 -10 target
Effectiveness of Advisory Group engagement with Council to inform projects, programmes and District developments. (Measured through the survey of participants in Advisory Group engagement projects.)	≥80%





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Our vision

An inclusive, resilient and sustainable District

Community outcomes

- · Sustainable and resilient future
- · Thriving local identity
- · Diverse and inclusive culture
- · A great place to call home

Our tikanga

- · Whanaungatanga
- Atawhaitanga
- Kotahitanga
- Manaakitanga

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This strategy sets the strategic framework for delivering the Customer Services, Property Assessment, isite and Claphams Clocks functions, which are essential to the delivery of Council's ambitions as articulated in 2024-34 Long Term Plan.

New Zealand councils are embarking on the greatest period of change that local government has seen since the reforms undertaken 30 years ago. Matters of national interest like the Three Waters Reform programme and changes to the RMA are divisive and uncertain.

The impacts of the pandemic have also changed the world around us – accelerating changes to how people communicate, receive information and access services.

Our community needs to be able to access the information and services available to them with a minimum of effort. Council processes can be very difficult to navigate so one of our main priorities is making it easy for our residents, ratepayers and visitors to do business with us.

Customer Services are one of the front faces of Council and through that we can help build our organisational reputation. We provide services, such as helping people navigate the processes involved with building a house, selling event and bus tickets at the isite, giving guided tours around the National Claphams Clock Museum, providing services at our reception desks, answering phones in the call centre, receiving payments and providing recycling bins amongst the many and varied activities of the department. Through these services and experiences we build our relationship with our community and visitors, endeavouring to always improve the experience we offer.

What follows is the strategy and tools we will engage to contribute towards creating a sustainable, resilient and inclusive district.

Key messaging is aligned with the Long Term Plan 2024-2034 and our Community Outcomes:

- Council provides efficient and resilient core services
- · We are positive about the future
- Caring for the environment
- · We are proud to be local

This strategy, under the Local Government Act 2002, recognises and respects local government responsibilities under Section 4, which acknowledges the obligation under The Treaty of Waitangi to maintain and improve opportunities for Māori to contribute to local government decision-making processes and facilitate participation.

Where we are today

The Customer Services Department is the first contact for many of the organisation's touchpoints with the community, from front line and phone interactions to isite visitor information and the Claphams Clocks experience. We provide property searches and advice on building projects and have a wealth of knowledge across the diverse and complex council processes. We are a multiskilled team who have the ability to provide cover and assistance in different areas when there are spikes of work or resource issues.

Over the years, Customer Services has evolved and taken on a more diverse portfolio. We have always recruited people who are solution-focused and passionate about helping others, and now there are more of us in different locations such as isite and Claphams Clocks.

The key to our Department's success is our ability to work with our customers to ensure that we provide the best possible experience, from providing an over 70s parking permit to logging a complaint about a road.

The team pride themselves on being able to diffuse most situations. Over the last 4 years, through the covid and cost of living crisis, we have seen more need, hardship and anger out in the community. We have tried to help those in need by offering flexible options for payments and processes. We take the time to sit and explain our complex processes and try to answer questions and find solutions. A customer doesn't come to council wanting to get a building consent – they just want to build a house. We help our community navigate and understand the information available to them to help them succeed with their project in the least stressful way possible.

We are looking forward to building on what we have learned over the last 3 years and leveraging from the positive gains that were made over this time.

Our main focus going forward is contributing to building council's reputation with our community. Our teams are working across the organisation to help lift our responsiveness to customers, through our request management system and the associated training framework. This means that council will get better at providing timely, informative responses to our community, when they have taken the time to connect with us to report an issue, make a complaint and on occasions even given us a compliment!



The challenges and opportunities

We must respond to several challenges and opportunities

Our audience is large, diverse and evolving

Whangarei District has an ageing population and our demographic is becoming increasingly multicultural with Māori youth growing more quickly in proportion to other groups. Our district comprises urban communities together with more remote rural and coastal settlements.

Council activities are broad and complex

Council administers a wide range of functions from roads and pipes to parks and community facilities. It also covers less tangible activities like regulatory compliance and planning, though these still often generate a good deal of interaction with our community. This area can be hard to navigate as we are often balancing competing community demands. Customer Services aims to support customers as they navigate this complex process to achieve an outcome.

Resources are restrained

Funding is generally obtained through a combination of rates, user pay systems, subsidies and debt. These resources are limited and puts constraints on what council can and cannot do. Customer Services budgets are carefully utilised to achieve the maximum outcome from what we have allocated to use.

Our digital journey continues

Digital functionality plays a vital role in providing services to the right people in a cost effective manner. We also need to consider that some people do not have access to digital devices or may have a disability which prevents them from accessing the more common methods of information sharing, so Customer Services provides access to information through face-to-face services at our service centres in Te Iwitahi Civic Centre in Whangarei and Ruakaka Service Centre and through the council call centre.

Every person in council communicates daily

Local government should be community centric. Most people within council and certainly within Customer Services have contact with our community daily. This is an ongoing opportunity to build relationships, build council's positive reputation and provide services and information to customers in an easy and straightforward way.

Earn trust through transparency and doing what we say we will

Trust comes from a mixture of intent and competency. Council has daily opportunities to reinforce it's intent to get the best possible outcomes for it's communities through quality engagement practices and sound customer service skills.

Strategic objectives

This strategy intends to deliver four strategic objectives

- 1. To provide a welcoming, inclusive environment where customers and visitors are provided with accurate, easy to understand information and advice.
- 2. To anticipate present and future customer requirements so that everyone in our district has access to the services they need in a way which suits them.
- 3. To improve technical functionality and in-house expertise to improve our communication, enhancing our customer relationships and ultimately our reputation.
- 4. To build on partnerships and use wide and varied networks to ensure the best possible outcomes for the community.



Executing this strategy

Successful execution of this strategy will require a range of actions aligned to our objectives above.

Themes from our objectives are in bold below and the descriptions of planned activities follow as actions. Implementation will be dependent on budget allocations for proposed activities.

Key themes and actions allocated to the strategic objectives are:

To effectively engage with all our customers from a variety of locations using a mix of traditional communication channels and innovative technology solutions

ACTIONS: 2024

- Reporting of issues from mobile devices. This is already in place and we are looking at ways to make this process as easy using our system as it is using external apps.
- · Providing a Customer Services satellite service centre at Tarewa isite.
- Providing digital solutions for access to expert advice such as the option of virtual consultations with our subject matter experts.

ACTIONS 2024/25

- Visitor information pop-up at the town basin for busy days in the summer season including Cruise days and for other departments to use for community engagement and event purposes.
- Work with Communications to create social media posts to engage the community at specific times e.g. dog registration, cruise ship days, Claphams special event days.
- Find ways to engage our Tamariki with activities such as our Clock Hunt at Claphams Clocks.

ACTION: 2025/26

· Better quality of online information such as council website and online forms

ACTION:2026/27

Using AI to showcase tourism activities or answer basic queries

Working to ensure we offer services to those with access needs so they can access all places, activities, services and information easily and appropriately.

ACTION 2024 - 2027

- Ensuring that our teams treat everyone with dignity and respect.
- Continuing to provide kanohi ki te kanohi options for those customers wishing to speak to someone face to face.
- Promote our team's multi-lingual skills at te Iwitahi, isite and Claphams Clocks.
- Encouraging and supporting our team members to be actively involved in te Reo Maori tikanga and cultural development.

To partner with our Communications and ICT Departments to improve our public information such as website knowledge base and signage to create efficiencies for customers.

ACTIONS 2024 - 2027

- Contribute to the successful introduction and use of One Customer View (DXP) through our core enterprise system TechOne
- Improve our signage through our customer visitor areas, particularly in our Claphams Clocks Museum.
- Ensure the information displayed on our digital signage is relevant and compelling.

Reviewing and improving our front-end processes with our future customers in mind.

ACTION 2024/25

- Procurement of a quality afterhours service to improve the experience for customers ringing for assistance out of council hours.
- Our request team to work closely with business units and contractors to improve the timeliness and quality of our responses to customers through our CiA Request System.

ACTION 2025/26

Working collaboratively with ICT to implement DXP, which is a simple intuitive
extension of our core enterprise system that offers communities a more streamlined
digital experience.

Providing services that benefit our locals as well as our visitors, particularly in our tourism facilities.

ACTION 2025/26

- Incentivise our locals to bring their visitors to Claphams Clocks.
- Support Claphams Clocks to celebrate it's links to the local community through shared experiences, education and story telling, both on-site and online.
- Conduct open days at te Iwitahi, where we invite the community to learn how to use the WDC website, how to report issues, make payments, use GIS maps and general relationship building.
- Continuous improvement of isite services and linked in with national standards to support tourism in the district.

Investing in our teams and ensuring that Customer Services is agile and can flex in different directions when required.

ACTION 2024/25

- To repurpose customer services roles to create multi-skilled, multi-site positions to ensure that the team can pivot during peaks and troughs of activity.
- Build a flexible network of staff that support and coordinate customer Requests in council systems and improve responses by staff and contractors in communicating with customers on progress and completion of Requests.
- Upskill staff who can support various departments with Requests, Permits and Road Closure tasks as volumes increase.

ACTIONS 2025/26

• The team at our Claphams National Clock Museum have the skills they need to deliver an exceptional visitor experience due to their tour guiding skills and collection knowledge.

To strengthen collaborative partnerships with our strategic stakeholders to better serve the community and build pride in the district.

ACTION 2024

• Partner with District Development to identify a suitable café tenant at the isite. Work through council's procurement process and then work with the chosen operator to ensure that we have a great outcome.

ACTION 2025/26

- Enhance the vibrancy of the isite by seeking aligned entities to share the space.
- Contribute to stakeholder groups working towards improving economic development in Whangarei.
- Collaborate with the Cruise industry stakeholders to contribute to providing a great experience for visitors and locals alike on the days a cruise ship is in port.



Measuring our performance

Our performance will be measured across a range of methods and groups of people including;

- · Dashboard monitoring
- Contact Centre metrics
- Completion of our customer requests within timeframes
- Visitor satisfaction statistics
- Customer feedback

Our performance measures are reported monthly. Progress towards achieving the strategy actions will be measured as part of our annual review process.

Performance Measures in the Long-Term Plan 2024-34 are:

The community has access to Council's activities through our service centres and contact centre, which provides a 'first point of contact' service.

Performance Measure	Year 1-10 target
Contact Centre calls answered in under 40 seconds.	>85%
That the Service Centre teams action and close 'Requests for Service' assigned to them within three working days.	≥80%

The isite team provide a welcoming and informative visitor information and booking service to our local and visiting communities

Performance Measure	Year 1-10 target
Visitor satisfaction with the service provided by Information Consultants at our Information Centre scores an Excellent or Very Good.	≥90%

The bespoke Clapham's National Clock Museum team provide a welcoming and enjoyable museum experience for our local and visiting communities

Performance Measure	Year 1-10 target
That visitor satisfaction with the Claphams Clock Museum experience scores an Excellent or Very Good.	≥90%







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7.2 Te Kārearea Strategic Partnership Standing Committee - Review of Terms of Reference 2023-2025

Meeting: Te Kārearea Strategic Partnership Standing Committee

Date of meeting: 10 February 2025

Reporting officer: Mark Scott, Manager - Māori Outcomes

1 Purpose / Te Kaupapa

To seek endorsement for the terms of reference to establish a working group to review the committee's Terms of Reference.

2 Recommendations / Whakataunga

That the Te Kārearea Strategic Partnership Standing Committee:

- 1. Notes this report;
- 2. Endorses that the attached terms of reference be progressed to Council to consider establishing a working group to review the Te Kārearea Strategic Partnership Standing Committee's Terms of Reference;
- 3. Recommends to Council that Council considers approving the appointment of the following members to the Working Group:
 - Vince Cocurullo, Mayor
 - Deb Harding, Councillor
 - Phil Halse, Councillor
 - Delaraine Armstrong, Hapū Appointed Member
 - Tame Te Rangi, Hapū Appointed Member
 - Aaron Taikato, General Manager Strategy & Democracy
 - Mark Scott, Manager Māori Outcomes.

3 Background / Horopaki

The involvement of tangata whenua in local government decision-making has evolved significantly over recent decades. Prior to the legislative reforms for local government in 1991 (RMA) then 2002 (LGA), local government had no legislative obligation, nor did it exercise the governance nor operational will, to include tangata whenua in decision-making processes.

Since 2003 the Whangarei District Council (WDC) has progressively developed a relational approach with tangata whenua by working with Whangārei hapū to seek advice on matters of mutual interest, including how to integrate tikanga into district activities, projects and events.

By 2007 hapū membership increased into a more formal group, Te Huinga, who were able to meet with WDC Councillors to debate issues and to define outcomes and recommendations.

In 2012, the strategic partnership forum, Te Kārearea was established to facilitate meeting with Council. In 2020, Te Kārearea was included as a Standing Committee in the governance structure for Whangarei District Council.

Despite these advancements, hapū members have consistently advocated for greater equity in representation and decision-making powers within the Council's governance structures. These calls have included requests for hapū appointments across all standing committees, specific pathways for hapū participation in policy and planning, and delegated decision-making powers to the Te Kārearea Strategic Partnership Standing Committee.

At the April 2024 meeting proposals were discussed to strengthen the decision-making powers of the Committee.

4 Discussion / Whakawhiti korero

The establishment of a Working Group to review the Terms of Reference for the Te Kārearea Strategic Partnership Standing Committee is a critical step towards addressing the longstanding concerns of hapū regarding equitable representation and effective participation in the Council's decision-making processes.

The Committee, for a second term running, operates with advisory powers only, and there is a strong desire from its hapū members for these powers to be expanded to include decision-making authority in areas significant to tangata whenua. The lack of clear delineation of responsibilities in the current Terms of Reference has also raised questions about how the Committee's role interacts with the broader responsibilities of the Council.

Given the Committee's wide-ranging responsibilities and the need for more frequent meetings to cover matters of significance to tangata whenua, a comprehensive review of the Terms of Reference is necessary. This review will ensure that the Committee's purpose, scope, and powers are clearly defined and that they support the aspirations of hapū for a more meaningful role in governance.

4.1 Financial/budget considerations

The Working Group will require minimal additional resources, with support provided by Council staff. Deemed as a voluntary Working Group, any financial implications will be managed within the current Committee budget and it is envisaged the working budget will not exceed \$3000.

5 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via publication on the website.

6 Attachments / Ngā Tāpiritanga

Te Kārearea Standing Committee Working Group TERMS OF REFERENCE



Appendix 1

Te Kārearea Standing Committee Working Group – Terms of Reference

ChairpersonsTo be appointed by the members of the Te Kārearea Standing Committee

Working Group.

Members Councillors | Cr Deb Harding, Cr Phil Halse

Hapū Appointed Members | Delaraine Armstrong & Tame Te Rangi

Council Officers | Aaron Taikato - General Manager, Strategy &

Democracy & Mark Scott – Manager, Māori Outcomes.

Meetings Monthly (and as required).

Background

Whangarei District Council's commitment to enhancing Māori involvement in decision-making processes dates back to 2003. Since 2020 Council's commitment has been represented in the governance structure of Council through the Te Kārearea Strategic Partnership Standing Committee (Te Kārearea) with Hapū appointed members. However, Te Kārearea have only been given advisory powers and does not include representation across Council's standing committees.

Hapū and its members to Te Kārearea have raised concerns about the need for a genuine and authentic Te Tiriti partnership, seeking more equitable representation in all of the Council's decision-making bodies, including standing committees. In response, Te Kārearea has resolved to establish a Working Group to review and potentially update the Terms of Reference (ToR) for this Committee to ensure it continues to meet its objectives and serves the community effectively.

Purpose

The purpose of the Committee's Working Group is to review and recommend updates to the Terms of Reference for the Te Kārearea Standing Committee, ensuring that it embodies a genuine Te Tiriti partnership, enhances hapū representation in Council decision-making, and aligns with best practices for effective and equitable governance.

Scope

The scope of the Working Group will include:

- Review the existing Terms of Reference document for the Te Kārearea Standing Committee.
- Review how the Terms of Reference align with best practices, legislative requirements (incl. Treaty of Waitangi obligations), and the strategic objectives of the Whangarei District Council.
- Evaluate the performance and effectiveness of the Committee under the current Terms of Reference.

- Identify and recommend any areas for improvement in governance, membership, meeting procedures, decision-making processes, and communication channels.
- Recommend any necessary changes to the Terms of Reference to enhance the Committee's effectiveness and alignment with its goals.
- Development of recommendations for delegating decision-making powers to the Te Kārearea Standing Committee.

Key responsibilities

- Conduct a comprehensive review of the effectiveness of the existing Terms of Reference for the Te Kārearea Standing Committee, ensuring alignment with relevant legislation, Te Tiriti o Waitangi obligations, and the strategic objectives of the Whangarei District Council.
- Engage, consult, and communicate with hapū/Maori, community members, and relevant stakeholders throughout the review process, considering their input in formulating recommendations for Te Kārearea.
- Explore various decision-making options, including pathways for hapū involvement in policy and planning within the Te Kārearea Standing Committee.
- Engage in fostering genuine Te Tiriti partnership throughout the review process, ensuring
 that recommendations for updates to the Terms of Reference reflect a commitment to
 upholding Te Tiriti o Waitangi principles while also advocating for and incorporating
 mechanisms that enhance hapū representation in Council decision-making processes.
- Identify and manage risks associated with the review process to ensure that recommendations provided are constructive, solution oriented and reasonable.
- Provide feedback and recommendations to Te Kārearea monthly and upon completion of the review of the Terms of Reference.

Reporting and Recommendations

- The Working Group will report monthly to Te Kārearea.
- The Working Group will provide recommendations in accordance with the aforementioned key responsibilities.
- Members of the Working Group have the expectation of engagement in connecting with communities.

Delegations

• The Working Group has no delegated authority other than the delegation's the individual brings from their respective position or representation.

RESOLUTION TO EXCLUDE THE PUBLIC

That the public be excluded from the following parts of proceedings of this meeting.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

The making available of information would be likely to unreasonably prejudice the 1. commercial position of persons who are the subject of the information. {Section 7(2)(c)} To enable the council (the committee) to carry on without prejudice or disadvantage 2, commercial negotiations. {(Section 7(2)(i)}. 3. To protect the privacy of natural persons. {Section 7(2)(a)}. 4. Publicity prior to successful prosecution of the individuals named would be contrary to the laws of natural justice and may constitute contempt of court. {Section 48(1)(b)}. To protect information which is the subject to an obligation of confidence, the publication of 5. such information would be likely to prejudice the supply of information from the same source and it is in the public interest that such information should continue to be supplied. {Section7(2)(c)(i)}. In order to maintain legal professional privilege. {Section 2(g)}. 6. 7. To enable the council to carry on without prejudice or disadvantage, negotiations {Section

Resolution to allow members of the public to remain

7(2)(i)}.

If the council/committee wishes members of the public to remain during discussion of confidential items the following additional recommendation will need to be passed:
Move/Second
"Thatbe permitted to remain at this meeting, after the public has been excluded, because of his/her/their knowledge of

Note:

Every resolution to exclude the public shall be put at a time when the meeting is open to the public.