

Community Development Committee Agenda

Date: Thursday, 17 April, 2025

Time: 10:00 am

Location: Civic Centre, Te Iwitahi, 9 Rust Avenue

Elected Members: Cr Gavin Benney (Chairperson)
Cr Carol Peters (Deputy Chairperson)
His Worship the Mayor Vince Cocurullo
Cr Nicholas Connop
Cr Ken Couper
Cr Jayne Golightly
Cr Phil Halse
Cr Deborah Harding
Cr Patrick Holmes
Cr Scott McKenzie
Cr Marie Olsen
Cr Simon Reid
Cr Phoenix Ruka
Cr Paul Yovich

For any queries regarding this meeting please contact the Whangarei District Council on (09) 430-4200.

1. Declarations of Interest / Take Whaipānga	
2. Apologies / Kore Tae Mai	
3. Confirmation of Minutes of Previous Community Development Committee Meeting / Whakatau Meneti	
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7. Closure of Meeting / Te katinga o te Hui	

Recommendations contained in the agenda are not the decisions of the meeting.

Please refer to minutes for resolutions.

Community Development Committee – Terms of Reference

Membership

Chairperson	Councillor Gavin Benney
Deputy Chairperson	Councillor Carol Peters
Members	His Worship the Mayor Vince Cocurullo Councillors Nicholas Connop, Ken Couper, Jayne Golightly, Phil Halse, Deborah Harding, Patrick Holmes, Marie Olsen, Scott McKenzie, Simon Reid, Phoenix Ruka and Paul Yovich
Meetings	Monthly
Quorum	7

Purpose

To oversee functions of Council that interact, support and provide services for the community, including to disburse funds as determined by the Whangarei District Council Grants, Concessions and Loans Policy.

Key responsibilities

- Policy and planning for the provision of community development, culture, arts and heritage and events
- District venues and community events
- Libraries services (Central Library, Branch Libraries, Mobile Library services)
- Customer Services
 - Customer Services Civic Centre and Ruakaka Service Centre
 - Contact Centre Services
 - Isite services
 - National Claphams Clock Museum
 - Request system
- Community services
 - Community sector liaison and support (Advisory Groups)
 - Community safety (City Safe, CCTV)
- Pensioner housing
- Property asset management
 - Pensioner housing

- Forum North
- Community halls
- Civil Defence Emergency Management
- Heritage, culture, arts and creative industries sector liaison
- Community development led programmes
- Operational accountability of performance including:
 - Health and Safety
 - Regular reporting on service delivery
 - Compliance
 - Sustainability
 - Finance
- Reporting on capital projects
- Procurement – general procurement relating to the areas of business of this committee, within delegations
- Shared services – investigate opportunities for shared services for recommendation to council
- To carry out the funding process in accordance with the Whangarei District Council Grants, Concessions and Loans Policy in an objective, fair and transparent way.
- Council Controlled Organisations (CCOs) – monitoring the financial and non-financial performance of CCOs whose functions would otherwise fall under the scope of this committee. Includes trading CCOs (CCTOs) and those CCOs exempted under the LGA. Responsibilities include:
 - advising on the content of annual Statement of Expectations to CCOs
 - agreement of the Statement of Intent
 - monitoring against the Statement of Intent
 - for exempted CCOs, monitoring and reporting as agreed between Council and the organisation
 - quarterly reporting on performance

CCO accountable to this committee:

- Hatea Art Trust (HAT)
- Hundertwasser Art Centre (HAC)
- Whangarei Art Museum (WAM)
- Northland Events Centre Trust 2021 (NECT2021)

Delegations

- (i) All powers necessary to perform the committee's responsibilities, including, but not limited to:
- a) approval of a submission to an external body.
 - b) establishment of working parties or steering groups.
 - c) adoption of strategies and policies relating to the key responsibilities of this committee (except for those that cannot be delegated by Council under Clause 32(1)(f) of Schedule 7 of the Local Government Act (LGA).
 - d) the approval of expenditure of less than \$5 million plus GST.
 - e) the power to adopt the Special Consultative Procedure provided for in Section 83 to 88 of the LGA in respect of matters under its jurisdiction (this allows for setting of fees and bylaw making processes up to but not including adoption).
 - f) the power to delegate any of its powers to any joint committee established for any relevant purpose under clause 32, Schedule 7 of the Local Government Act 2002.

The Committee does not have:

- I. The power to establish sub-committees.
- II. 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.

Community Development Committee Meeting Minutes

Date: Thursday, 20 March, 2025
Time: 10:00 a.m.
Location: Civic Centre, Te Iwitahi, 9 Rust Avenue

In Attendance

Cr Carol Peters (Deputy Chairperson)
 His Worship the Mayor Vince Cocurullo
 Cr Nicholas Connop
 Cr Jayne Golightly (Teams)
 Cr Phil Halse
 Cr Deborah Harding (Teams)
 Cr Patrick Holmes
 Cr Scott McKenzie
 Cr Marie Olsen
 Cr Simon Reid
 Cr Paul Yovich

Not in Attendance

Cr Gavin Benney (Chairperson)
 Cr Ken Couper
 Cr Phoenix Ruka

Scribe

N. Pestana (Team Leader, Democracy)

1. Declarations of Interest / Take Whaipānga

No interests were declared.

2. Apologies / Kore Tae Mai

Councillors Gavin Benney, Ken Couper and Phoenix Ruka.

Moved By His Worship the Mayor

Seconded By Cr Paul Yovich

That the apologies be sustained.

Carried

3. Confirmation of Minutes of Previous Community Development Committee Meeting / Whakatau Meneti

3.1 Minutes Community Development Committee 20 February 2025.

Moved By His Worship the Mayor

Seconded By Cr Patrick Holmes

That the minutes of the Community Development Committee meeting held on Thursday, 20 February 2025, 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. Decision Reports / Whakatau Ripoata

4.1 Community Funding - March 2025

Moved By Cr Scott McKenzie

Seconded By Cr Phil Halse

The motion was taken in parts.

That the Community Development Committee approves Whangarei Communities Fund grant allocations as follows:

1. Alzheimers Society Northland Inc – Dementia Education 2025 \$3,000.
2. Maungakaramaea Sports Club Inc – ANZAC Day Service 2025 \$250.
3. Rotary Club of Whangarei South Inc – Health Expo 2025 \$4,364.
5. The Ngunguru Bowling Club Inc – New clubhouse roof \$10,926.

Carried

4. Ruakaka and One Tree Point Community CCTV Project Inc – Safer Cities Proposal \$6670

Cr Carol Peters called for a division on Point 4.

	For	Against	Abstain
His Worship the Mayor		X	
Cr Nicholas Connop	X		
Cr Jayne Golightly		X	
Cr Phil Halse	X		

Cr Deborah Harding	X		
Cr Patrick Holmes	X		
Cr Scott McKenzie	X		
Cr Marie Olsen		X	
Cr Carol Peters	X		
Cr Simon Reid	X		
Cr Paul Yovich		X	
Results	7	4	0
Carried (7 to 4)			

Cr's Benney, Couper and Ruka were absent.

4.2 Northland Event Centre Trust (2021) Draft Statement of Intent 2025-2028

Moved By His Worship the Mayor
Seconded By Cr Deborah Harding

That the Community Development Committee:

1. Receives the Northland Events Centre Trust (2021) Draft Statement of Intent 2025-2027
2. Provides feedback to the Northland Events Centre Trust (2021) on the Draft Statement of Intent and its alignment with Council's expectations of the Council Controlled Organisation for the 2025-26 financial year.
3. Acknowledges the financial forecasts and anticipated losses and provides feedback to the Trust.

Carried

4.3 Whangārei Art Trust Draft Statement of Intent (SOI) 2025-2028

Moved By Cr Scott McKenzie
Seconded By Cr Nicholas Connop

That the Community Development Committee:

1. Receives the Whangārei Art Trust Draft Statement of Intent 2025-2028
2. Provides feedback to the Whangārei Art Trust on the Draft Statement of Intent and its alignment with Council's expectations 2025-2026 financial year.

3. Acknowledges the financial forecasts and anticipated losses and provides feedback to the Trust.

Carried

5. Information Reports / Ngā Pūrongo Kōrero

5.1 Christmas Festival 2024 Post Event Report

Moved By His Worship the Mayor

Seconded By Cr Scott McKenzie

That the Community Development Committee notes the Christmas Festival 2024 Post Event Report.

Carried

5.2 Council Advisory Groups Review 2025

Moved By Cr Nicholas Connop

Seconded By Cr Marie Olsen

That the Community Development Committee:

1. Receives the verbal presentation from the Disability Advisory Group, the Positive Ageing Advisory Group and the Youth Advisory Group representatives.

Carried

5.3 Northland Event Centre Trust (2021) Half-Yearly Report July-December 2024

Moved By His Worship the Mayor

Seconded By Cr Paul Yovich

That the Community Development Committee:

1. Receives the Northland Events Centre (2021) Trust Half-Yearly Report for the period of July-December 2024.
2. Notes the current financial position of the Northland Event Centre (2021) Trust
3. Notes performance measures reported so far in this financial year in alignment with the current Northland Events Centre (2021) Trust approved Statement of Intent 2024-2027.

Carried

5.4 Whangarei Art Trust Half-Yearly Report July-December 2024

Moved By Cr Nicholas Connop

Seconded By His Worship the Mayor

That the Community Development Committee:

1. Receives the Whangārei Art Trust Half-Yearly Report for the period of July-December 2024.
2. Acknowledges the current financial situation as stated in the Half-Yearly Report July – December 2024.
3. Notes performance measures being met to date in alignment with the current Whangārei Art Trust Statement of Intent 2024-2027

Carried

5.5 Community Services Group Operational Report - March 2025

Moved By His Worship the Mayor

Seconded By Cr Phil Halse

That the Community Development Committee receives the Community Services Group Operational Report for February 2025 in the March 2025 meeting.

Carried

6. Public Excluded Business / Rāhui Tangata

There was no business conducted in public excluded.

7. Closure of Meeting / Te katinga o te Hui

The meeting concluded at 11.02am.

Confirmed this 17th day of April 2025

Cr Carol Peters (Deputy Chairperson)

4.1 Community Funding - April 2025

Meeting: Community Development Committee
Date of meeting: 17 April 2025
Reporting officer: Cindy Fields (Community Funding Coordinator)
 Laura Welsby (Acting Community Funding Coordinator)

1 Purpose / Te Kaupapa

To determine Whangārei Communities Fund grant allocations for April 2025.

2 Recommendations / Whakataunga

That the Community Development Committee approves Whangārei Communities Fund grant allocations as follows:

1. Whangārei Heads Citizens Association Incorporated - McLeod Bay Hall Roof Replacement	\$14,581
2. Volunteering Northland – Youth Week Events	\$7,214
3. Tennis Northland Incorporated – Regional Facility Court Maintenance Project	\$52,341
4. Tiaho Trust – Facility Hire and Other Expenses	\$5,049
5. Multicultural Whangārei – Welcoming Diversity/Celebrating Unity 2025	\$2,970
6. Whangārei Pregnancy Support Charitable Trust – Assistance Towards Operating Costs	\$1,522
7. Regent Community Trust – Manaia Baptist Camp Tank Replacement	\$7,924

3 Discussion / Whakawhiti kōrero

In this period, 7 applications are presented for the Committee's consideration, and 7 are recommended for support.

Applications and recommendations are outlined in the attached document.

Grant applications are now received and managed through the SmartyGrants portal.

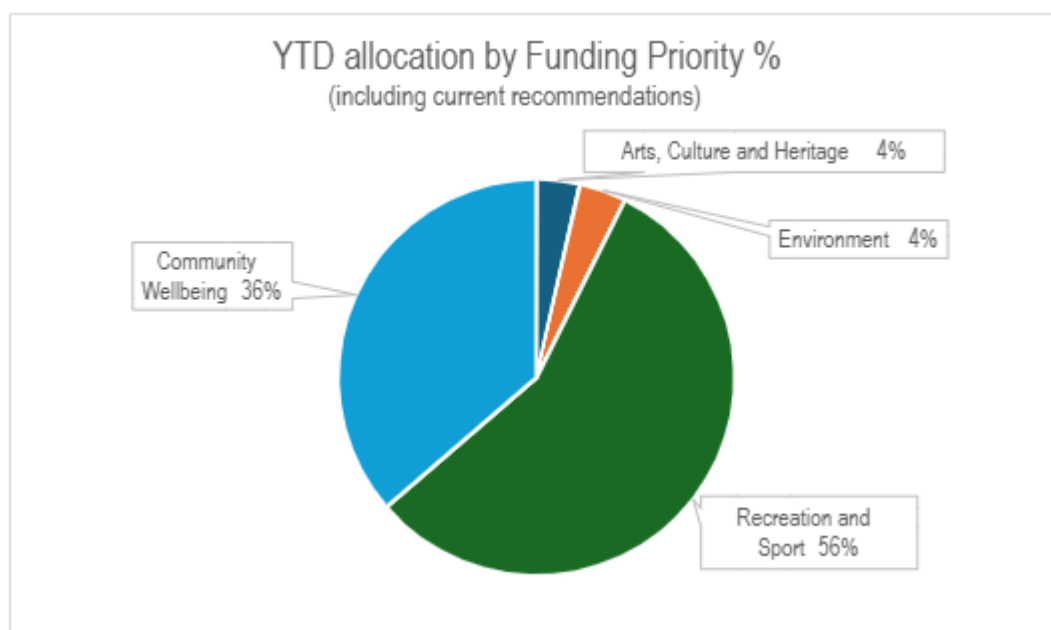
3.1 Financial/budget considerations

	Amount	Comment
Recommended this month	\$91,691.00	Within budget and on track for the year

Allocated YTD	\$580,368.00	62% of total budget
New YTD total, if approved	\$672,059.00	72% of total budget
Remaining in Year, if approved	\$272,941.00	For 2 months

3.2 Funding priorities

The following provides a breakdown of applications received and allocations made (and currently recommended) against the four funding priorities in the financial year to date:



The percentages reflect the facilities investment needed for sports organisations, and the broad definition of *Community Wellbeing*.

The *Arts, Culture and Heritage* and the *Environment* funding priorities have received proportionately fewer Community Fund applications to date and for smaller amounts. These are conversely well-represented in the District Amenities Fund for operational support, which helps to balance out the allocations across funding priorities.

3.3 Assessment of applications

Grant applications are now provided a score to help guide decision-making.

Scores range from 0 (completely fails to address measure) to 5 (meets measure at a high level). The totals are weighted as shown for the following measures:

Project planning (25%)

- The project idea is clear and well-developed.
- The application demonstrates a clear and strong community need or benefit.

Alignment (25%)

- The application demonstrates clear alignment with our Funding Priorities and objectives.

- The application demonstrates support for a target sector of the community (under-represented communities or people, place, or attribute).

Budget (25%)

- The budget is clear and realistic.

Supporting information (25%)

- Supporting information provided is appropriate for the requested level of investment.

3.4 Policy and planning implications

The Community Funding Policy, revised in June 2024, was applied in the consideration of all applications, and is reflected in the recommendations made.

3.5 Risks

No risks were identified for the recommendations proposed.

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

Whangārei Communities Fund recommendations report for April 2025

Whangarei Communities Fund recommendations report

Month: April 2025

Applications: 7

Applicant	Whangārei Heads Citizens Association Incorporated
Project	McLeod Bay Hall Roof Replacement (WCF-134)
Requested	\$14,581.00
Funding criteria	Recreation and Sport
Total score	87.5%
Assessment	<p>This request is for a complete roof replacement at the McLeod Bay Hall. The application has shown that the roof is in need of restoration due to deterioration over time and the replacement is a part of a larger plan to install solar panels later on.</p> <p>The hall is a popular and well-used community asset in a rural area.</p> <p>A strong application scoring 87.5%, the Whangārei Heads Citizens Association have expressed a clear need for this funding and stated they will fund the required 30% in line with eligibility criteria - a clear case for support.</p>
Applicant's rationale for support	<p>The following is the applicant's rationale for why the funding is needed and why it should be supported:</p> <p><i>The McLeod Bay Hall roof is critical to the overall structure and function of the Hall. It is important to have the roof replaced as soon as possible as not to impact on its current use</i></p>
Recommend	\$14,581.00

Applicant	Volunteering Northland
Project	Youth Week Events (WCF-133)
Requested	\$8,214.00
Funding criteria	Community Well-being
Total score	75%
Assessment	<p>This request is for two events for Youth Week in May. The events are fully youth-led (with support from Volunteering Northland), celebrate youth creatives and entrepreneurs, and promote volunteering.</p> <p>The events are a Youth Market and a Creative Amazing Race. The Youth Market provides a platform for young people to showcase and sell their creative work and business ventures. The Creative Amazing Race is an interactive event where teams of young people visit community groups and organisations, learn about the organisation, engage in micro-volunteering, and contribute meaningfully to their mahi.</p> <p>The application presents a fantastic set of events for Youth Week that empower</p>

	<p>youth and foster leadership.</p> <p>However, the application budget includes some items that are not eligible (prizes and t-shirts), and costs are mostly estimated with few quotes provided. The recommended amount is reduced to remove the ineligible items.</p>
Applicant's rationale for support	<p>The following is the applicant's rationale for why the funding is needed and why it should be supported:</p> <p><i>This project empowers young people in Whangārei through two youth-led events, building leadership skills and community connections.</i></p> <p><i>Impact:</i></p> <p><i>Youth Leadership: Young people plan and run events, gaining valuable skills.</i></p> <p><i>Entrepreneurship: The Youth Market supports 12 young stallholders, attracting 200 visitors.</i></p> <p><i>Volunteerism: The Creative Amazing Race connects 30–40 youth with 8–10 community organisations.</i></p> <p><i>Stronger Community: Youth build lasting connections with local groups.</i></p> <p><i>Why Fund It?</i></p> <p><i>Fills a Gap: Supports young entrepreneurs and introduces youth to volunteering.</i></p> <p><i>Youth-Led: Driven by young people with Volunteering Northland's support.</i></p> <p><i>Long-Term Impact: Builds confidence, leadership, and community ties.</i></p> <p><i>Funding this project will empower youth and strengthen Whangārei's community.</i></p>
Recommend	\$7,214.00

Applicant	Tennis Northland Incorporated
Project	Regional Facility Court Maintenance Project (WCF-132)
Requested	\$52,431.00
Funding criteria	Recreation and Sport
Total score	87.5%
Assessment	<p>This request is for the resurfacing of the six hard courts at the Thomas Neale Family Memorial Park tennis facility. This is part of a larger \$112,000 court maintenance project Tennis Northland are undertaking on their 12 court regional tennis facility for the Northland community.</p> <p>This request supports 26 clubs across the region and, as the only hard courts in the region, are vital for player development and competition readiness.</p> <p>A strong application scoring 87.5%, with financial contributions from multiple sources, and support letters from local clubs, Sport Northland, and Tennis New Zealand - a clear case for support.</p>
Applicant's rationale for support	<p>The following is the applicant's rationale for why the funding is needed and why it should be supported:</p> <p><i>As the only high-quality hard courts in Whangārei (as all clubs have astroturf), this facility is vital for player development, enabling athletes to train on the same surface they will encounter in regional and national competitions. Maintaining these courts ensures that aspiring juniors, recreational players, and competitive athletes alike have a high-standard venue to develop their skills, participate in structured coaching programmes, and compete in</i></p>

	<p><i>interclub and tournament play.</i></p> <p><i>Without resurfacing, the courts will continue to deteriorate, leading to safety concerns such as uneven playing surfaces, increased risk of injuries, and reduced usability. A decline in court quality could discourage participation, limit training opportunities, and negatively impact the region's ability to host events that attract players from across Northland and beyond. By investing in resurfacing, we are securing the future of this essential facility, encouraging more people to engage in the sport, and ensuring that tennis remains accessible, safe, and enjoyable for all members of the community.</i></p>
Recommend	\$52,431.00

Applicant	Tiaho Trust
Project	Facility hire & other expenses (WCF-130)
Requested	\$5,049.00
Funding criteria	Community Well-being
Total score	87.5%
Assessment	<p>This request is to support the venue hire, NZSL interpreter fees, and some entertainment costs for the biannual Getting Out There Expo. This expo supports the disabled and elderly community, providing a fun and informative day of connecting with relevant service providers and other members of the disabled and senior citizen community.</p> <p>A proven event well supported by the community, and a clear case for support.</p>
Applicant's rationale for support	<p>The following is the applicant's rationale for why the funding is needed and why it should be supported:</p> <p><i>New and existing residents who either have a disability and/or are Senior Citizens will know what resources and equipment are available to enhance their wellbeing and recreational clubs they would like to join. This enables equitable outcomes, raising community resilience and empowering their mana. Performers that are hired on the day are tamariki from a local total immersion school, Fale Pasifika performers and Idea Services kapa haka group ensuring the diversity and inclusive cultural experience.</i></p> <p><i>It is an opportunity to bridge the gap of enabled people interacting with disability community. Disabled youth from LYNKZ and a retirement home are part of the Fashion Parade which is very popular.</i></p> <p><i>As outlined in our Further Supporting Information attached, we will be gaining information from our 'Northland most inclusive places' survey, which will commence in April to assist with information, to gauge the peoples vote on the most accessible inclusive business, tourist attraction and community spaces. For outcomes refer to attachment. This work is funded by Tiaho not part of this grant, however outcomes will be announced at the EXPO.</i></p>
Recommend	\$5,049.00

Applicant	Multicultural Whangārei
Project	Welcoming Diversity/Celebrating Unity 2025 (WCF-127)
Requested	\$4,200.00
Funding criteria	Community Well-being
Total score	62.5%
Assessment	<p>This request is for three events that serve as a welcoming space for migrants, newcomers, and long-time residents to forge stronger connections. The events are:</p> <ul style="list-style-type: none"> - Human Library at Whangārei Library in July. Volunteers share their personal stories and experiences to challenge prejudice and discrimination. "Human books" often represent groups that are subject to stereotypes, prejudice, or discrimination due to factors like ethnicity, religion, sexual orientation, disability, or lifestyle. - Multicultural Day at the Library in August. This event celebrates cultural heritage with dress, dance, and food. - Ethnic Football Festival in Tikipunga in November. This is a long-standing one-day friendly competition featuring 18 teams. <p>These events have successfully been delivered in previous years, with funding from central government sources that are no longer accessible.</p> <p>The application lacked some detail which was subsequently provided, along with a revised budget and reduced request of \$2970. This is reflected in the recommendation.</p>
Applicant's rationale for support	<p>The following is the applicant's rationale for why the funding is needed and why it should be supported:</p> <p><i>This project aims at bringing our diverse community closer together, focusing on creating real connections and a sense of belonging, particularly for ethnic communities. Through community events and activities, we'll build bridges between cultures. By creating inclusive spaces and encouraging interaction, we'll directly address feelings of marginalization. We know that a strong sense of belonging is essential for mental health, and these events will provide opportunities for intercultural learning, reducing prejudice and negative stereotypes. Funding this project means investing in a stronger, more connected community, leading to tangible improvements in people's lives.</i></p>
Recommend	\$2,970.00

Applicant	Whangārei Pregnancy Support Charitable Trust
Project	Assistance towards operating costs (WCF-124)
Requested	\$8,000.00
Funding criteria	Community Well-being
Total score	60%
Assessment	This request is to support a portion of the operational lease costs for the Whangārei Pregnancy Support Charitable Trust. The trusts mahi is in line with our

	<p>funding priorities and they have demonstrated the support they offer to this target sector. However, their projected budget (which is not inclusive of any funds granted from WDC) shows an estimated loss of \$1,522 at the end of the 25/26 financial year. These projected figures look realistic based off of their profit and loss from 24/25 financial year to date. The recommended allocation has therefore been adjusted to reflect this.</p>
Applicant's rationale for support	<p>The following is the applicant's rationale for why the funding is needed and why it should be supported:</p> <p><i>Although precise and up-to-date statistics on unplanned pregnancies rates in New Zealand are difficult to find, The Growing Up in New Zealand study which tracks 7000 Kiwi children - revealed that nearly 40% of pregnancies are unplanned. Another study by the Ministry of Health "Pregnancy Planning Findings from the 2014/15 New Zealand Health Survey" found 46% of pregnancies are unplanned.</i></p> <p><i>We truly believe there is a lack of support for women experiencing an unplanned pregnancy, particularly in terms of emotional well-being and education. Woman should have the fundamental right to take control of their pregnancy and decision-making, and have access to the information, healthcare and support they choose. Many of the women who reach out to us do not feel free to make independent choices and experience significant pressure.</i></p> <p><i>Our aims align with the Women's Equality Strategy guiding principles that women are:</i></p> <p><i>Secure, safe and healthy</i></p> <p><i>Respected and represented</i></p> <p><i>Connected with whānau, community and culture</i></p> <p><i>Helping women to achieve positive health outcomes sets a strong foundation for their future. This not only improves their well-being but also creates lasting benefits for families and communities.</i></p>
Recommend	\$1,522.00

Applicant	Regent Community Trust
Project	Manaia Baptist Camp tank replacement (WCF-106)
Requested	\$9,113.00
Funding criteria	Environment
Total score	80%
Assessment	<p>This request is to replace Manaia Camp's water storage tank. The current concrete tank is leaking and the Trust is keen to conserve water, particularly as the tank is connected to town supply.</p> <p>The Camp serves on average 85 people per day and over 5,000 annually.</p> <p>A strong application that scored 80% and presents a clear case for support.</p> <p>The amount requested incorrectly includes the GST component, so the amount recommended reflects this adjustment (grants are paid plus GST).</p>

Applicant's rationale for support	<p>The following is the applicant's rationale for why the funding is needed and why it should be supported:</p> <p><i>The water supply to camp accommodation will be reliable and we will be saving water as the current tank is leaking and not able to be repaired. We will also be replacing the pipeline from the source of water supply which, to avoid breakages needs to be upgraded. We are very conscious of wasting water and looking after the environment.</i></p>
Recommend	\$7,924.00

5.1 International Rally of Whangarei 2024 Post Event Report

Meeting: Community Development Committee

Date of meeting: 17 April 2025

Reporting officer: Bea Mossop (Manager – Venue and Events)
 Anna Terwiel (Team Leader – Major Event Planning and Administration)

1 Purpose / Te Kaupapa

To provide to the Committee the Post Event Report for the International Rally of Whangarei 2024.

Recommendation/s / Whakataunga

That the Community Development Committee:

1. Receives and notes the International Rally of Whangarei 2024 Post Event Report

2 Discussion / Whakawhiti kōrero

Overview of the 2024 International Rally

The 2024 International Rally took place in Whangarei from 8-10 November 2024, marking the 17th occasion for the district. Rally New Zealand, a non-profit entity affiliated with Motor Sport New Zealand, was responsible for organising the rally. The event is part of the FIA-Asia Pacific Rally Championship and serves as the concluding round in 2024.

This high-profile event contributed to Northland's visibility on an international scale, reaching audiences through television, social media, and print.

The Rally aligns with the Council's Event Strategy pillars of:

- **Connect Local and Play Local**
- **Whangārei – a great place to call home**

Council sponsorship of the 2024 event was \$33,500, and total cost to Council exceeded \$50,000, including the broader operational and event-related expenditures.

Costs and benefits

The end of event report produced by Rally NZ demonstrates the positive social, economic impacts of this event for the district and region. (Attachment 1)

Costs for 2024

The total cost to hold the Rally in Whangārei for 2024 were \$225,355 which included councils funding contribution below:

On receipt of Invoice - Seed funding	\$ 21,000.00 + GST
In kind Sponsorship - Managed in house WDC including Mayoral Welcome	\$ 11,000.00 + GST
Post event report	\$ 3,000.00 + GST
GST Exclusive Grand total	\$ 35,000.00 + GST

Benefits from 2024

Calculation of benefit (international competitors, media, spectators and community workforce, event and regional budget spend)

\$1,014,920 x 2.2 = **\$2,232,824 Economic Benefit to the region** (page 19 Attachment 1)

Estimated value of global television screening and livestream **\$289,880**

Total estimated economic benefit from local and international exposure **\$2,522,704**

Over 3,000 tickets were sold for the event, 2,260 of these tickets were bought by people outside of the district, their bed nights were not tracked, but it is likely there was increased economic benefit for the region from these visitors.

2.1 Financial/budget considerations

There are no negative financial implications for the 2024 event. An update on the International Rally of Whangarei for 2025 will be presented at the April council meeting.

3 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 this agenda publication on the website.

4 Attachments / Ngā Tāpiritanga

- International Rally of Whangarei end of event report 2024

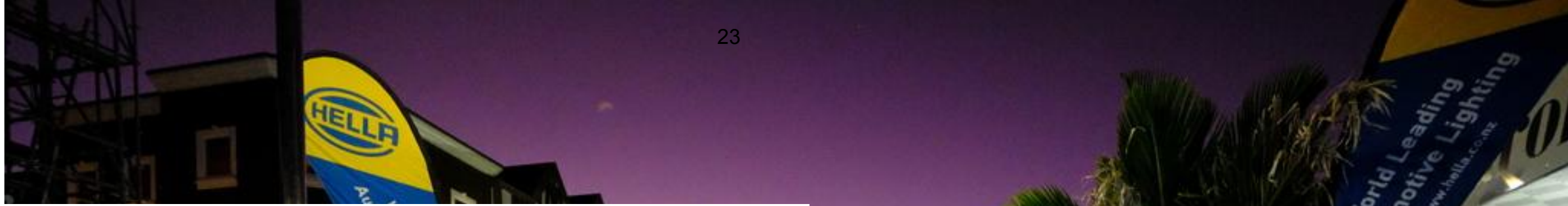


INTERNATIONAL RALLY OF WHANGĀREI

WORKING WITH NORTHLAND FOR OVER 18 YEARS.

WHAT IS IT?

AN INTERNATIONALLY RECOGNISED MOTORSPORT EVENT THAT IS THE FINAL ROUND OF THE NEW ZEALAND RALLY CHAMPIONSHIP. IT IS PART OF THE WDC & KDC AREAS AND USES THE GRAVEL ROADS FOR THE COMPETITIVE STAGES.



WHO ARE WE?

- > 300+ COMPETITORS & CREWS
- > 300+ VOLUNTEERS
- > 10+ GLOBAL CAR BRANDS
- > INTERNATIONAL EXPOSURE



A photograph of a crowd of people at an outdoor event. In the foreground, a young boy with short brown hair is looking down at a smartphone. He is wearing a dark blue t-shirt with the Red Bull Ampol Racing logo, which features two red bulls facing each other with a yellow sun between them, and the text 'Red Bull AMPOL RACING' below. To his right, another person is partially visible, also wearing a similar t-shirt. In the background, there are many other people, some looking towards the camera and others looking away. A man with a long white beard and a brown cap is visible behind the boy. The scene is brightly lit, suggesting it is daytime.

LONG TERM COMMUNITY PARTNERS

18 Years working with the Far North
areas and its wider community groups.



WORK FORCE & COMMUNITY INVOLVEMENT

A number of community groups provided the workforce for the Rally, ensuring a great event for the district. The 2024 event saw more youth involved in volunteer roles from the day of the opening through to the closing ceremony.

Numbers involved totaled approximately 400-500 people on average the past 18yrs IROW has been at Whangārei.

The involvement of community groups draws in a number of people, creating a vibrancy that brings the town alive and reaches into the heart of the district. Many of the community groups involved also have opportunities to generate further income in their local areas during the event.

A total of **\$12,000 was donated by Rally New Zealand** to the contributing community groups as well as income generated by each group from BBQ's and other public interactions in 2024.

Over the past 18yrs we have donated more that \$230,000 to the local community groups.

*Figures sourced from average domestic spend: Regional Tourism Indicators: Ministry of Business, Innovation and Employment, Domestic Traveler Expenditure figures, December 2013 - 2018

IROW25 START

- Large start in the main business area providing a focus for the public
- Opportunity for the Mayor to meet and greet locals who are passionate motorsport people – photo opportunities / meet & greet
- Provides income for local food-based businesses with locals in town, teams and spectators from out of town
- Integration with local business to promote their products thru IROW25 at the start
- Local & international media will provide online views the chance to see the local area
- Global media spread due to the amazing imagery



IROW25 ROUTE

- New look route in 2025 with new stages
- Includes lots of new areas which provides new community engagement and funding opportunities
- Increased local NZ competitor interest which adds to the spectacle and local spend
- Fresh imagery of the local areas
- Opportunity to integrate with 4-5 key local business to increase provide (tourism)
- The rally will be based in Whangarei
- The event will be in the KDC / WDC areas using roads approved by the councils
- The event will spend Saturday in an around Dargaville to engage and drive spending by the teams
- The event will be based south of Whangarei on Sunday



RALLY TE TAI TOKERAU 2025

(Proposed)



IROW25 MEDIA

- Opportunity for the council tourism to work in with IROW25 to produce local events / activations
- More overseas media = more promotion of the location and tourism
- Increased NZ interest = domestic tourism
- New tourism imagery based on the new roads
- Increased social presence – national & international
- Massive LiveStream Audience + TV Show
- Radio Campaign via MediaWorks
- Promotion thru NZRC for competitors & fans
- Active promotion has started now for national competitors
- 40min commercial TV show on TV3 to showcase WDC & the area and towns / people
- Stories via the NZRC into NZ mainstream media





IROW24 | VISUAL MEDIA DATA

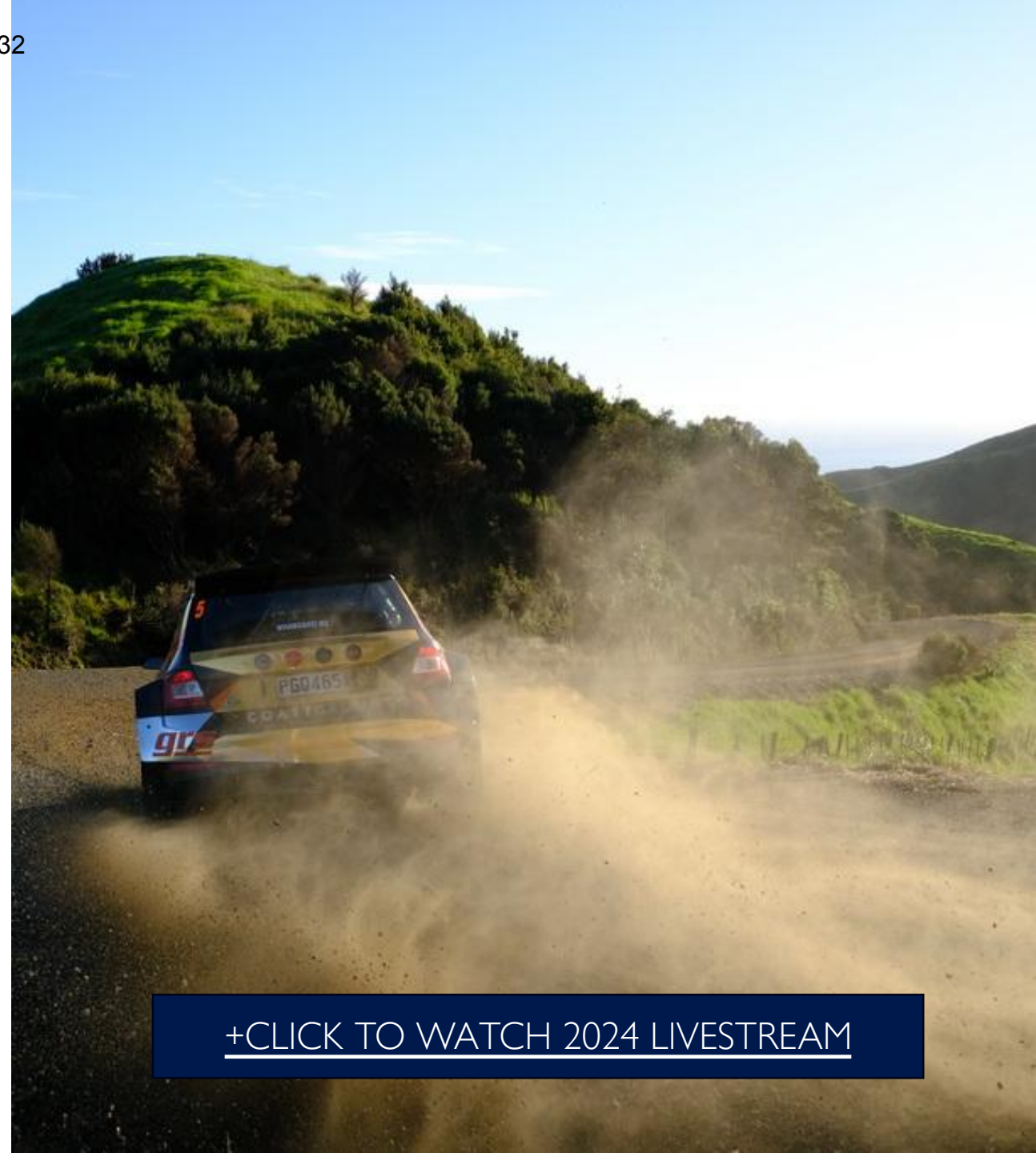
IROW24 AUDIENCE

New Zealand Rally Championship

- **Livestream** – large international audience. Recent event attracted @ 488,000 minutes of viewing in 2 days on YouTube. This continues to grow PER DAY.



- **TV** – a one-hour package is run on CRC Motorsport on TV3, local content can be mixed into this. It is then loaded to socials and YouTube. Syndicated to RallyTV in Europe.
- **Media Coverage** – stories and content pushed thru media locally and overseas.



[+CLICK TO WATCH 2024 LIVESTREAM](#)

IROW24 | LIVESTREAM

488,700 MINUTES NZ & OVERSEAS COVERAGE
OF THE EVENT STREAMS SHOWCASING THE
LOCAL SCENERY / VIEWS



IROW24 | LIVESTREAM

540,000 VIEWS NZ & OVERSEAS OF THE EVENT
STREAMS SHOWCASING THE LOCAL SCENERY / VIEWS

IROW24 | LIVESTREAM

17.4% WOMEN & 82.6% MEN IN NZ &
OVERSEAS WATCHED THE EVENT LIVE OR
IN THE DAYS/MONTHS FOLLOWING



IROW24 | LIVESTREAM

THE TOP 10 LOCATIONS DURING THE EVENT WERE: NEW ZEALAND, AUSTRALIA, UNITED KINGDOM, IRELAND, UNITED STATES, NEW CALEDONIA, INDIA, INDONESIA, ITALY, PORTUGAL



A man wearing a blue jacket and an orange cap is seated in the back of a vehicle, operating a mobile broadcast studio. He is looking at two computer monitors. The monitor on the left displays a software interface with various colored blocks and text. The monitor on the right shows a live broadcast of a golf course. In front of him is a large mixing console with many buttons and sliders. The vehicle's interior is visible, including the ceiling and windows.

IROW24 | FREE TO AIR ON TV3
OVER 250,000 VIEWS OF THE IROW24 EVENT
VIA THE FREE-TO-AIR SHOW ON TV3



YOUR REGIONAL BENEFITS

The total benefit is the estimated expenditure by international and domestic competitors, media personnel, visitors and residents which can be directly attributed to IROW24.

INT'L COMPETITORS & MEDIA

National Competitors

Calculations are based on the number of national entries (55), multiplied by six (6) being additional crew, service and support staff, and spouses.

- ✓ Calculation of benefit
 $55 \times 6 \times \$110 \times 5 \text{ days} =$
\$181,500
- ✓ Accommodation
 $2 \text{ rooms} \times \$120/\text{night}$
 $55 \times 2 \times \$120 \times 4 \text{ days} =$
\$52,800



National Media

Based on accreditations for 12 individuals over a shorter period of four (4) days

- ✓ Calculation of benefit
 $12 \times \$110 \times 4 \text{ days} =$
\$5,280
- ✓ Accommodation
 $1 \text{ room} \times \$120/\text{night}$
 $12 \times 1 \times \$120 \times 3 \text{ nights} =$
\$4,320

NATIONAL COMPETITORS & MEDIA

International Competitors

Calculations are based on the number of international entries multiplied by 6, being additional crews, service and support staff, and spouses. The crews are in the region for a minimum of seven (5) days

✓ Calculation of benefit
 $5 \times 6 \times \$130.00 \times 5 \text{ days} =$
\$19,500

✓ Accommodation
 $3 \text{ rooms} \times \$120/\text{night}$
 $5 \times 3 \times \$120 \times 5 \text{ nights} =$
\$9,000

International Media

Calculation is based on 4 international accreditations for individuals; with daily spend as above, over five (5) days.

✓ Calculation of benefit
 $4 \times \$130.00 \times 5 \text{ days} =$
\$2,600

✓ Accommodation
 $1 \text{ room} \times \$120/\text{night}$
 $4 \times 1 \times \$120 \times 4 \text{ nights} =$
\$1,920

SPECTATORS AND COMMUNITY

Spectators

Numbers of spectators are estimated at 4,500 over the two days of the event; with an estimated spend of \$120.00 per person per day.

✓ Calculation of benefit

$$4500 \times \$120 =$$

\$540,000

Workforce

A volunteer workforce of approximately 200 people assisted during the event. These volunteers were in the area for an average of two days per person and contributed an estimated \$120 per day

✓ Calculation of benefit
 $200 \times \$120 \times 2 \text{ days} =$

\$48,000

EVENT & REGIONAL BUDGET SPEND

Event Budget

An additional \$150,000 was spent by Rally New Zealand in and around the region on goods and services related to the rally.

✓ Calculation of benefit =
\$150,000

Total Regional Budget

Total regional benefit is achieved by the initial regional benefit using a multiplier* of 2.2.

✓ Calculation of benefit
\$1,014,920 × 2.2 =
\$2,232,824

*Figures sourced from average domestic spend: Regional Tourism Indicators: Ministry of Business, Innovation and Employment, Domestic Traveler Expenditure figures, December 2013 – 2019. Not inflation adjusted.



ESTIMATED VALUE OF
GLOBAL TELEVISION
SCREENING & LIVESTREAM
\$289,880

*BASED ON FIGURES 2013-2018 / FIA / NZRC

A person wearing a dark blue jacket with 'Team Hutchinson Ford' and a logo on the back, and a blue baseball cap, is seen from behind, looking out over a city at night. The city lights are visible in the distance, and the person is standing on a grassy area. The background shows a cityscape with lights and hills under a twilight sky.

ESTIMATED ECONOMIC BENEFIT FROM LOCAL & INTERNATIONAL EXPOSURE **\$2,522,704**

*Figures sourced from average domestic spend: Regional Tourism Indicators: Ministry of Business, Innovation and Employment, Domestic Traveler Expenditure figures, December 2013 – 2019. Not inflation adjusted.

OUR EVENT INVESTMENT

WHAT WE INVEST TO BRING THE EVENT TO WHANGĀREI

EXPENSE	AMOUNT \$NZD
FIA - Registration & Promoters Fee	\$13,489
Motorsport New Zealand- Event Fee	\$12,746
Medical – St Johns	\$28,590
Local Marshals, Local Contributions, Event & Stage Safety, Timing Crews & Radios	\$35,550
Vehicle Safety Tracking	\$13,650
Event Management & Staff	\$30,550
Venue Hire – Rock N Roll Club / Rugby Club	\$5,000
Other - Pohe Island Setup, Lighting, Security, Ticketing, Promotion, Trophies, Fuel Vouchers, Traffic Management, Hire Equipment, Gear Transport, Fire Rescue, Media Management & Comms, Safety Cars, Service Park Setup	\$85,780
TOTAL EXPENSES BUDGET	\$225,355+/-
TOTAL INCOME - SPONSORS & CREWS	\$170,400+/-
SHORTFALL @ 05/03/2025 (NOTE THIS BUDGET IS STILL BEING DEVELOPED)	\$54,955

OUR EVENTTIMELINE

MAKING THE EVENT COME ALIVE

KEY MILSTONES ON THE EVENT	DATE
Visit WDC / KDC Event teams / Roding Applications to WDC / KDC	April / May 2025
Preparation of Final Budget (based on route approval) / Resident Engagement	June 2025
Local Volunteer Management & Training / Resident Engagement	June / July 2025
Event Timing & Vehicle Movement Plans / Safety + Health & Safety Plans / Traffic Management	June / July / August 2025
Event Regulations / Route & Speed Schedule / Resident Engagement	August / September / 2025
Event Services – Fire / Ambulance / Vehicle Tracking / Book Venues	August / September / 2025
Entries Open & Close	October / November 2025
Final Resident Letter / Start Orders / Final Pre-Event Briefings	October / November 2025
Event Runs / Teams onsite / Event Setup	November 2025
Event Breakdown / Reporting	November 2025 / December 2025

THANKYOU

Simon Bell | Event Chairman

p: 021856277

e: simon@sultants.co.nz



5.2 Community Services Group Operational Report – April 2025

Meeting: Community Development Committee
Date of meeting: 17 April 2025
Reporting officer: Victoria Harwood (General Manager, Community Services)

1 Purpose / Te Kaupapa

To provide an overview of operational activities occurring in the month of March 2025 across the Community Services Group that the Community Development Committee govern under their Terms of Reference.

2 Recommendation/s / Whakataunga

That the Community Development Committee receives the Community Services Group Operational Report for March 2025 at the April 2025 meeting.

3 Background / Horopaki

This report provides an overview of operational activities and highlights for March 2025 including the five Community Services Group Departments and two Council Controlled Organisations (CCO's) and provides commentary on future activities planned.

3.1 Financial/budget considerations

Any significant financial risks are raised in the individual agenda items. Financial and budget activities within the Operations Report are business as usual activities.

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: Community Services Group Operational Report March Activities for the April Committee meeting 2025.

Operations Report Community Services Group

April 2025

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1. Community Services Group Overview

1.1 Health and Safety

- Health, Safety and Wellbeing for front facing staff in the Community Services Group of departments, including glass security screens in the Ruakaka Service Centre.
- Ensuring the Community Services Group public facilities are maintained and meet health and safety requirements
- Ensuring H&S issues are logged through the Assura system and addressed promptly by staff.

1.2 Current Priorities

GM Community Services Group current focus areas:

- Delivery of Key Priority Projects as per list within Operations report Section 3.
- Supporting the Annual Plan 2025- 2026 process
- Northland Events Centre 2021 Trust relationship management.
- Whangarei Art Trust relationship management.
- Whangarei Art Trust Board Trustee Recruitment – hapu representative.
- Five council departments staffing and operations.
- Long-term plan 2024-2034 –work programme delivery 2024-2025.
- Pensioner housing, new and contract renewals.
- Infrastructure Projects – Old Municipal Building restoration, Stadium Roof replacement, new tsunami siren network, CDEM Multi-agency Coordination Centre (MACC).
- Recruitment of Libraries Manager role
- Multi-Agency Coordination Centre (MACC) Design Team
- Emergency Operations Centre CDEM Training Exercise – Local Controller
- Fear Free Personal Safety Training during public consultations

Agenda items outside the Community Development Committee

N/A

Other Operations

- Transitioning through staff structural changes and responsibilities
- Supporting ICT projects to enhance staff and customer experience
- Council Advisory Group Review and workshops
- Welcoming Communities Plan
- Future major sporting events planning
- Recarpeting, air con and security upgrades to central Library

1.3 Current challenges/issues

- Anti-social behaviour and security requirements

1.4 Future focus areas

- Knowledge Precinct Project and Knowledge Education Arts Hub
- Redevelopment Forum North and support of new Theatre project

2. Council Controlled Organisations – Monthly reporting

2.1 Whangarei Art Trust - Hundertwasser Art Centre with Wairau Māori Art Gallery and the Whangarei Art Museum

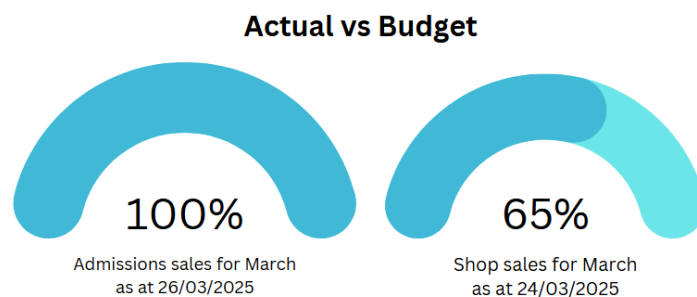
2.1.1 Hundertwasser Art Centre (HAC)



On 25 March, the Governor-General of New Zealand, Dame Cindy Kiro, and her husband, Dr Richard Davies, visited the Hundertwasser exhibition, the Wairau Māori Art Gallery, and the Afforested Roof. They were welcomed by Whangārei Art Trust Chair Bill Shepherd, Wairau Māori Art Gallery Director Larissa McMillan and Hundertwasser Art Centre Director, Dr Joost de Bruin.

Admission and shop sales

Admission sales for March were at 102% of budget with 5 days to go. This is the first month this financial year that admission sales are higher than budgeted. Shop sales for March were at 65% of budget with 7 days to go.

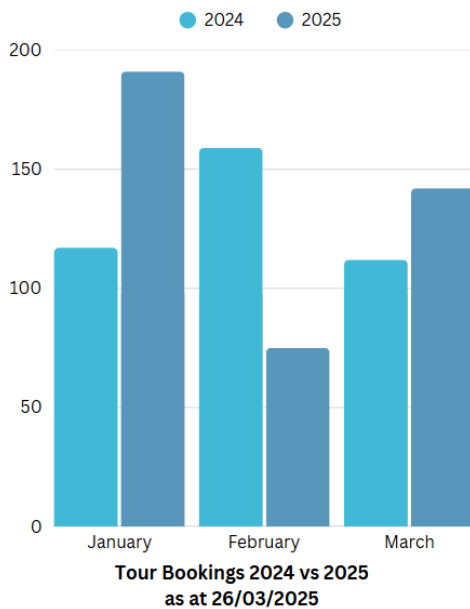


On 24 March, the final cruise ship of the season hosted the most visitors of the year, selling 175 tickets (121 for the Whangārei Highlights Tour, and 54 additional). The strategy involved selling full admission tickets post-tour, causing some overlap. Shop sales were \$2,656 lower than other days, possibly due to passenger concerns about the US\$/NZ\$ exchange rate amid recent US political changes.

MuseumShop

Slow moving stock continues to be reduced on sale to increase revenue. Most sales are made up of smaller priced items with an average spend per customer of \$38.95. Higher priced sales are typically to international tourists purchasing more expensive items. Airfreighted Hundertwasser items are selling quickly and allow for a more responsive inventory style management.

Hundertwasser Art Centre has signed up to the new Museums Aotearoa online shop (which includes Te Papa and Auckland Museum) to market some of the more specialist products where they are sold on a commission basis.



Tour Bookings

Overall, there is a growth in tour bookings.

Preparation is underway for participation two trade events with tourism businesses: TECNZ in Auckland in April and TRENZ in Rotorua in May.

Grant applications

Fundraising applications continue to be over-subscribed, and funders are consistently reporting insufficient funds. However, a grant of \$20,000 was received from Lotteries for the Hundertwasser Art Centre public programmes.

Funding Body	Amount Applied For	Achieved	Date Submitted	Current Status
Foundation North	\$99,999	\$0.00	October 2024	Declined due to CCO status
Lotteries	\$100,000	\$20,000	November 2024	\$20k awarded
Rano Trust	\$21,466	\$0.00	January 2025	Declined due to insufficient funds
Oxford Sports Trust	\$26,840	\$0.00	January 2025	Declined due to insufficient funds
Pub Charity	\$31,952	\$0.00	January 2025	Declined, area funds exceeded
ANZ	\$25,000	\$0.00	January 2025	Declined due to insufficient funds
Grassroots Trust	\$21,466		March 2025	Awaiting outcome
Total Applied	\$326,723			

Schools programme

Currently on track to meet this term's target of 500 students and 750 learning hours, and next term with currently 339 students booked for term 2 (67.8% of target). This represents a huge increase from last year, with several large school bookings coming up and more enquiries being made.

A successful home schoolers programme has commenced and appreciated by the community for its flexible drop-in format. Attendance varies, with some attending weekly and others occasionally. Despite the effort required to plan diverse weekly lessons, they are excited to continue next term.

Public programme

The following programmes were recently held:

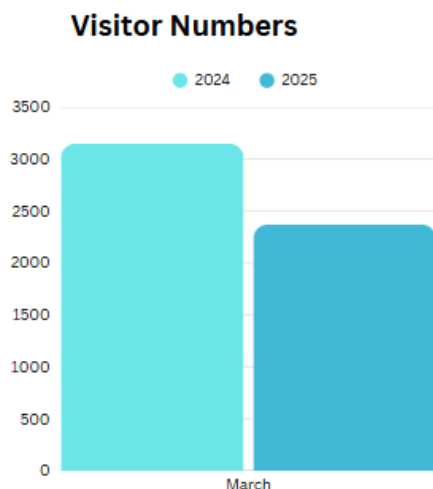
- First Director Conversations session, this is a new bimonthly programme where the stories of Hundertwasser's legacy are shared.
- Te Waiata Roa – The Long Song taonga pūoro event organised by Creative Northland in collaboration with the Hundertwasser Non-Profit Foundation.
- Coral Gardening art activation in celebration of New Zealand Sea Week.
- Whangārei Death Café, the first of what will be part of a regular programme.
- The Glass Ceiling Art Collective ran two days of The Sensory Lab in the Activity Centre, a series of workshops for learning disabled people.

Staffing

A new full-time Finance and Office Manager have been appointed, along with two new Hundertwasser Art Centre Visitor Experience Hosts.

2.1.2 Whangārei Art Museum

Visitor Numbers



March visitor numbers were significantly impacted by scaffolding erected to facilitate the exterior painting of the building. Since the removal of the scaffolding, visitation during the last week of March has bounced back to being 57% above the same week in 2024.

Whangārei Art Museum is currently participating in the Museums Aotearoa National Visitor Survey 2025. Preliminary findings indicate that most visitors spend 41-60 minutes per visit, and for 65% of those surveyed, this was not their first visit. 68.85% of visitors live in Whangārei or Northland, and the most represented age group is 30-40 years old.

Property

- Staff are working with Council on the use of the Foyer area.
- The Hātea Studio will be used for Education programmes.

Exhibitions & Events

Upcoming Exhibitions:

- *Broken World* – Alex Chalmers (6 April -8 June)
This is a major solo exhibition by Whangārei-born and Rome-based artist Alex Chalmers, offering a nuanced reflection on the impermanence of power and the fragility of global systems. The exhibition repurposes found materials from contemporary Rome and combines them with elements from New Zealand to explore cycles of dominance, collapse, and transformation.
Key dates:

- Dawn blessing: Friday, 4 April, 5.00am
- Public opening: Saturday, 5 April 6-8pm
- Exhibition space opens to public: Sunday, 6 April from 10am
- Artist-led tour: Sunday, 6 April 10-11am

Exhibitions in Development:

- Ngahuaia Harrison (Ngātiwai) – *Opens 20 June 2025* This exhibition combines new photographic and video works with historic images from the Whangārei Art Museum's collection.
- Ronnie van Hout – *Opens October 2025* A major retrospective of work by New Zealand-born, Melbourne-based artist Ronnie van Hout.

Education and Public Programmes

Weekly Drawing Workshops	Delivered every Thursday at 10am and 6pm for a maximum of 15 participants. Sessions are frequently sold out, indicating strong community demand and sustained engagement.
Free holiday printmaking workshops	During the April school holidays, our regular 10am drawing workshops will be replaced with a free printmaking project for children, developed by John Pusateri. This activity offers a fun and engaging opportunity for young visitors to explore creative processes and gain hands-on experience with printmaking techniques.
Community Engagement	Discussions underway to develop collaborations for Pacific Language Weeks and being a host site for Puanga Matariki celebrations.

2.2 Northland Events Centre (2021) Trust

Health and Safety

- Awaiting meeting with FENZ regarding amending or renewing our Fire Evacuation Scheme. Application completed.
- External review of H&S suite of documents with a specific focus on event documentation has now been completed and the recommended actions from this report will commence once priority has been confirmed.

Current Priorities

- Refresh of NECT Strategic Plan
- Delivery of Super Rugby Aupiki Blues v Matatū 29 March
- Planning for Māori All Blacks – 5 July
- Work on Asset Management Plan with WDC

Performance measures and compliance

- WDC Draft Statement of Intent and Financial 6 Month report complete

Current challenges/issues

- Ticket sales across the events industry is still challenging

Overview of Operational Activities for March

- Internal (lounges) bookings – 29 total spaces hired. 1890 attendees. 56 days of upcoming internal events. 100% of hirers surveyed would use the venue again. 63% overall occupancy across all lounges.
- 10th Year anniversary Northland Fritter Festival held on 8 March with Kora headlining the event along with Stellar, Lost Tribe Aotearoa and local bands Crooked Cops, 5K, Ness and Visual Soup. Astro Boy took out both Best Fritter and People's Choice, newcomers 144 Islands won best Vineyard/ brewery. 2,520 attendees, 26% were from outside of the Whangarei District & 24.4% attended for the first time.



- NPC and FPC dates confirmed with three events in August and two in September.
- Aupiki Travel moved into Corporate Suite 7 for a year (Licence to Occupy)
- Kitchen lease underway
- Fritter 2025 set an awesome example of what can be done in terms of waste at an event, when everyone is on board and working together. An amazing 89% diversion rate.

Future Planning / What's coming next?

- Māori All Blacks v Scotland 5 July planning, marketing and tickets go on sale in April
- Discussions to engage Wasteless for Māori All Blacks v Scotland 5 July
- Changing room showers recoat

3. Community Projects

Community Services Projects Timeline 2024-25

	2024						2025											
Project	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
General Manager Community Services																		
Community Centricity																		
WAT Trustee Recruitment (Hapū & Finance)																		
Draft Annual Plan Delivery																		
Forum North - renovation & future																		
Justice of the Peace Services to Te Iwitahi	COMPLETED																	
Community Group Internal Strategies	COMPLETED																	
Libraries																		
Re-carpet procurement Central Library																		
New Wrap for the mobile library																		
Makerspace in Central																		
Take Te Kakanao to other locations																		
Increase Heritage resources																		
Any time libraries																		
Review public computer spaces																		
Book Supplier Contract Renewal	COMPLETED																	
Central Library Roof Repairs	COMPLETED																	
Customer Services																		
iSite Café Operator																		

Community Services Projects Timeline 2024-25

	2024						2025											
Project	Jul	Aug	Se p	Oc t	No v	De c	Ja n	Fe b	Ma r	Ap r	Ma y	Ju n	Ju l	Au g	Se p	Oc t	No v	De c
Digital Experience Platform (DXP) Project																		
Disability Strategy Implementation - Hapai card																		
Customer Request System Remedial Plan	COMPLETED																	
Cruise Ship Season Planning	COMPLETED																	
Establish new Request Team				COMPLETED														
Venues and Events																		
Events Strategy (External)																		
Stadium Roof Replacement																		
Forum North Garden Refit - replace old furniture																		
Stadium Flooring in changing rooms																		
Cameron Street Canopy Lights Refit																		
Crowded Spaces Strategy																		
Forum North Garden Area Phase 2																		
Review Event Development Fund and Kaupapa																		
Multi-Cultural Arts Festival																		
Arts Culture and Heritage Strategy 2024-29	COMPLETED																	
Stadium Asset Management Plan	COMPLETED																	
Art on Boxes	COMPLETED																	
Forum North Roof			COMPLETED															
Forum North Fire Safety Improvements					COMPLETED													

Community Services Projects Timeline 2024-25

	2024						2025											
Project	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forum North Elevator Repair					COMPLETED													
Painting Forum North Foyer						COMPLETED												
Community Development																		
Old Municipal Building Confirm Tenancy																		
Pensioner Housing new builds																		
Pensioner Housing Future Delivery Report & Review																		
Old Municipal Building Restoration																		
Welcoming Communities Plan																		
Advisory Group Review																		
Age Friendly City Plan																		
Draft Welcoming Communities Stock Take	COMPLETED																	
Regional Accessibility Strategy	COMPLETED																	
Community Led Projects List Review	COMPLETED																	
Comms Guidelines for Representing Diverse communities																		
Review of Pensioner Housing Policy																		
Civil Defence Emergency Management																		
New Tsunami siren network installation																		
Multi-agency coordination Centre (MACC) Development Phase																		

Community Services Projects Timeline 2024-25

	2024						2025											
Project	Jul	Aug	Se p	Oc t	No v	De c	Ja n	Fe b	Ma r	Ap r	Ma y	Ju n	Ju l	Au g	Se p	Oc t	No v	De c
Tsunami Boards new inundation modelling signage																		
Emergency Operations Centre (EOC) Equipment Renewal				COMPLETED														

4. Community Development

4.1 Health and Safety

Community Safety

CitySafe Community Officers reported two Health and Safety incidents during the day for February:

- Cameron Street Mall: CitySafe Officer spat on and call derogatory names by member of public. Complaint made to Police.
- Cameron Street Mall: CitySafe Officer received minor scratches and punches when trying to separate youths.

At the time of reporting, nine Health and Safety incident reports, with two occurring during the night and seven during the day:

- Laurie Hall Carpark: member of the public threatened to shoot a CitySafe Officer when leaving the carpark in a car, after a firearm was allegedly presented during a fight between suspected gang members.
- Laurie Hall Carpark: community officer was threatened to be shot by member of the public when requested to tip his alcohol out.
- Laurie Hall Carpark: member of the public verbally abused CitySafe Officers after being served a trespass notice on behalf of a retailer.
- Cameron Street Mall: threatening behaviour toward CitySafe Officers by member of the public. Arrested by Police.
- Vine Street: Restaurant staff assaulted by members of public. Matter with Police.
- Quality Street: CitySafe Officers called to assist with member of the public reported to be carrying a table knife as a weapon. Police attended incident.
- Quality Street: CitySafe officer physically pushed member of the public away due to officer's personal space being invaded.
- Quality Street: CitySafe Officer abused, threatened and grabbed my member of the public. Police arrived and moved person on.
- Rathbone Street: threatening behaviour by member of the public toward CitySafe Officer when responding to domestic incident. No action taken by Police.

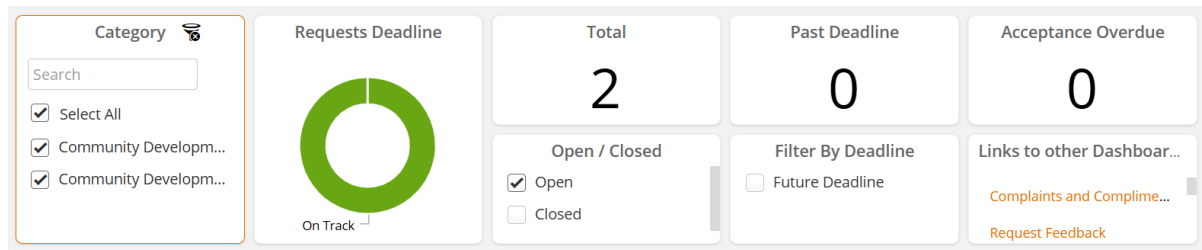
4.2 Current Priorities

<i>Advisory Groups</i>	<ul style="list-style-type: none"> • Council Advisory Groups Review
<i>Community Development</i>	<ul style="list-style-type: none"> • Progressing future growth and delivery options for Pensioner Housing • Welcoming Plan Consultation – Welcoming Communities • Implementation of Community Impact Partnership
<i>Community Funding</i>	<ul style="list-style-type: none"> • Processing WCF outcomes from March Committee meeting • Triage/recommendations for WCF April Committee meeting • CCS triage/committee process • Planning for Strategic Grant funding workshops
<i>Community Safety</i>	<ul style="list-style-type: none"> • Working through the implementation of structure changes that affect CCTV and Community Property

4.3 Performance measures and compliance

Measured annually at the end of the financial year.

4.4 Request system dashboard update



4.5 Current challenges/issues

<i>Community Safety</i>	<p>Homeless persons, mental health issues and graffiti vandalism negatively impacting the perception that the city and district is not safe and welcoming.</p> <p>The impact on homeless persons when Open Arms closes their Robert Street location in April is unknown. Staff understand that daily meals, showers, laundry and storage facilities will no longer be available, and that Open Arms will be transitioning to a new model where morning teas and social services will be available on weekdays, at 155 Whare Awhina in Cameron Street.</p>
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4.6 Overview of Operational Activities for March

Advisory Groups

External review of Council Advisory Groups

The Advisory Group Review interim report was received at the March Community Development Committee meeting, and Advisory Group Chairs/Reps spoke to their recommendations at this meeting. Staff will workshop future direction with Elected Members in April.

Positive Ageing Advisory Group and Disability Advisory Group

A joint PAAG and DAG meeting was held in March present specific topics on the Public Places Bylaw, Waste Minimisation Plan Changes and the Knowledge Precinct.

A second joint advisory group meeting is planned for April as well with Annual Plan, Future Development Strategy updates and Welcoming Communities Consultation.

Youth Advisory Group

The Youth Advisory Group met in March. Will McNab from the Strategy Department presented an overview of Public Places Bylaw which is currently being reviewed. YAG will decide which aspects of the bylaw they would like to provide input on when further engagement takes place.

The Chair of the Youth Advisory Group presented to the Community Development Committee to share YAG's recommended changes to advisory groups as part of the Advisory Group Review.

Three members of the Youth Advisory Group as well as four other aspiring leaders from the Whangarei District were invited to have dinner with Her Excellency Dame Cindy Kiro, Governor General of New Zealand. This dinner took place at The Quay on the 26th of March.



Community Led Projects (CLP)

- The **Onerahi CLP Lead Group's** swimming programme - limited numbers at Sunday openings, but Thursdays after school is popular. Programme will end on Sunday 6 April. The group will do a survey asking for feedback and then review in May to decide on the next season's arrangements.
- **Maungatapere Village Inc (MVI)** held a blessing for the ramp between Beverley Crescent Service Lane and the War Memorial Interdenominational church and their Welcome Signs. The committee in partnership with Maungatapere Mountain Trust and local hapū held their annual Mountain discovery day in celebration of Neighbours Aotearoa Month this March.



- The **Raumanga Community Roopu** are preparing to activate the Raumanga Valley Reserve Park weekly on Thursdays during April in partnership with Community Connect. There are community concerns for the safety of pedestrians crossing at the Otaika Shops following a recent incident. This is tabled for discussion at the next monthly meeting Thursday 1 May. The roopu spent some time as a committee visioning the next 30 years in Raumanga. Coupled with the Placemaking data, the roopu will use this to inform their ongoing community led activities.



- **Waipu River Walk** - no updates available at the time of writing.
- **TikiPride** – hui schedule has changed to bi-monthly meetings. No updates available at the time of writing.

Community Development

- As part of the Community Led Development training offerings, the Getting Started in CLD programme is underway. This programme offered online modules and two workshops which were run online on the 18th and 25th March. The third and fourth *Connect Community of Practice* sessions ran on the 10th and 31st March.

Welcoming Communities

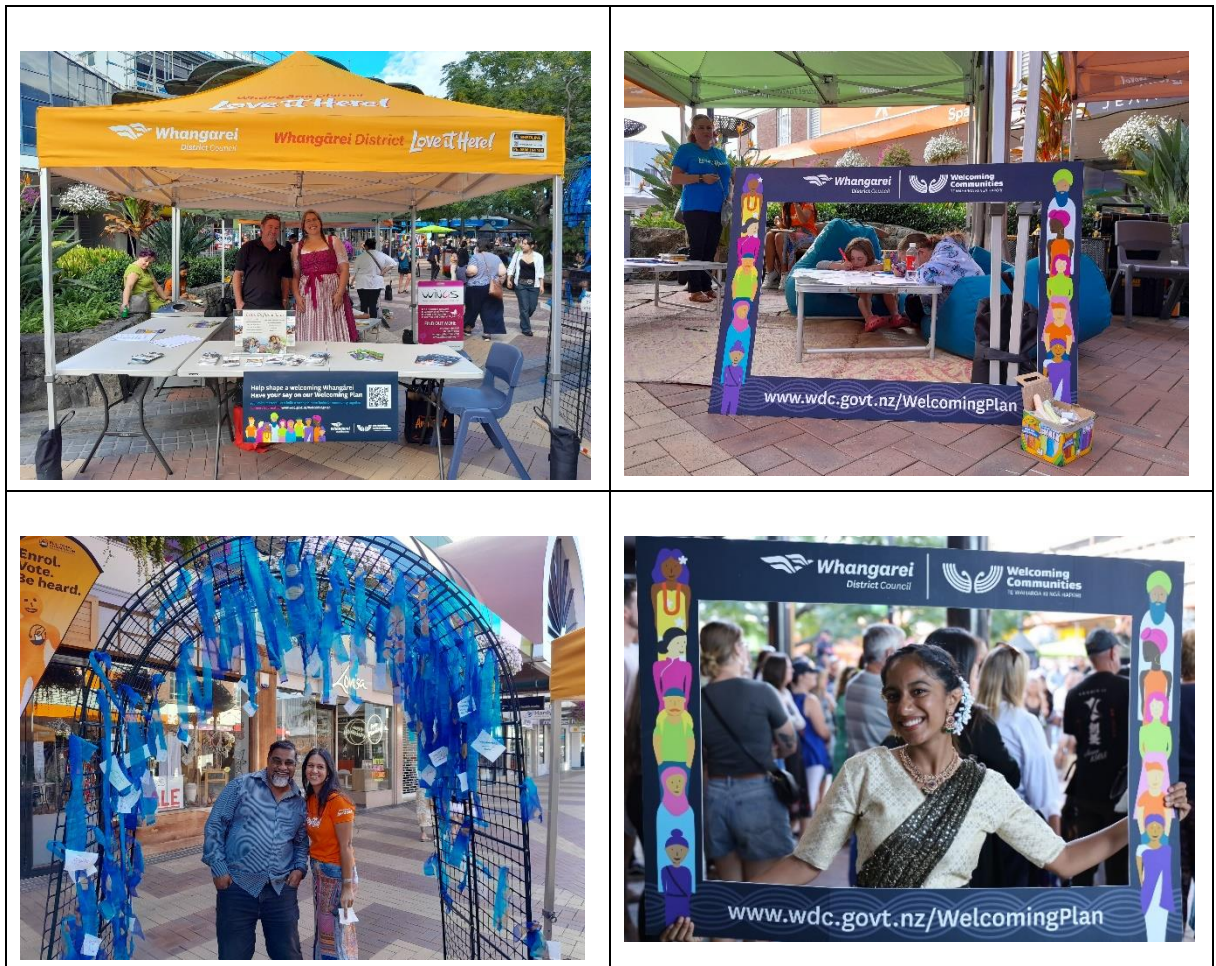
- Hand back from interim Welcoming Communities Coordinator in progress. This will ensure continued and seamless progress with projects and established relationships.

Welcoming Plan

- Engagement Group meeting held to debrief the first engagement hui and discuss ideas for the next engagement hui (8 April). The group was presented with a [brief engagement hui report](#)
- Internal Working Group meeting to progress with the development of the Welcoming Plan. Teams are identifying what they are doing well, what can be improved and other actions they can do to help achieve the Welcoming Plan outcomes.

Taste Whangārei

- The event was very successful. It had great turnout and was representative of our District's ethnic diversity with ample variety of food vendors and cultural performances.
- Community Development supported the V&E team with ethnic communities' liaison and promotion of the event to our networks.
- A Welcoming Communities stall was set up at the event to engage with the community and hand out flyers for the Welcoming Plan to keep growing awareness of the survey and engagement sessions. We had colouring in activities for kids and an interactive installation, both were very popular with the public. The installation was a Welcoming Portal - an archway where people could write what makes them feel welcome. This is an ongoing part of the Welcoming Plan activation and will be assembled at the Central Library in April.



The archway is the first of three installations designed for the Welcoming Plan at the Central Library with the support of Council's Play Advocate.

Waka Tākaro Play Trailer

The Waka Tākaro Play Trailer is currently being managed by Creative Northland. This is a new partnership which aims to increase community use of the Waka Tākaro Play Trailer. The play trailer is currently booked for a range of upcoming events including a family fun day at Raumanga Valley Reserve and ArtBeat.

Age Friendly Whangārei Plan

Council received funding to develop an Age Friendly Whangārei Plan from the Office for Seniors via their Age Friendly Aotearoa programme. Part of the process is to run a survey to gather data to help inform the drafting of the plan. The survey has been developed by an academic researcher for global use with modifications allowed for local contexts.

The survey was launched on March 17 and will close 28 April. 350 responses have been received at the time of writing, and we are aiming for 600.

Community Funding

SmartyGrants system configuration continues for the full grant lifecycle for each Community Development fund.

Applications continue to be accepted and worked through for the Whangārei Communities Fund, Community Associations Grant, Youth Week Fund, and Creative Communities Scheme.

Community Property

Pensioner Housing occupancy

99% of the units are occupied.

Asbestos was detected during the refurbishment of a unit in George Street requiring an additional process to remove the asbestos before refurbishment works could continue. The unit will be available to be tenanted in early April.

The next unit to be refurbished is at King Steet, with preparation works started already.

This month 4 new tenants moved into refurbished units.

The procurement process has been started for the Pensioner Housing Tenant Management and Grounds Maintenance contracts and is well under way.

Village inspections have been conducted at Te Mai Road, Otaika Road and Clark Road. In general, interior unit conditions are meeting the required standard are in good condition. Exterior gardens and lawns are in great condition, positive feedback from tenants has been passed on to the garden services contractor.



Clark Road - gardens



Clark Road - exterior



Otaika Road – gardens



Otaika Road – exterior



Te Mai Rd - gardens



Te Mai Rd - exterior

Asbestos testing

Asbestos testing for pensioner housing villages has been completed with a positive test found at George St. The asbestos has been safely removed. Asbestos testing will continue in March for Community buildings and halls, and in April for Residential Housing

Community buildings and halls

Several Community buildings and halls are scheduled for roof and gutter cleaning maintenance services in preparation for the winter season.

Leases for The Men's Shed, Ngunguru Hall, Old Library, Old BNZ Building and Civic Arcade (former OMB tenants) are in the process to be reviewed for renewals.

General Housing

Quarterly property inspections were conducted at Ewing Road, Waikaraka Road, Vale Road, Thornburn Road, Three Mile Bush Road and Whau Valley Road. In general, all properties were found to be well maintained.



Waikaraka Road



Vale Road



Thornburn Road



Three Mile Bush Road

Community Safety

Trends

CitySafe Trends Reporting

Trend Key:

Trend Key	
Significant increase over previous month's reporting	↑
Slight increase over previous month's reporting	↗
Similar to the previous month's reporting	→
Slight decrease under previous month's reporting	↘
Significant decrease under previous month's reporting	↓

• *CitySafe Monthly Totals*

28% increase in overall reporting for the month	↗
31% increase in anti-social behaviour (ASB) reporting	↗
55% decrease in bylaw reporting	↘
49% increase in other reporting	↗
March provisional overall reporting is slightly up on the reporting month	↗

• *CitySafe – Day ASB*

35% increase in daytime ASB that comprises 62% of total reported ASB	↗
Assault and disorder	↑
Breach of liquor ban, drugs and gangs	↗
Damage	→
Dishonesty, drunks and fighting	↘
Nil reports for public urination and vomit	↓
March provisional daytime ASB reporting shows a slight increase for the month to date, has seen increases in breach of liquor, damage, dishonesty and gangs; but decreases in assault, disorder, drugs, and fighting	↗

• *CitySafe – Night ASB*

26% increase in nighttime ASB that comprises 38% of total reported ASB	↗
Assault, damage, disorder, drunks, fighting and vomit	↑
Breach of liquor ban	↗
Nil	→
Public urination	↘
Drugs (Nil reports for breach of One Way Door, dishonesty and gangs)	↓
CitySafe nighttime General Vibe: 51 - average 6.4 per night (5 is good - 15 is bad)	↗
CitySafe nighttime Bottle Count: 287 - average 36 per night	↗
March provisional nighttime ASB reporting shows a significant decrease for the month to date, with significant decreases in all reporting, apart from fighting, with a vibe of 55 (6.9 average) and a slight decrease in the number of liquor vessels picked up, at 271 (34 per night)	↘

- *CitySafe Bylaw and Other Reporting*

25% increase in general bylaw and other reporting this month	↗
Bylaw Reporting: 55% decrease in total bylaw reporting, with significant decreases in bikes, dogs, skateboards and scooters, but no change in the amount of begging reported.	↗
Other Reporting: 49% increase in other reporting, with a significant increase in homelessness, mental	↗
CitySafe Maintenance Requests: 25 - predominantly for graffiti and rubbish, being 3.6% of the total CitySafe reporting	➡
March provisional bylaw and other reporting is slightly up, with bylaw reporting being significantly up with bikes and buskers, and other reporting being slightly up in truancy. Maintenance requests are slightly down at 17, being 2.6% of the total CitySafe reporting.	↗

Overview

<i>Societal Issues</i>	<ul style="list-style-type: none"> • Antisocial behaviour, driven by homeless persons, mental health issues, and addictions, remains the main challenge for CitySafe Community Officers, who are frequently reporting breaches of the liquor ban, drunkenness, drug use, disorder, and fighting. • Homelessness in the inner city has seen an 87% increase in total reported activities to 291, of which, 112 were coded homeless and 100 were antisocial behaviours associated with homelessness. March, to date, has seen a 27% decrease to 211 reported activities, of which, 80 were coded homeless and 68 were antisocial behaviours. People are continuing to live in tents, vehicles or are rough sleeping behind buildings, under bridges and in parks and reserves, with Council receiving numerous complaints from members of the public throughout the district about public safety concerns and people living in unsanitary conditions, as well as, for dog and noise related complaints. • Social agencies continue to be critical in supporting the homeless and permanent vehicle dweller population. Council staff are engaging with agencies to assist the homeless community to access services and housing. • Youth reporting has seen a 52% increase in total reported activities to 85 for the month, of which, 23 were coded youth, 22 for truancy and 21 antisocial behaviours were associated with youths. March, to date, has seen a 60% increase to 136 reported activities, of which, 25 were coded youth, 55 for truancy and 27 antisocial behaviours reported. • Youths riding unregistered dirt bikes without helmets and with their faces covered continue to cause safety concerns in the community, with these bikes being ridden on the Kamo and Raumanga shared pathways, on parks and reserves, and, on roads around the city, including being ridden through the Mall and inner city.
<i>CCTV Network</i>	<ul style="list-style-type: none"> • Kamo Shared Pathway Stage 5 cameras: ICT department is assisting the Transportation department to connect the cameras to the CCTV Network. The 4 additional cameras installed by Transportation behind Whangarei Primary School are expected to be connected to the network in April. • Northland Events Centre cameras: Planning ongoing for installation. Plan includes additional licence plate recognition cameras on Port Road and Rewa Rewa Road to address vehicle burnouts and crime in the industrial areas. • Rose Street Bus Terminus: Awaiting completion of construction for camera reinstatement. • Aquatic Centre and Elliot Reserve: Considering cameras due to reported antisocial behaviour. Awaiting Police report for prioritisation. • Community Safety CCTV Network management: The network is currently being transitioned to be led by Business Support and ICT Departments. • Police Proceeds of Crime Funded CCTV: Planning continues for the installation of security cameras outside the Northland Events Centre for

	Whangarei, as well as installation of additional licence plate recognition cameras for the Te Kamo and Hikurangi Business Communities.
<i>Graffiti</i>	<ul style="list-style-type: none"> Graffiti vandalism remains an issue in the city. During this period, 139 tags were removed over 61 jobs reported in the Stop Tags database. March has seen 159 tags removed over 59 jobs to date.

4.7 Risk to the Tiriti Relationship

Nothing to report.

4.8 Delegated Financial Authority Policy

Nothing to report.

4.9 Legislation changes or updates

Nothing to report.

4.10 Future Planning / What's coming next?

<i>Community Development</i>	<ul style="list-style-type: none"> Development of Te Tai Tokerau Regional Accessibility Strategy implementation plan Council Advisory Group Review workshop in April and decision paper in May. Age Friendly Whangārei Plan analysis planned for May.
<i>Community Funding</i>	<ul style="list-style-type: none"> CCS application outcomes to be processed. WCF application outcomes for April. Marketing for Strategic Grant funding workshops planned for 26 and 27 May. Completing handover notes and how to guide for funding systems.
<i>Community Property</i>	<ul style="list-style-type: none"> Finalising the Asset Management Plan for the Community Property portfolio. Scoping processes to initiate condition reports of Community Properties, halls and buildings. Next round of asbestos testing in Community buildings and halls (11). Pensioner Housing Tenancy Management and Pensioner Housing Grounds Maintenance procurement.
<i>Community Safety</i>	<ul style="list-style-type: none"> Continuing to progress CCTV installation at Whangarei, Kamo and Hikurangi for Year 2 of the Proceeds of Crime funded programme. Transport team to install cameras on Stage 5 of the Kamo Shared Pathway which will be connected to the CCTV network. Transitioning CCTV to Business Support and ICT.
<i>Welcoming Communities</i>	<ul style="list-style-type: none"> Welcoming Plan public engagement workshops Newcomers' guide update

4.11 Capital Works

Major Projects –	Current Stage	Estimated Construction Start Date	Estimated Completion Date
Old Municipal Building (OMB)	Construction	July 2023	September 2025
<p>Summary:</p> <p>The Project is on Budget.</p> <p>The excavation of the Lift annex foundations is complete, and construction of the foundations began mid-March due to be complete mid-April.</p> <p>The internal Lining and Plaster restoration work on the ground floor is underway.</p> <p>Level 1 Interior work is on hold while redesign is ongoing</p> <p>The contractor has the construction completion scheduled on 22 September 2025.</p> <p>Contractor: Arco</p>			
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5. Customer Services

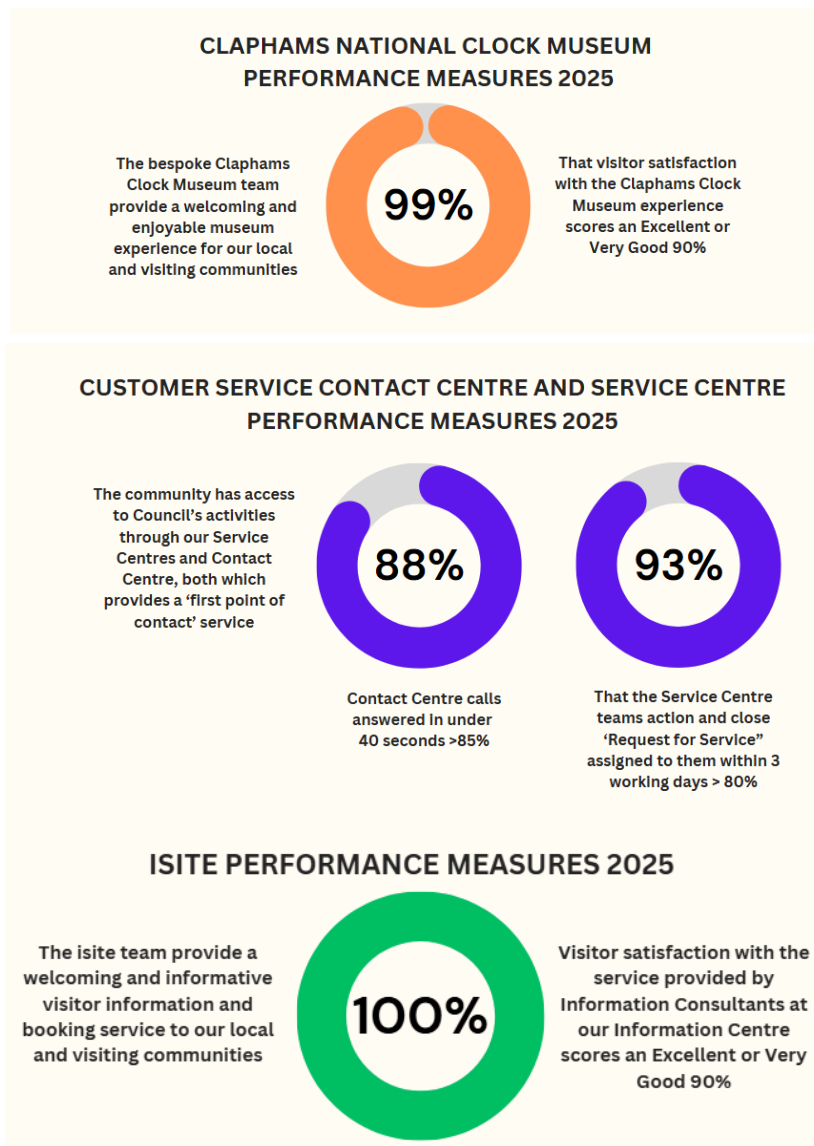
5.1 Health and Safety

Hazardous substances review completed at Claphams Clocks.

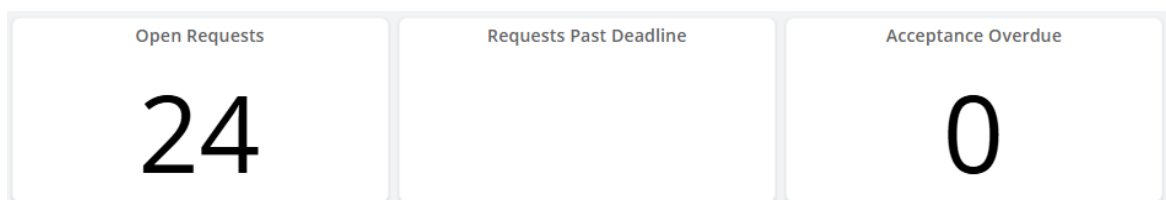
5.2 Current Priorities

<i>Clapham's Clocks</i>	<ul style="list-style-type: none"> Following up repair work (glass) for the shop display cabinets and ordering new cabinets to replace those broken during the break-in on 3rd March. Reviewing costs against budget to replace stolen shop stock and ensure sufficient stock prior to a predicated busy April (school holidays, ArtBeat, Easter and ANZAC). Re-advertised for a new casual team member to support staffing requirements as no suitable applicants in the first round.
<i>Customer Services</i>	<ul style="list-style-type: none"> The team have been testing our Building Consent Calculator, which has been absent from our website for the past two years. This tool enables our customers to input Integrated with TechOne, the calculator computes the total application cost. New L-shaped desks are being installed in the Customer Service area to create a small safety barrier between customers and staff. This setup enhances both safety and screen privacy.
<i>Contact Centre</i>	<ul style="list-style-type: none"> Staff are doing some online Privacy Training and will have some more training later in the year with the Privacy Officer here at Council. One team member went to the Mental Health and Resilience with Sir John Kirwan at Semenoff Stadium.
<i>Customer Requests</i>	<ul style="list-style-type: none"> The team continue to provide support to departments and contractors, offering training sessions, sharing valuable tips and tricks, and pinpointing areas for improvement to streamline the user experience. Our ongoing efforts are aimed at enhancing the council's reputation within the community by responding effectively to requests.
<i>Coordinators & Site Support</i>	<ul style="list-style-type: none"> Site support team are preparing to assist the isite and Claphams Clock Museum over Easter and Anzac holidays. Coordinators are continuing to help with data cleansing when quiet on the front counter.
<i>isite</i>	<ul style="list-style-type: none"> Café refurbishment in progress. Plan to open 7 April. TRENZ (Tourism Rendevous New Zealand) planning, isite Team Leader and District Development Coordinator to attend in May.

5.3 Performance Measures and Compliance



Request system dashboard update for Customer Service



5.4 Current challenges/issues

<i>Clapham's Clocks</i>	<ul style="list-style-type: none"> Monitoring purchasing against budget following museum break in. Maintaining sufficient staffing.
<i>Customer Services</i>	<ul style="list-style-type: none"> Our recent drill highlighted aggressive customer and staff vulnerability, recommendations for portable duress alarm on each desk and new desks which give us more safety.
<i>Contact Centre</i>	<ul style="list-style-type: none"> Angry and abusive callers can affect the team. Team members are encouraged to take a break after dealing with an upsetting or angry customer and to complete an Assure report with Health and Safety.
<i>Customer Requests</i>	N/A
<i>Coordinators & Site Support</i>	<ul style="list-style-type: none"> Dealing with fluoride protesters coming into Council and disrupting interactions with usual customers.
<i>isite</i>	<ul style="list-style-type: none"> Disruptions caused by café refurbishment at the isite (minimal).

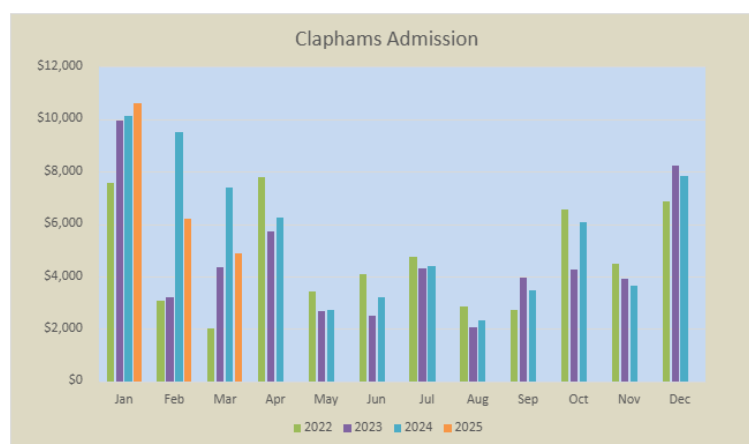
5.5 Overview of Operational Activities

Clapham's Clocks

The museum focused on reopening quickly after the 'smash and grab' on March 3rd. The team leader stayed on site to oversee cleanup and salvage efforts, while other team members were redeployed or took leave. The museum reopened on March 6th with limited display stock.

Repairs included reglazing automatic doors, replacing signage, and cleaning glass shards and forensic dust. Two cabinets were restocked, and glaziers installed new glass doors and shelves. Two new cabinets were ordered and arrived the last day of March.

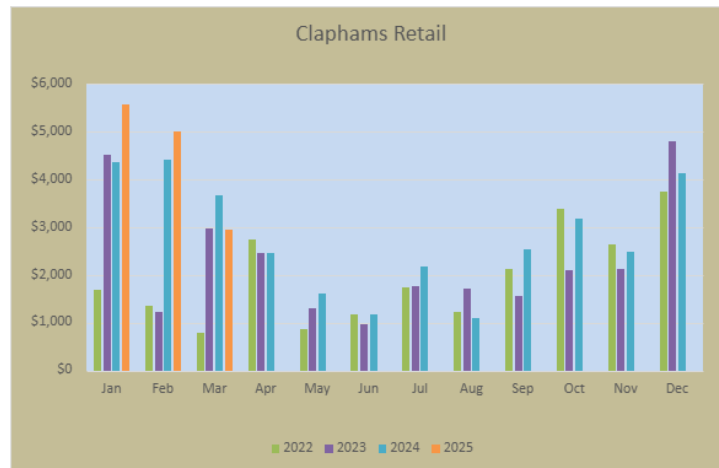
The museum welcomed a cruise ship in late March and handled ongoing graphics requests for visitor passes, a Clock Colouring competition flyer, and shop signage upgrades. The museum was closed for 3.5 days from March 3rd-6th



Visitor numbers (door count) – 3,401 (down 26% on March 2024)

Paid admission numbers – 586 (down 39% on March 2024)

Admission revenue – \$4,898 (down 33% on March 2024)



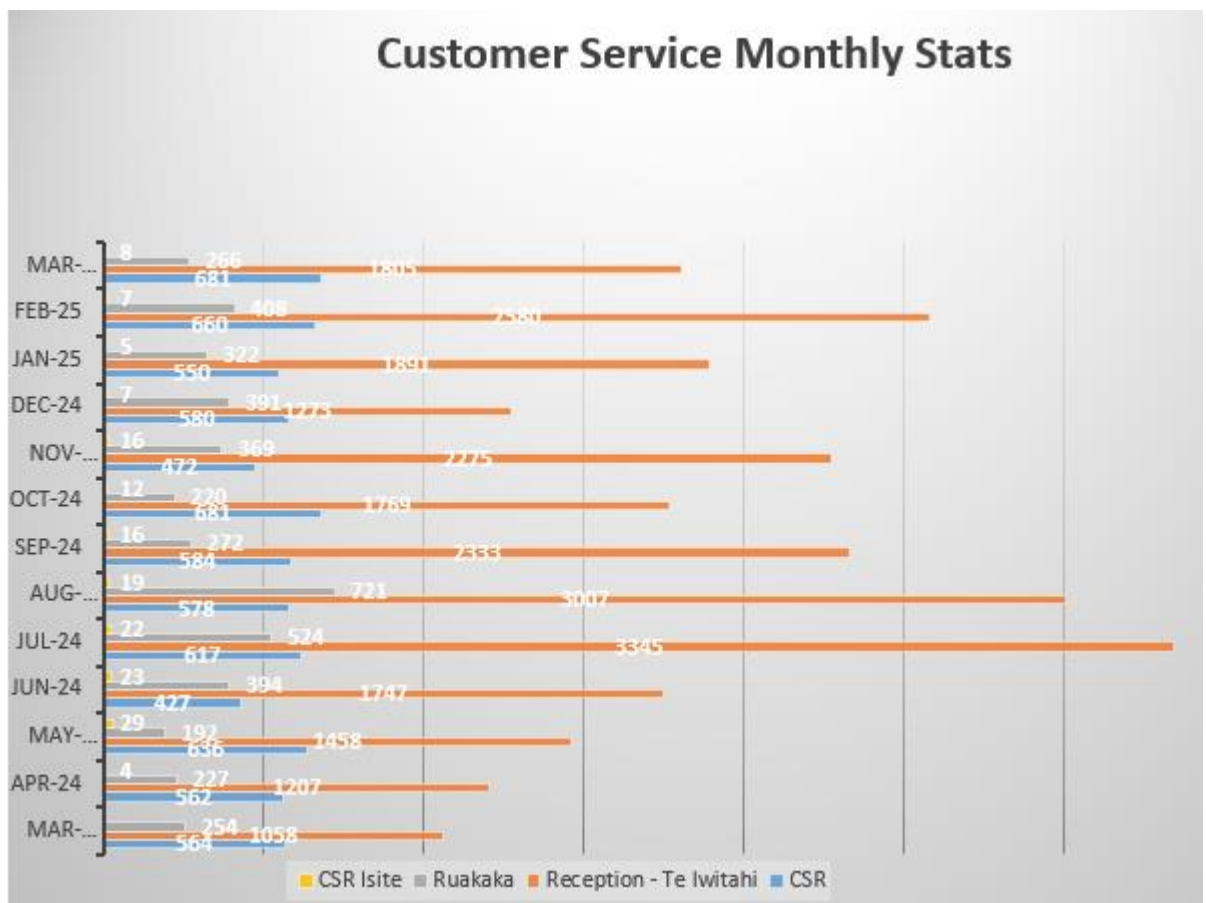
Net retail revenue – \$2,964 (down 19% on March 2024)

Total revenue for March 2025 = \$7,862 (down 29% on March 2024)

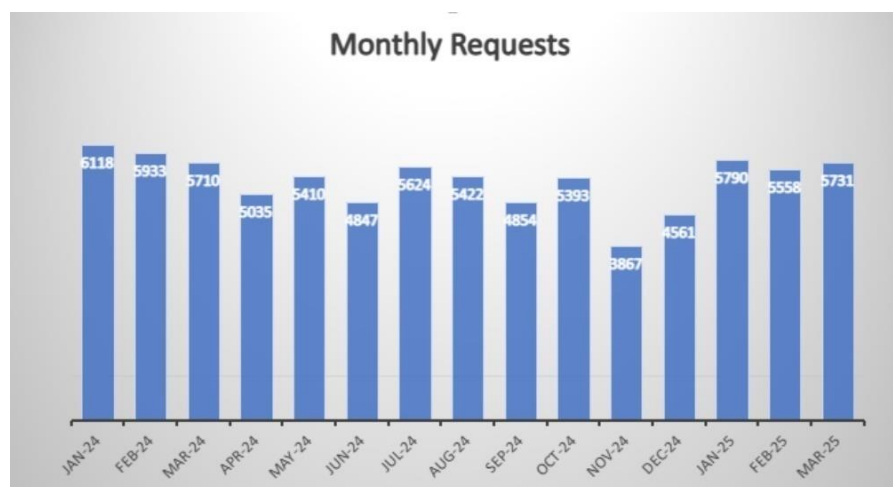
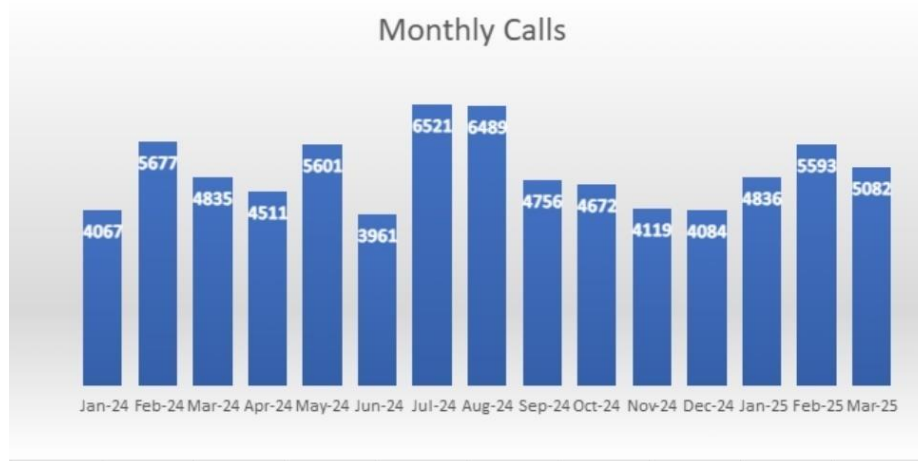
Customer Services – Te Iwitihi Civic Centre and Ruakākā

The following graph shows the activity for Customer Services Representatives and Coordinators.

- The orange line is the number of applications received at the front counter which includes over 70 parking, LIM requests and any other over the counter applications
- The blue line is the number of applications dealt with by Customer Services Representatives at the Civic Centre such as building consents, vehicle crossings and public utility applications.
- The grey line is the number of applications handled by our satellite Service Centre at Ruakākā
- The yellow line is the new Customer Services desk at the isite



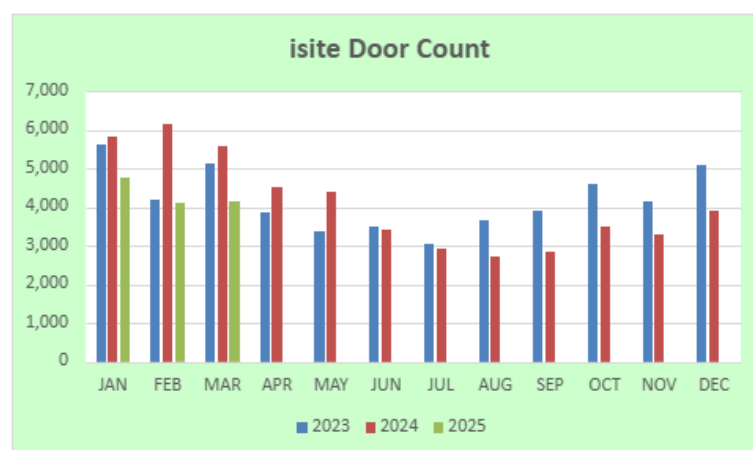
Contact Centre



Customer Requests

Through continuous training and support for departments and contractors, the team has successfully reduced the number of overdue requests from **35.82% in February** to just **3.84% currently**. This significant progress shows dedication to continuous improvement and demonstrates the effectiveness of support. Another focus is the quality communication with customers.

isite



Visitor numbers were 4,152 down 26% on March 2024



Booking revenue was \$751 down 20% on March 2024



Retail revenue was \$5,921 up 87% on March 2024

isite Facilities used in March 2025 (as recorded by NDS static guard 9 am – 4.30 pm daily)

Toilets	9,181
Shower users	242

5.6 Risk to the Tiriti Relationship

Nothing to report.

5.7 Delegated Financial Authority Policy

Nothing to report.

5.8 Legislation changes or updates

Nothing to report.

5.9 Future Planning / What's coming next?

<i>Clapham's Clocks</i>	<ul style="list-style-type: none"> Further meetings to ensure the Kete file system is fit for purpose for the museum, before the full roll out and team training. ArtBeat (Festival (1-30 April 2025), carnival day (12 April) – the museum is preparing to run a clock colouring competition for the duration of the festival.
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	<ul style="list-style-type: none"> Recruitment of a new casual Front of House position.
<i>Customer Services</i>	<ul style="list-style-type: none"> We are exploring the potential of ICT AI tools in the Customer Service space. Three workshops are scheduled for April.
<i>Contact Centre</i>	<ul style="list-style-type: none"> DXP is well underway with two team members working on getting the information into the new system
<i>Customer Requests</i>	<ul style="list-style-type: none"> To further our support, the Requests team will be organising a series of workshops aimed at helping teams acquire best practices and new skills. These workshops will specifically focus on communication strategies to ensure that our customers receive effective and timely communication.
<i>Coordinators & Site Support</i>	<ul style="list-style-type: none"> Business as usual
<i>isite</i>	<ul style="list-style-type: none"> Cruise end of season debrief with Northport Further preparation for TRENZ in May

6. Libraries

6.1 Health and Safety

- One person trespassed from Central and one from Kamo for aggressive behaviour.
- Tables and chairs moved away from the glass balustrades upstairs in Central following concern raised about the possibility of children falling.

6.2 Current Priorities

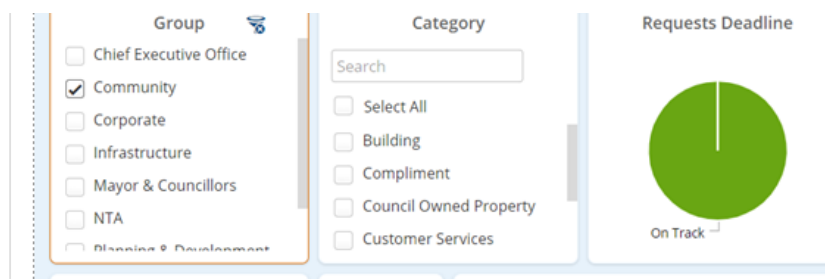
- CCTV Upgrade proposal
- Security upgrade proposal
- Finalising carpet replacement
- Assessing air con improvements
- Induction and training of two new staff members

6.3 Performance measures and compliance

These are reported annually at the end of the financial year.

6.4 Request System dashboard update

There are no outstanding requests for libraries



6.5 Current challenges/issues

Air conditioning alternatives for Central

6.6 Overview of Operational Activities for February

Gayla – Whangarei Pride event

The Mobile Library joined the celebrations with a badge making activity reusing old library books and displays of LGBTQ+ books. The necessary Health and Safety precautions were in place to protect staff from any antisocial behaviour, but all went smoothly and everyone thoroughly enjoyed themselves.



Heritage Talk

Dr Kathryn McDonald discussed the history of Northland's medical services, and its comparatively brief pioneer history placed against the background of long-standing Maori settlements

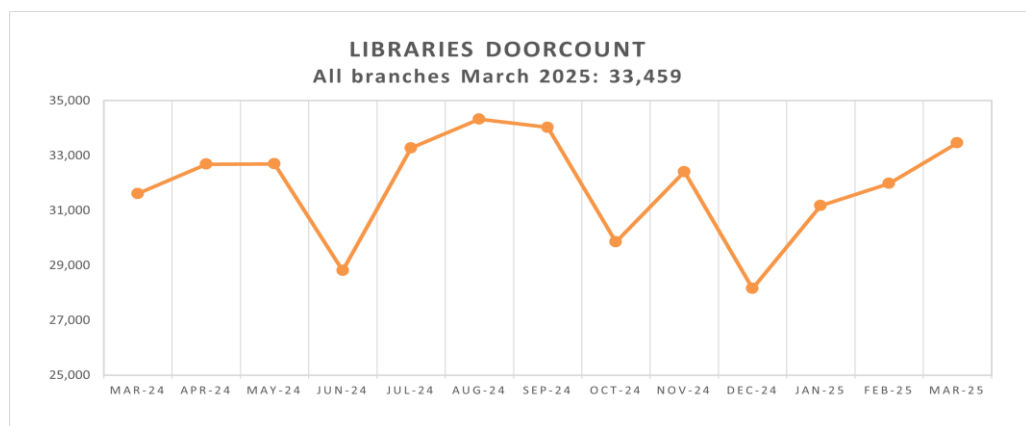


Lego Club

The Lego Club which continues to be one of the most popular activities for children aged five and over will start again in March. The sessions are free, no bookings are required.



Statistics



6.7 Risk to the Tiriti Relationship

Nothing to report.

6.8 Delegated Financial Authority Policy

Nothing to report.

6.9 Legislation changes or updates

Nothing to report.

6.10 Future Planning / What's coming next?

- Ngaio Marsh Awards Bodies by the Beach event
- Dementia Friendly Book Club
- Art Beat
- Dop-in Tech Help

7. Venues and Events

7.1 Health and Safety

Venues and Events had two incidents in March. A staff member was caught in the Forum North lift. The lift has ongoing issues due to its age. The door sensors had failed and have now been replaced.

A student slipped in the concourse during NorthTec's graduation. Water from the flower vendor's bouquets was spilt onto the floor and the student slipped and dislocated her knee. St Johns attended.

7.2 Current Priorities

The primary focus for Venues and Events includes planning the major events budget for 2025–2026, implementing the major events plan, securing external funding for future events, and fostering strong collaboration between venues, communities, and district-wide events.

The bi-monthly Events round table meeting is the cornerstone for interdepartmental communication within the Council. It fosters strong relationships with key community services to enhance operational efficiency and reinforce community safety and preparedness.

Events Strategy (External)

Completion of the External Events Strategy ready for council approval

Stadium Roof Replacement

Continued support towards the Stadium roof replacement project

Forum North Garden Refit - replace old furniture

Replacing old furniture in the garden area at forum North. Old furniture no longer fit for purpose.

Stadium Flooring in changing rooms

Supporting Stadium Flooring in changing rooms to be replaced prior to the Māori All Blacks Vs Scotland Game July 5, 2025

Cameron Street Canopy Lights Refit

Replacement and installation of the Cameron Street Canopy lighting to align with the canopy bridge

Crowded Spaces Strategy

Develop a crowded spaces strategy for Whangarei

Forum North Garden Area Phase 2

Lighting and CCTV for the garden area at forum North to reduce homelessness in this area

Review Event Development Fund

Review of the event development fund. (November 2025)

Multi-Cultural Arts Festival

Development of a multi-disciplinary and multi-cultural Arts festival for Whangarei. 2-year project. Activation 2027.

Event Activity plan and implementation

Driving event activity plan for Māori All Blacks Vs Scotland Game July 5, 2025, to assure good community engagement, legacy activation, Business ignition and city-wide engagement

Events Team

- Film Permit Process – in development
- 25/26 Calendar of events
- Continued regulatory improvements for permitting events

Forum North Venue Team

Ongoing training including working at heights and first aid courses for venue staff.

7.3 Performance measures and compliance

Our venues and events will deliver the outcomes of the Experience Local: Whangarei 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%

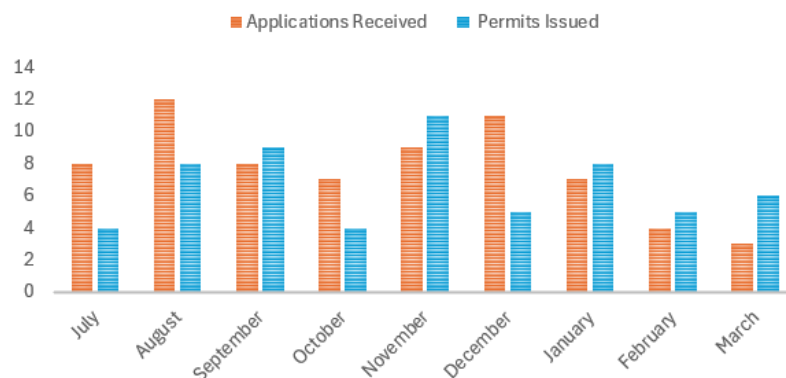
Monthly Measurement

TEMPORARY ROAD CLOSURES



Temporary Road Closure Applications currently being processed: 4

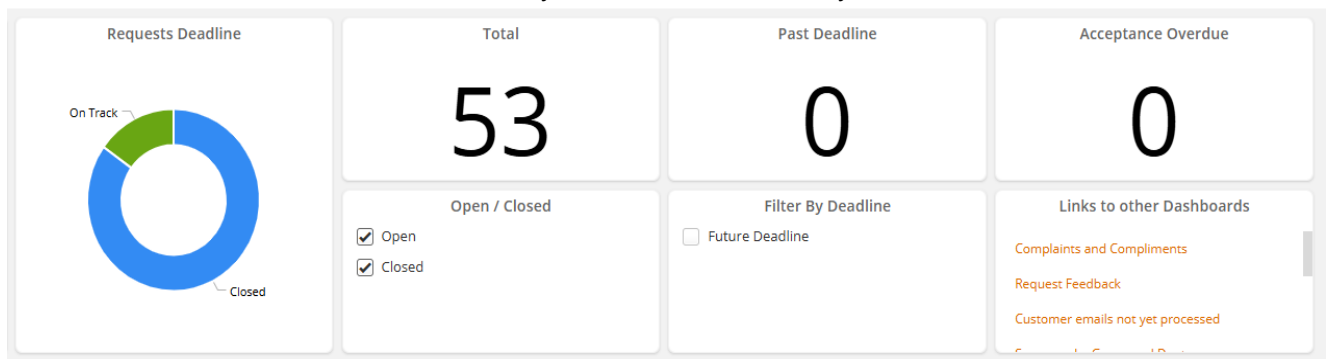
EVENTS ON COUNCIL LAND



Events on Council Land Permits currently being processed: 9

7.4 Request System dashboard update

2025 year to date in February



7.5 Current challenges/issues

Whangārei as an Event Destination

Whangārei's growing popularity as a destination for major events reflects the city's appeal, thanks to the efforts of the council events team, community collaboration, and strong council desire to host events.

Challenges

The rising number of events has increased the demand for event permits, road closures, sponsorships, and venue bookings. With the continued demand for major events and support for unbudgeted events, it is essential for the council to prioritise and allocate additional resources to ensure ongoing success. Continuously reworking the funding pool each year is unsustainable, placing excessive pressure on budgets and resources, which can compromise event quality and pose reputational risks.

Balancing Demand and Quality

Staff are exploring strategies to balance the rising event demand with the need to maintain high-quality services while ensuring there are sufficient resources. This includes contracting staff to support work programmes.

Resource Management

Effective management of growth, within limitations of resources, is essential. Staff are focused on finding sustainable solutions to support ongoing development. Whangārei's success in attracting events is a positive trend, however continued support and efficient resource management are needed to maintain growth and service quality.

7.6 Operational Activities

Over the month of March 2025 Forum North Hosted

- 4 Commercial Event over 4 days
- 13 Community Events over 20 days

Photo from the NorthTec Graduation held at Forum North in March, which saw an attendance of 530 people:



Forum North Positive Feedback:

Jarred Fell: *"We would just like to say a huge thank you to you all for hosting an amazing show with us! We all had the best time working with you and everything went so smoothly. Please pass on our many thanks to everyone involved making the event happen!"*

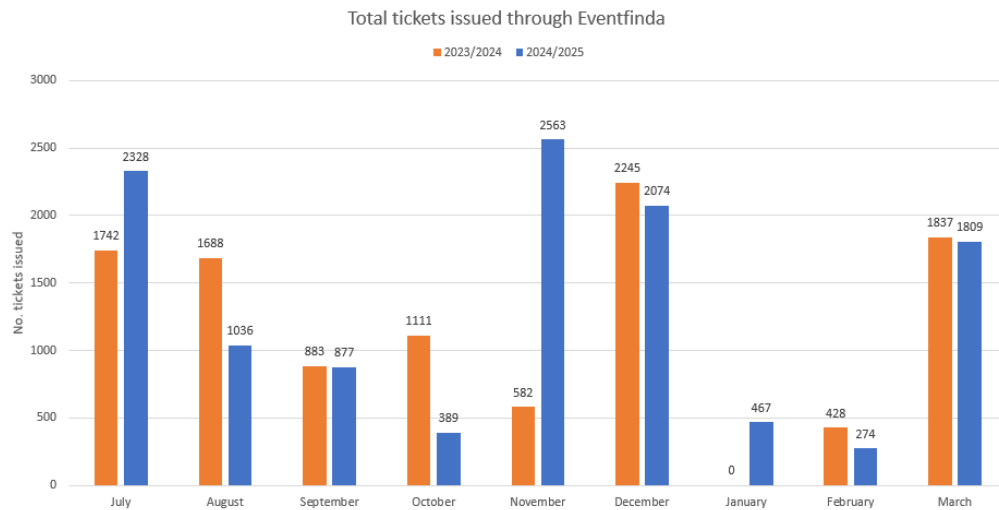
NorthTec Graduation: *"Thank you for all your hard work in making NorthTec's Graduation on Friday March 14th, a success. We are really grateful for your continued support. The event almost went without a hitch. The student who dislocated her knee in the concourse is doing fine and will be able to attend another ceremony with the mayor in a few months to receive her degree. We will put a mat down in the course for next year. Accidents happen, and I was pleased with how the team handled the situation."*

"I have worked with WDC Forum North staff for a number of years now on this annual event. They are fabulous to work with. Nothing is ever too much trouble. Parking is always a challenge, but Monique/Nic ensure key staff/suppliers can park for set-up/pack in/ceremony as required.

The venue looked refreshed and cared for. We appreciated the freshening up of spaces including the concourse and Green Room. We also organised coned off parking for our VIPs with WDC and Kia Tupato manage this area in Zone 1 and it works well."

Our Venue Coordinator Monique has been awarded the EVANZ Venue Wellington Scholarship. EVANZ's contributes to the travel and accommodation cost. Monique will visit a range of iconic Wellington venues and then assist managing the front of house for the Graham Norton show currently touring New Zealand.





Forum North ticketing numbers:

Total year to date (2024/2025): 11,817

2023/2024 total: 15,340

Events/Festivals

<i>Event Development Fund</i>	<ul style="list-style-type: none"> NZ Hockey Masters (23 Feb – 1 March) 116 grassroots theatre activation October 2024 – June 2025 Matariki concert series – Opera North – May - June
<i>Other Supported Events</i>	<ul style="list-style-type: none"> Endless Summer Festival finishes 31 March 2025 Taste Whangarei (20 March) Puanga Matariki Festival (Registrations open 3 March) Community Hui #2 (6 March)



7.7 Future Planning / What is coming next?

<i>Forum North Venue Upcoming Events</i>	<p>In April there are 12 events</p> <ul style="list-style-type: none"> 3 Commercial and 9 Community events 6 days of events in the Theatre 7 days of events in the Conferencing Area
<i>Events team Upcoming Events/Festivals</i>	<ul style="list-style-type: none"> Anzac 2025 (25th April) West Ham Football youth training session (Event Development Fund) Māori All Blacks vs Scotland Game (5 July) Civic Honours 2025 (5th September)



7.8 Risk to the Tiriti Relationship

None to report

7.9 Delegated Financial Authority Policy

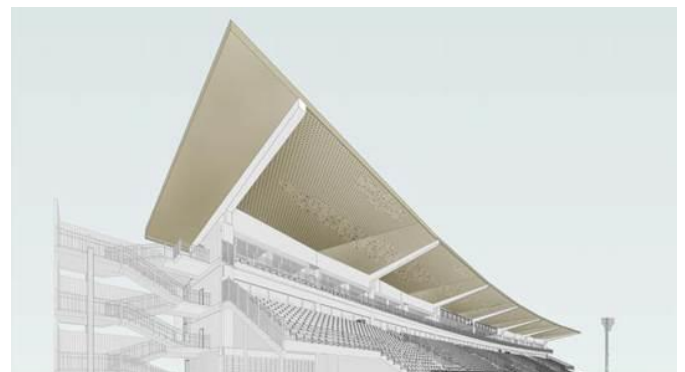
- New Zealand Rugby Union Game (July 2025)
- National Rugby League Game (Date TBC)

7.10 Legislation changes or updates

Nothing to report.

7.11 Capital Works

Major Projects – Venue & Events	Current Stage	Estimated Construction Start Date	Estimated Completion Date
Stadium Roof	Design	November 2026	June 2027
<p>Summary: The Project Status: Preliminary Plus Design.</p> <p>Budget: The project is on budget. The project is forecasted to be \$150K under the 2024 Long Term Plan (LTP) budget. However, it is \$510K over the revised budget set by the Council resolution in June 2024 capping future project costs to \$10.2m, a reduction of \$661K on the project budget. This variance is primarily due to the interior design estimate completed in February 2025. The project team is actively working to reduce this shortfall and will be reviewing deliverables to align with the available budget.</p> <p>Programme:</p> <ul style="list-style-type: none"> • The project is on time. • Developed design is underway, due to be completed in June • Procurement Plan for Construction due May. • Detailed design Ends September • Tendering November – December 2025 • Onsite construction Starting 9th of November 2026 <p>Designer: BECA and Matakohe Architecture Contractor: TBA</p>			



8. Civil Defence Emergency Management (CDEM)

8.1 Health & Safety

Nothing to report.

8.2 Current Priorities

<i>Tsunami Resources</i>	Tsunami Siren Replacement Project is ongoing with 44 constructed / installed (98%) for Whangarei District.
<i>Community</i>	Community and Organisational engagement, with specific attention to meeting Iwi Māori and isolated communities to continue developing strong relationships.

8.3 Performance measures and compliance

Assessment of the Northland CDEM Group Plan 2021-2026 will be undertaken by the Northland CDEM Group office staff at intervals.

8.4 Request System dashboard update

Nil Requests

8.5 Current Issues and Challenges

<i>New Tsunami Siren Network</i>	Testing of the new sirens will occur on 6 th April (as of writing this report) and the new sirens will be tested. The current (old) system will not be tested in April and will not be disestablished until later in the year until the whole project is 100% completed, in case it is still needed prior to the new network completion.
<i>Multi-Agency Coordination Centre (MACC)</i>	<p>Work is underway by the Multi-agency Coordination Centre (MACC) Design Team, the team is made up of representatives from the Northland Regional Council CDEM Group office, Fire and Emergency New Zealand and the Council through the General Manager Community Services. Other team members include an architect and quantity surveyor.</p> <p>Design team members had a virtual tour of the Gold Coast Coordination Centre to discuss pros and cons to their centre in their considerations for the MACC. The overall function of the centre is currently being worked through by the team, to ensure all agencies are aligned in the objectives and outcomes of the project. Once this stage is complete, attention will turn to build materials, ICT needs and the functional elements required.</p> <p>The Council's MACC Heads of Agreement (binding) was considered by all four Councils at the December 2024 council meetings and approval given for all Chief Executives to sign. The Heads of Agreement (HoA) has now signed by all four Northland councils.</p> <p>The Northland Regional Council (NRC) and Fire and Emergency New Zealand (FENZ) MACC Heads of Agreement (non-binding) is currently being negotiated, and the Development Agreement (binding) will follow shortly.</p>

8.6 Overview of Operational Activities for March reporting period:

New Civil Defence Group Manager

After 25 years Graeme MacDonald has retired and has been replaced with a new Group Manager, Damian Rio. Damian was the Emergency Management Specialist with Council concentrating on community engagement. His role will be filled with a new staff member in the coming months.

Emergency Operations Centre (EOC):

- A council staff EOC exercise was held on 24 March 2025 for 25 council EOC staff.
- Templates have been created within the council Template Central for the EOC.

Community engagement activities include:

Community engagement activities for the month of March have covered the contact and communications with each Community Response Group (CRG) to support their activity and work continues developing Preparedness Plans for numerous Marae.

Tsunami Evacuation Modelling Project

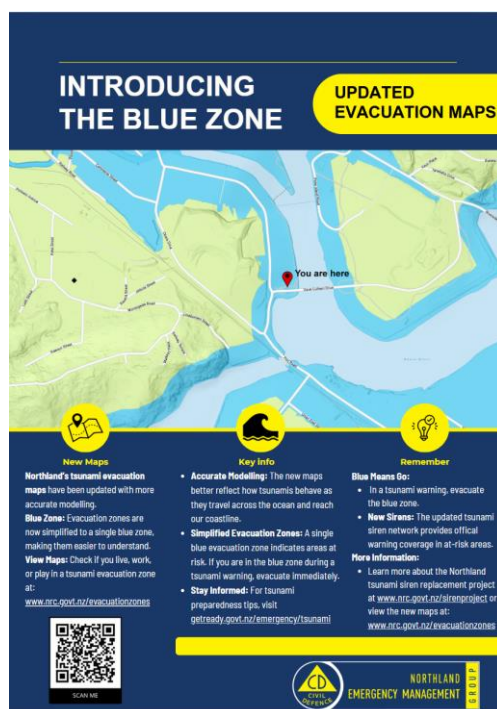
Note: there was a lot of reference to the 'Inundation modelling' where the correct term is '**Evacuation modelling**'. The new blue zone along the coast shows definite evacuation zone, to keep people away and safe, hence it covers all the coast even hills on the coast.

The updated tsunami modelling is complete and new GIS models have been completed using both the three-zone and blue-zone mapping. With the release of a new Directors Guideline in 2025 all regions are directed to change to blue-zone mapping, which Northland has done as part of this project.

The new evacuation models show significant reductions in the zoning for some areas. This change will take some in depth community engagement, as will the change to using blue zones.

Work is underway to replace the tsunami information boards throughout Northland with new maps because of the evacuation modelling project. This should be complete by end of May.

The modelling data is also being supplied to the district councils to utilise in their climate resilience planning.



8.6. Risk to the Tiriti Relationship

Nothing to report.

8.7 Delegated Financial Authority Policy

Nothing to report.

8.8 Legislation changes or updates

New work is underway on the Emergency Management Bill, a review of the CDEM Act 2002, which had been put on hold by the new Government.

8.9 Future Planning / What's coming next?

<i>Community Engagement</i>	<ul style="list-style-type: none"> • Marae Preparedness Plan and Māori Engagement within Whangarei District Council • Flood Resilient Māori Communities and Marae Project
<i>Tsunami Sirens</i>	<ul style="list-style-type: none"> • Tsunami Siren Replacement project underway • Tsunami Board Review with new Evacuation modelling April/May 2025
<i>Upcoming Training Courses</i>	<ul style="list-style-type: none"> • Response Manager Course 23 June • CIMS4 14-15 July • Intelligence Function 16 July • Logistics Function 18 July • CIMS4 8-9 September • Planning Function 10 September • Welfare Function 11 September • Logistics Function 12 September • CIMS4 3-4 November • Intelligence Function 5 November • Welfare Function 7 November • EOC Exercise 7 November

8.10 New Tsunami Siren Project Overview – Northland Region (WDC / KDC / FNDC):



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:

1.	The making available of information would be likely to unreasonably prejudice the commercial position of persons who are the subject of the information. {Section 7(2)(c)}
2.	To enable the council (the committee) to carry on without prejudice or disadvantage 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)}.
5.	To protect information which is the subject to an obligation of confidence, the publication of 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. {Section 7(2)(c)(i)}.
6.	In order to maintain legal professional privilege. {Section 2(g)}.
7.	To enable the council to carry on without prejudice or disadvantage, negotiations {Section 7(2)(i)}.

Resolution to allow members of the public to remain

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

"That _____ be permitted to remain at this meeting, after the public has been excluded, because of his/her/their knowledge of Item _____.

This knowledge, which will be of assistance in relation to the matter to be discussed, is relevant to that matter because _____.

Note:

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